LIGHTHOUSE

Lighthouse Care Coordination FAQs

Lighthouse is an innovative software platform used by professionals to identify victims of human trafficking, coordinate their care, and understand trends. Lighthouse was developed by Allies Against Slavery, a nonprofit organization based in Austin, Texas that harnesses the power of technology, data, and partnerships to protect freedom and dignity.

1. How do I login to Lighthouse?

If it's your first time using Lighthouse, follow the instructions in the welcome email you received when your account was set up. Otherwise **login** with your work email at **https://lighthouse-data.alliesagainstslavery.org/**. Now you are ready to use Lighthouse!

Select **Forgot password?** to reset your password. You will receive an email with a link to set a new password. Check the spam folder if this email does not appear in your inbox. Contact **lighthouse@alliesagainstslavery.org** if you are unable to login.

2. How do I submit quarterly Care Coordination performance measures in Lighthouse?

- Login at **https://lighthouse-data.alliesagainstslavery.org/**
- Hover over the left navigation bar and select **Care Coordination** under the **Prevention & Intervention** heading.
- The Care Coordination **Map** shows pins for locations which are reporting CC measures.
- Click on **Charts** in the upper right corner to go to the CC dashboard.
- Click on **Add Performance Measures** near the top left of the CC dashboard to open the form.
- Enter your email, organization, county, the quarter and fiscal year you are reporting, click through to complete all fields in all sections, then review and **submit** the form.
- Click on the **CC Glossary** if you need help understanding the measures.
- Repeat these steps for each county you serve, if you are submitting for multiple counties.

3. How do I see Care Coordination data after I submit the form?

Data is immediately visible in the CC dashboard after the form is submitted. The charts display data for all counties by default. To see just your data, use the **Location** filter at the top, select your county or organization, and click the Save button. To see just the current quarter (or other time frames), use the **Time** filter. To share data with others who are permitted to view it (such as members of the care coordination team or advisory council), use the **Reports** feature, or demo Lighthouse during your meetings to view the data dynamically.

4. Do I need to complete the CC form all at once?

CC forms can be saved in progress before you submit. Click on **Save for Later** within the form. When you reopen the form, you will see the data you already entered. Be sure to **submit** the form when it is completed.

5. Can multiple users fill out the CC form?

Multiple users can work together to collect data for the CC form, but only one person per organization should submit the CC form per county served, per quarter.

6. When should I submit the quarterly performance measures?

Quarterly performance measures are submitted between the 1st and 15th of the month following the end of each quarter. Measures are due by the 15th as follows (dates may be adjusted if they fall on weekends or holidays). Quarters are based on the fiscal year calendar of the Office of the Texas Governor Child Sex Trafficking Team (CSTT).

- Q1 (October-December): January 15
- Q2 (January-March): April 15
- Q3 (April-June): July 15
- Q4 (July-September): October 15

7. What if we just launched Care Coordination?

If your organization recently launched care coordination and it has been in effect for more than 30 days, you are required to submit measures for that quarter. For example, if you launched on November 15, you should report measures for Q1 by January 15. If you launched on December 1, you should report measures for Q2 by April 15.

8. What else can I do with Lighthouse?

In addition to Care Coordination measures, Lighthouse has extensive data from service providers, organizations who are screening, law enforcement agencies, and other sources. This data can give you more insight into how human trafficking is affecting your county, region, and the state overall. This data may be useful to share with colleagues, raise awareness about human trafficking, support proposals for funding, and otherwise inform your work. Be sure to follow the guidelines for permitted use of the data, as outlined in your Lighthouse software license agreement.

9. What if I need help?

If your screen seems to "freeze," try refreshing your browser or logging out and then logging in again. If you entered any CC data incorrectly, we can fix that! For assistance or to report a problem, select **Help** then **Submit Feedback** in the left navigation and complete the form, or email us at **lighthouse@alliesagainstslavery.org**. If you have questions about the Care Coordination process or measures, please contact the CSTT at **cstt@gov.texas.gov**.

Support & Resources

For more information about Lighthouse, including training webinars and other resources, visit **https://alliesagainstslavery.org/lighthouse-support**.