



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

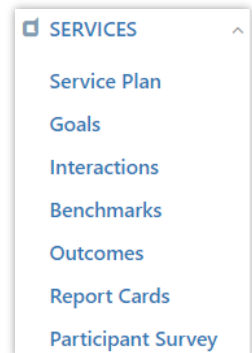
During the workscope development phase of the program period, CSBG programs establish the benchmarks and outcomes that they plan to achieve on the workscope.

Benchmarks						
820510B-NDA Healthy Families-4/1/2021-6/30/2022						
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.

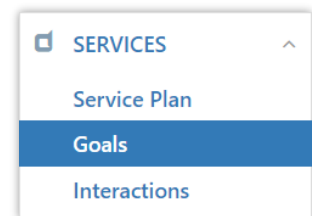
Throughout the program period, providers will complete data entry in the form of adding or updating participant goals, completing interactions, and uploading report cards. Completing data entry will cause corresponding or linked benchmarks and outcomes to become achieved, through an automated process.

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.

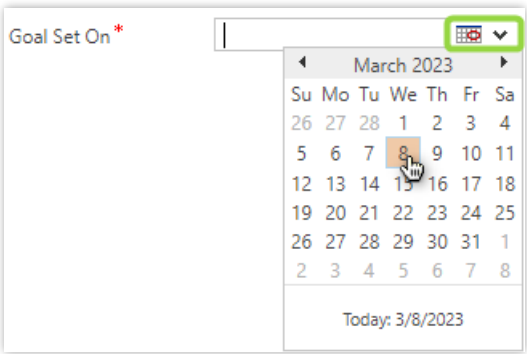


Step 1: From the Participant Intake, navigate through Services>Goals and click on “+New” in the Participant Goals table.

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”.

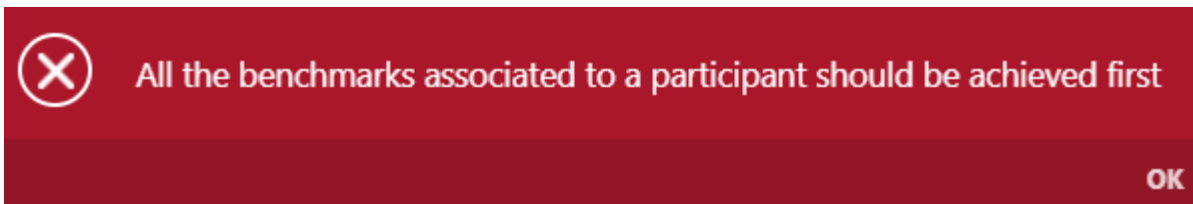
A screenshot of a form titled "PARTICIPANT GOALS : INFORMATION" with the subtitle "Secured transportation services". The form contains several fields with labels and values: "Category*" is "Benefits Coordination and Advocacy"; "Goal Family*" is "Required"; "Goal Set On*" is "3/8/2023"; "Goal Type*" is "Short Term"; "Goal*" is "Secured transportation services"; "Goal Status*" is "In Progress"; "Goal Started On" is "3/8/2023"; "Goal Text" is empty; and "Goal Text*" is "Secured transportation services". At the top of the form, there are buttons: "SAVE", "SAVE & CLOSE" (highlighted with a green box), "+ NEW", and "DEACTIVATE".

After saving, your new goal will be added to the Participant Goals table and can be seen after refreshing the table.

Participant Goal	Category	Goal Set On	Goal Type
9th - 12th graders improved overall grade point average by at least...	Education	5/3/2021	Short

1 - 1 of 1

Click refresh to update the table and then the newly added goal will appear.



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 not have gray fill in the “Benchmark Achieved?” field.

Benchmarks	Benchmark Achieved?	Achievement Date
1 Attended vocational training	No	
2 Father completes initial survey	No	
3 Father completes follow up survey	No	

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.

Benchmarks

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.

Benchmarks

REG-2599312151 -ieilatan thtims

Benchmarks

Search

☒ **1** Participants submit report card for review

Benchmark Achieved? **1** Yes

Achievement Date **2**

Click on the field and select "Yes". This will unlock the "Achievement Date" field.

Using the calendar overlay, click on a date to add it to the field.

April 2023						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

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.

Outcomes

REG-2599312151 -ieilatan thtims

Required Outcomes

Search

☒ **1** Youth shows academic improvement

Outcome Achieved? No

Achievement Date

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.

Outcomes
REG-8977371194 - *****

Optional Outcomes

1 ☒ 4 Accessed domestic violence support (Optional)

2 ☐ 5 Attended mental health counseling (Optional)

3 ☐ 6 Attended adult financial literacy education course (Optional)

Click on a check box to add an Optional Outcome for the participant.

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.

Document Type

Applicant Statement to reflect receipt of service/benefit

Birth Certificate

Cash Assistance approval

Child care voucher

Court approved alimony or child support agreement

Landlord statement with applicant's name

Lease agreement with applicant's name

Medicaid/Medicare card/approval

Medicare Savings Plan (MSP) letter

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.

Document uploaded

☐

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

Outcomes

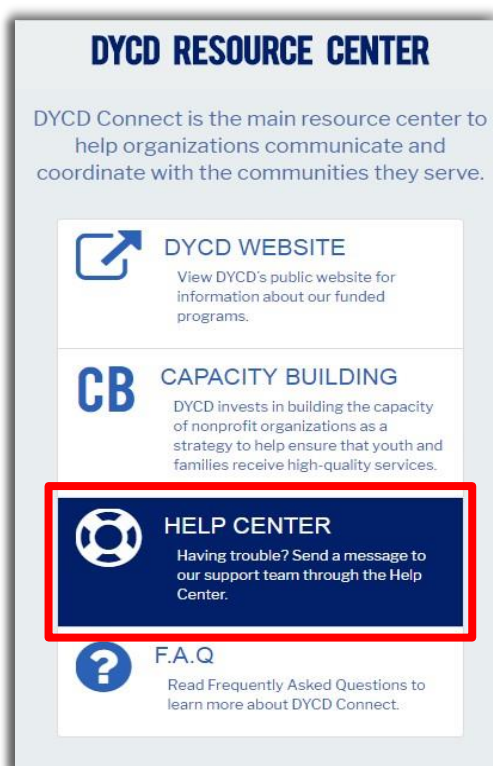
SAVE RELOAD

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.

A screenshot of the 'DYCD HELP CENTER' form. The form has a light blue header with the title 'DYCD HELP CENTER'. Below the header, there is a paragraph: 'The DYCD help center is where you can find resources to help with the technical and operational issues you may come across. Here you can contact DYCD support directly or look into additional resources and guides that can help you move forward with your tasks.' There are several input fields: 'first name', 'last name', 'phone', 'email', 'organization' (a dropdown menu), 'program area' (a dropdown menu), and 'program type' (a dropdown menu). There is a checkbox labeled 'I am a DYCD employee'. Below these fields, there is a section titled 'Select if you need operational or technical help:' with two options: 'NEED TECHNICAL ASSISTANCE?' and 'NEED OPERATIONAL ASSISTANCE?'. Each option has a brief description of the type of help it provides. At the bottom, there is a section titled 'Detailed Description:' with a text area for 'Enter a detailed description'.