



Release Notes

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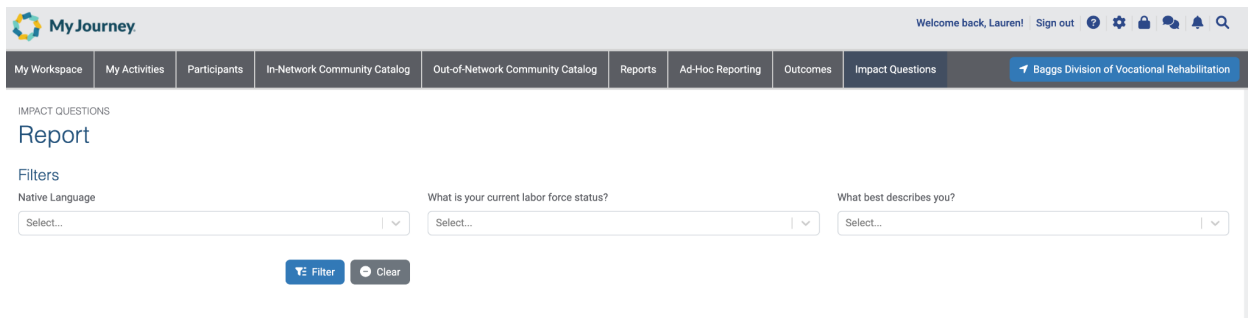
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Participant information query

- ❖ Professionals can use the “Impact Questions” tab to query participants within their location that match specific criteria
 - Create queries from single or multi-select questions from the Participant Information page and results will display as a table of participants that match the selected criteria
 - Professionals can select more than one answer choice within:
 - One question - Results display participants that have selected either answers
 - Multiple questions - Results display participants that have selected both answers
- ❖ Clients can elect to enable query functionality by working with their PAIRIN Customer Success Consultant
 - Clients can select the search questions in their Participant Information to be used for queries
 - Queries can only be activated for single or multi-select questions
- ❖ **Impact:** Professionals can see a table of all individuals whose Participant Information reflects a specific answer. For example, a Professional can see all individuals that selected they are interested in career guidance and are unemployed.



The screenshot shows the 'My Journey' application interface. At the top, there's a navigation bar with the 'My Journey' logo and a user profile 'Welcome back, Laurent' with a 'Sign out' link. Below the navigation bar is a menu with tabs: 'My Workspace', 'My Activities', 'Participants', 'In-Network Community Catalog', 'Out-of-Network Community Catalog', 'Reports', 'Ad-Hoc Reporting', 'Outcomes', and 'Impact Questions'. The 'Impact Questions' tab is selected, and a sub-tab 'Baggs Division of Vocational Rehabilitation' is also visible. The main content area is titled 'IMPACT QUESTIONS Report'. Below the title, there's a 'Filters' section with three dropdown menus: 'Native Language', 'What is your current labor force status?', and 'What best describes you?'. Each dropdown has a 'Select...' placeholder. Below the filters are two buttons: 'Filter' and 'Clear'.

Customizable banner message in the Community Catalog

- ❖ Custom banner content can be displayed at the top of the Community Catalog
 - Clients can work with their PAIRIN Customer Success Consultant to add their desired message
- ❖ **Impact:** The Community Catalog banner can help participants and professionals make the most of the resources in the catalog. Messages can help users better understand how to use and navigate the Community Catalog and ultimately, help more people connect to desired resources. This can be especially helpful for users who are not yet familiar with the Community Catalog.



New platform analytics provider to better protect user data

- ❖ Fathom Analytics now tracks platform engagement, including uptime monitoring, visitors, viewers, average time on page, and bounce rates
 - All previous reporting capabilities are still available in the new system
- ❖ PAIRIN switched to Fathom Analytics to track platform engagement because they do not track individual user browsing habits or IP activity (unlike the previous provider, Google Analytics)
- ❖ **Impact:** PAIRIN is excited to announce the switch to Fathom Analytics to track platform engagement. Fathom Analytics does not track individual user browsing habits or IP address activity, and instead, tracks data in aggregate. Therefore, personal and personally identifiable information is not collected by Fathom Analytics, ensuring greater safety and security for platform visitors. Fathom Analytics is fully GDPR, CCPA, and PECR compliant. Client project managers can be provided new information to access the Fathom Analytics dashboard for their respective platform. Google Analytics is no longer being used.

Page navigation on reports

- ❖ Professionals can navigate report data with previous, next, and individual page number buttons
- ❖ Reports that include this pagination feature are:
 - Detailed Referrals
 - Outcomes by Organization
 - Outcomes by User Type
 - Professional Related Data (location table)
 - Participant Related Data (location table)
- ❖ **Impact:** Professionals can access and display report data on their screen when there are more rows in the report than can fit on a single page.



Customer Portal navigation

- ❖ The Customer Portal navigation menu is optimized for mobile phones
 - The menu and submenu options are more compact
- ❖ **Impact:** Participants can more easily navigate the Customer Portal menu options on mobile.

