NYC™ Department of Youth & Community Development

DYCD CONNECT

PARTICIPANT TRACKING SYSTEM:

Achieving Benchmarks & Outcomes
Community Service Block Grant

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Key Terms

Required Goal: a goal set as required counts towards required benchmarks and outcomes

Optional Goal: a goal set as optional does not count towards required benchmarks and outcomes

Purpose of this Guide

This guide outlines the process of achieving benchmarks and outcomes, and how these are tied to goals for CSBG programs. It also details how benchmarks and outcomes are documented within the participant intake, and subsequently summarized and consolidated at the workscope level.
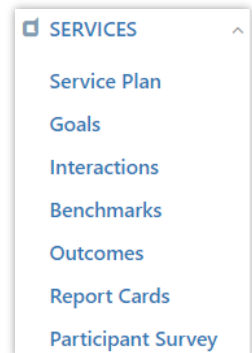
Achieving Benchmarks & Outcomes

During the workscope development phase of the program period, CSBG programs establish the benchmarks and outcomes that they plan to achieve on the workscope.

⊞ Benchmarks 820510B-NDA Healthy Families-4/1/2021-6/30/2022						Q
Benchmark ⇕	Category ⇕	Jul-Sep ⇕	Oct-Dec ⇕	Jan-Mar ⇕	Apr-Jun ⇕	Projected Total ⇕
Enrolled participants take action to access benefits and services		10	10	10	10	40
Participant was enrolled		10	10	10	10	40

To attain these targets, providers offer services to participants and track the services rendered in the Services section of the participant intake.

Throughout the program period, providers will complete data entry in the form of adding or updating participant goals, completing interactions, and uploading report cards. Completing data entry will cause corresponding or linked benchmarks and outcomes to become achieved, through an automated process.

SERVICES ⌃

Service Plan

Goals

Interactions

Benchmarks

Outcomes

Report Cards

Participant Survey

Some benchmarks and outcomes are not automatically achieved and must be updated manually by providers when their criteria are met in their sections of the participant intake.

Adding Goals to the Participant Intake

Participant goals may be added to the Services section of the Participant Intake. For some benchmarks and outcomes, it is necessary to achieve a goal before the corresponding benchmark or outcome can be triggered and marked as achieved by the system.
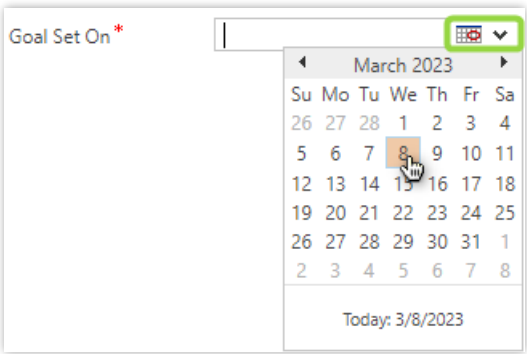
SERVICES ⌃

Service Plan

Goals

Interactions
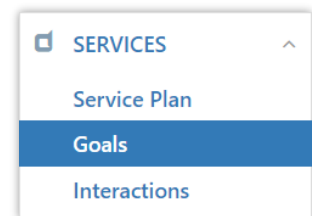
Step 1: From the Participant Intake, navigate through Services>Goals and click on "+New" in the Participant Goals table.

Step 2: Click on Category field, then the magnifying glass icon and click to select from the available options. Additional options may be found by clicking on "Look Up More Records". If you selected "Look Up More Records", then scroll through the options until you find the desired category and click to the left of the name. Then, click "Add" at the bottom.

Step 3: Click on the Goal Family field and set the goal as Required or Optional.

Step 4: Add a date for the Goal Set On field. You may use the calendar icon to select with the calendar view.

Step 5: Complete data entry on the remaining fields using the methods shown above, then click "Save" or "Save & Close".

After saving, your new goal will be added to the Participant Goals table and can be seen after refreshing the table.
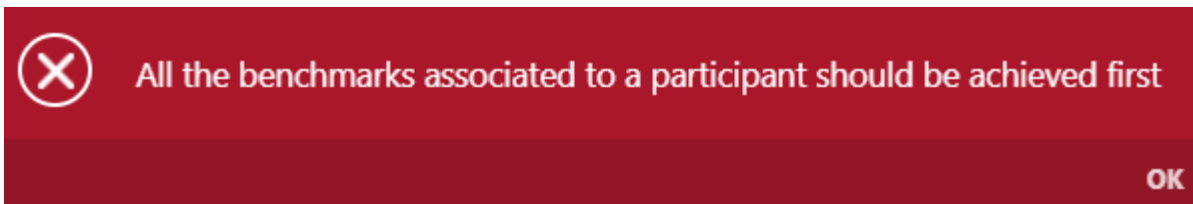
If you see this message, then the associated goal requires a corresponding benchmark to be marked as achieved before the goal can be achieved. After the benchmark is achieved, then the goal may be achieved and the corresponding outcome is systematically marked as achieved.

How do you Achieve Benchmarks Manually?

In the participant intake, some Benchmarks must be updated manually. These benchmarks will <u>not</u> have gray fill in the "Benchmark Achieved?" field.

Marking a Benchmark as Achieved

Step 1: From the Participant Intake, navigate through Services>Benchmarks and click "RELOAD" at the top right if you recently modified any data in the participant's intake, such as their goals.

Step 2: Click on the "Benchmark Achieved?" field and mark it with "Yes." Then, add an "Achievement Date". Lastly, click "Save" at the top right of the page. The benchmark number, ①, should change to green after it is marked achieved as shown below.

How do you Achieve Outcomes in the Participant Intake?

All Outcomes are updated by DYCD Connect and marked as achieved when their corresponding Benchmarks and/or Goals are achieved.

For example, CSBG High School Programs have a required outcome shown above. To achieve this outcome, providers must upload Report Cards. DYCD Connect compares the data from previous report cards, and if there is a sufficient increase to indicate improvement, then the outcome will trigger and be marked as achieved.

Adding Optional Outcomes to the Participant Intake

In the Outcomes section, providers may add Optional Outcomes to an intake and note if any supporting documentation was provided to verify that the outcome was reached.

Step 1: From the Participant Intake, navigate through Services>Outcomes. Scroll down to the Optional Outcomes section and check off any outcomes that should be added.

Step 2: If supporting documentation is required for the optional outcome, then you the "Document Type" field appears. Click on the field to select the appropriate document for the goal.

Step 3: After uploading the supporting document, check off the "Document Uploaded" box for the outcome and click "SAVE" at the top right of the page.

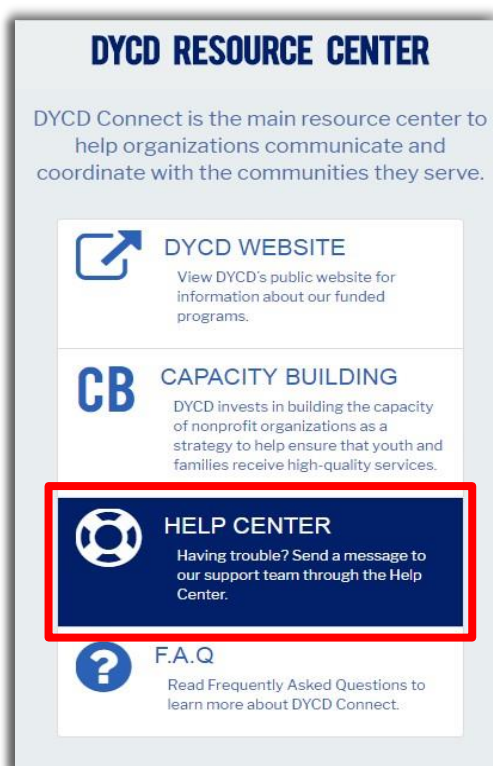**Step 4**: Click "SAVE" at the top right of the page to save and update the outcomes page.

DYCD Connect Help Center

If you have questions or concerns, please submit a help request to the DYCD Connect Help Center. You may reach the Help Center direct from the banner at the top of DYCD Connect by clicking on the question mark, as shown below.

Alternatively, you may submit a request through the Help Center on the DYCD Connect homepage.