

Impact Highlight: New Dashboards, Reports, and Filters

In Qlik, staff will see new Pending Application, Customer Appointment, and Worker Caseload dashboards, a new Worker Availability report, and a new District filter on existing reports.

- **Other Key Impacts Included in this SCR:** Supervisors, Office Administrators, and Leadership will have access to new dashboards, reports, and filtering options that provide enhanced visibility and will support more effective monitoring and decision-making.
- **Who's Affected:** Supervisors, Office Administrators, and Leadership will be able to use the new reporting features.

CHANGE IMPACT BREAKDOWN

Feature	Current State		Future State
Pending Applications Dashboard	Dashboard with visibility into application processing activities does not exist	→	• Users have visibility into application processing metrics and detailed application information through new KPI dashboards (5), charts, filters, and table views
Customer Appointments Dashboard	Dashboard with visibility into customer appointment scheduled & completion activities does not exist	→	• Users can monitor appointment scheduling and completion activities using new KPIs (3), charts, filters, and detailed appointment status information
Worker Caseload Dashboard	Dashboard for assignment volumes & thresholds across workers does not exist	→	• Users have visibility into worker assignment volumes and caseload thresholds, supporting workload monitoring and management decisions
Worker Availability Report	Consolidated view of worker's availability or schedules does not exist	→	• Users can view worker availability and schedules in a consolidated report and analyze staffing coverage using filtering and pivot table functionality
District Filter – Reports	Six reports in Qlik do not have a District filter	→	• Users can filter report data by district. If the County is not configured by district, the filter will display as blank
District Filter – Dashboards	7 dashboards in Qlik to not have a District filter	→	• Users can view dashboard metrics by district • If the County is not configured by district, the filter will display as blank