



Department of
Youth & Community
Development

PERFORMANCE EVALUATION CBO USER GUIDE

May 2019



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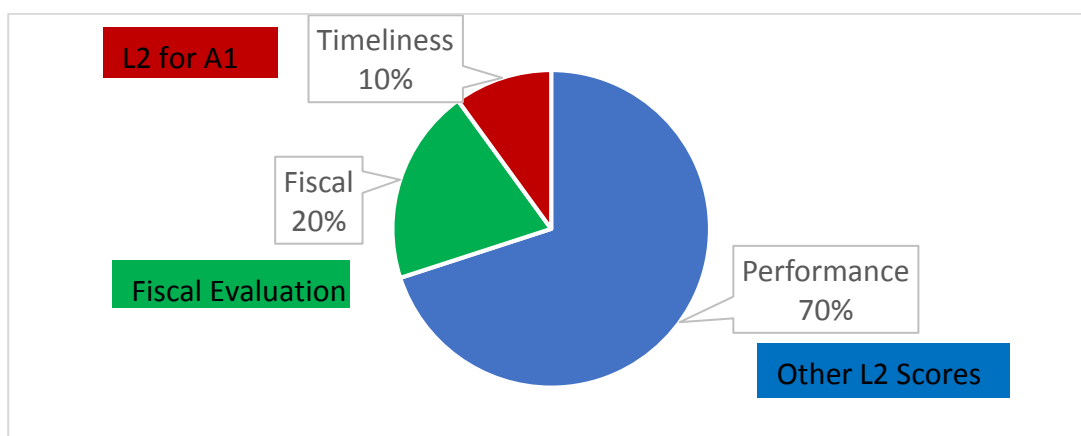
Policy

Performance Evaluations are conducted each year to assess performance on City contracts, and the results are made available to all agencies and oversights via the Procurement and Sourcing Solutions Portal (PASSPort) which is hosted by the Mayor’s Office of Contract Services (MOCS). Each contract generates one Performance Evaluation (PE) each year, so contracts with multiple workscopes will be combined into one PE.

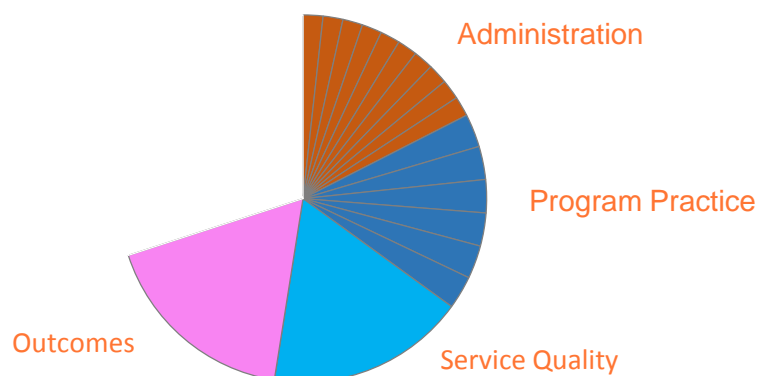
Sections

Performance Evaluations are based on ratings in three primary areas “Timeliness of Performance”, “Fiscal Administration and Accountability”, and “Performance and Overall Quality”. For brevity, these sections in DYCD Connect are referred to as “Timeliness”, “Fiscal”, and “Performance”.

These three sections compose the overall Performance Evaluation rating in the proportions shown below. The Fiscal rating (20%) is calculated from a Fiscal Evaluation conducted by the DYCD Audit team. The Timeliness and Performance ratings are based on evaluation conducted in DYCD’s Evaluation & Monitoring System (EMS). The Timeliness rating (10%) is automatically calculated from the timeliness indicators in EMS (Level 2 indicator A1) across the year. The Performance rating (70%) is automatically calculated from the other EMS Level 2 indicators across the year.



EMS evaluations have four sections: Administration, Program Practice, Service Quality, and Outcomes. These four sections have equal weight in the Performance section, as shown below:



Ratings

MOCS determines the rating scale to be used for Performance Evaluations, as shown below. The approximate equivalent rating from EMS is displayed as well.

PE Rating	EMS Equivalent
Excellent	Far Above Standard
Good	Above Standard
Satisfactory	Meets Standard
Poor	Below Standard
Unsatisfactory	Far Below Standard

Process

Whenever a Performance Evaluation is approved by DYCD, the CBO Provider Admin will receive an email notification indicating that a new PE has been issued for you to review. All Performance Evaluations for your contracts are viewable in DYCD Connect. When reviewing a PE, the overall PE rating, each of the category ratings and comments, and the EMS and Fiscal evaluations will be visible to you. After reviewing a PE, you can choose to accept or dispute it. You have 15 calendar days from the day you receive notification of a completed PE to submit a response. If there is no response from you within 15 calendar days, the PE is closed and finalized. At that point, the final PE will be sent to MOCS and viewable in PASSPort.

Note that this process differs from the default process for Performance Evaluations with other New York City agencies. While vendors for other agencies review and respond to their PE in PASSPort before it is finalized, DYCD conducts this process in DYCD Connect.



Department of
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Development

Reviewing Performance Evaluations

DYCD CONNECT

Username

Password

[Request a password reset](#)

[Sign in to DYCD Connect](#)

Connect to DYCD for access to the tools, services, and information needed to streamline community based operations. If you are having problems, or need additional help, then:
[PLEASE EMAIL DYCD.HELPDESK AT HELPDESK@DYCD.NYC.GOV](mailto:HELPDESK@DYCD.NYC.GOV)

You can log in to DYCD Connect at any time by going to: <https://www.dycdconnect.nyc>. Type in your user credentials when prompted. If you do not remember your password, click “Request a password reset”. If you do not have credentials, email the DYCD HelpDesk at helpdesk@dycd.nyc.gov.

Upon successfully logging in, you will see your name appear in the top right.



Click on  icon

To access Performance Evaluations, click the menu button, Main Menu, and Performance Evaluations.



NYC Department of Youth & Community Development

DYCD CONNECT

Main Menu | Dashboards

Main Menu

Help Center

My Work

- Dashboards
- Workscopes
- Reports

Registrations

- Intake
- Participants

Contracts

- Contracts
- Program Areas
- Program Types
- Providers
- Program Sites
- Provider Contacts

EMS

- Evaluations
- Incident Reports
- CAPs
- Performance Evaluation...

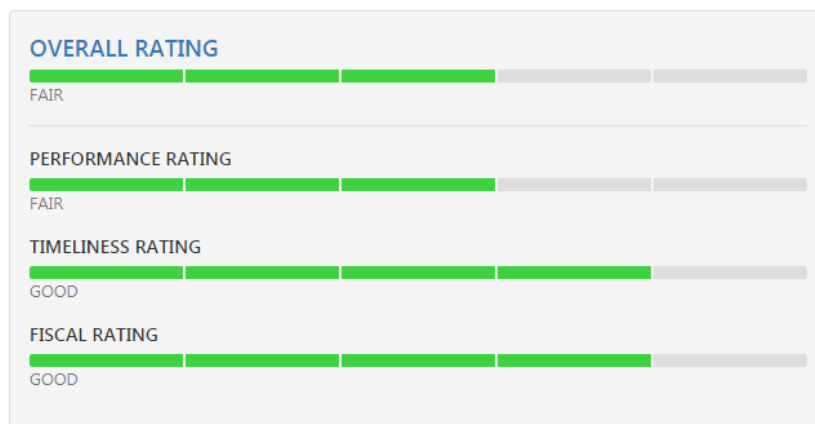
On the next screen, you will see a list of all PEs that have been sent to you. Click on the name of any PE to review.

General Information

On the next screen, you can see information about the contract on the top bar:

Contract	Provider	FiscalYear	Period	PE Name
124100A-COMPASS Elementary-7/1/2017 - 6/30/2018	Aspira of New York, Inc.	2018	7/1/2017 - 6/30/2018	PE2018124100A

You will see the section and overall ratings. Performance and Timeliness ratings are calculated from EMS evaluations for the year. Fiscal ratings are calculated from the Fiscal Evaluation conducted by the DYCD Audit team. See the policy section for more information.

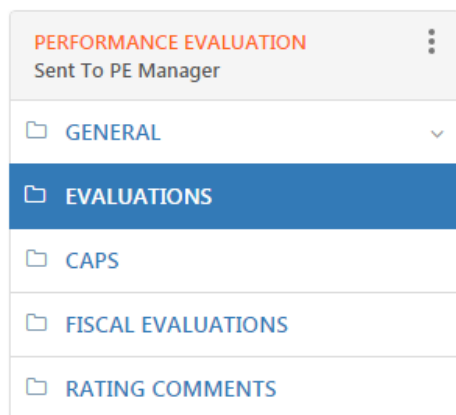


You will also see dates and information about the PE, shown below:

Name *	PE2018124109A
Provider *	Good Shepherd Sen i
DYCD Contract *	124109A
PE Start Date *	7/1/2017
PE End Date *	6/30/2018
Fiscal Year *	2018

Reviewing EMS Evaluations and CAPs

To view the EMS Evaluations that aggregate into the Timeliness and Performance ratings, click on “Evaluations” on the menu.



Here you will see a list of the evaluations for this contract. To open up an evaluation, click on the blue text. A new window will pop up to show that evaluation.

Contract 124100A-COMPASS Elementary-7/1/2017 - 6/30/2018				Provider Aspira of New York, Inc.	Fiscal Year 2018	Period 7/1/2017 - 6/30/2018	PE Name PE2018124100A
Evaluations							
Evaluation	Workscope	Program Type	Program Site	Overall Rating	Eval Status	Contributes to PE Rating	
EVL-005527	124100A-COMPASS Elementary-9/1/2017-6/30/2018	COMPASS Elementary	P.S./M.S. 031 The William Lloyd Garrison	Above Standard	Approved & Sent to CBO	Yes	
EVL-000971	124100A-COMPASS Elementary-9/1/2017-6/30/2018	COMPASS Elementary	P.S./M.S. 031 The William Lloyd Garrison	Above Standard	Approved & Sent to CBO	Yes	

CAPs may be viewed under the CAPs tab. CAPs may have an impact on PE ratings.

Reviewing the Fiscal Evaluation

Navigate to the “Fiscal Evaluation” section to view the indicators that compose the Fiscal rating. The first indicator (“Was a Fiscal Audit performed for this contract?”) is not scored.

Fiscal Indicators

AUDIT		
1. Was a Fiscal Audit performed for this contract?	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	A1
2. Was the Audit free of fiscal deficiencies?	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/> <input type="button" value="N/A"/>	A2
3. Was the timely Fiscal Corrective Action Plan submitted in writing AND approved?	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="N/A"/>	A3
DISALLOWED COSTS		
1. Was the Provider free of payment plan for disallowed costs?	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	DC1
2. Were disallowed cost payments timely?	<input type="button" value="Yes"/> <input type="button" value="No"/> <input checked="" type="button" value="N/A"/>	DC2
PAYROLL TAXES		
1. Are payroll taxes up to date?	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	P1

Reviewing Comments

Comments are supplied by the DYCD Fiscal User and PE Manager to give further information about the rating of each section. These comments may be reviewed under the “Rating Comments” tab.

Disputing a PE

Based on your review, if you wish to dispute the Performance Evaluation, click the three dots and “Dispute”.

PERFORMANCE EVALUATION

Sent To CBO

Dispute

Copy URL

GENERAL

Basic Information

Dates in Progress

EVALUATIONS

FISCAL EVALUATIONS

RATING COMMENTS

Main Form

A dialog box will open to confirm. Click “OK” if you are authorized and wish to proceed.

?

You are attempting to dispute a performance evaluation. Clicking OK means that you are authorized by the Executive Director to submit this dispute. Do you wish to proceed ?

OK CANCEL

A dialog box will open to specify the dispute. You may select one or more sections to dispute by checking the box next to the label. Enter comments to explain the dispute. Please send any associated documentation for the dispute via email.



A screenshot of a web application dialog box titled "Dispute Scores". The dialog has a close button (X) in the top right corner. Inside, it says "Please select the sections being disputed." followed by the question "Which section is being disputed?". There are three checkboxes: "Performance", "Timeliness", and "Fiscal". Below these is a text area labeled "Enter Dispute Comments". At the bottom are "OK" and "CANCEL" buttons.

When you have selected the appropriate section(s) and entered comments, click “OK”. A dialog box will open to confirm.

A screenshot of a confirmation dialog box with a blue background. It features a question mark icon in a circle on the left. The text reads "Do you wish to submit this dispute ?". At the bottom right are "OK" and "CANCEL" buttons.

Dispute Process

Once a dispute has been submitted, the information may be viewed on the Basic Information page for the PE, as shown below.

Sections Disputed

Performance	<input type="checkbox"/>	Timeliness	<input type="checkbox"/>	Fiscal	<input checked="" type="checkbox"/>
Response Date	2/1/2019				
Fiscal Response	Changed due to changes in rating.				
Perf/Time Response	--				

The PE will be sent to the Fiscal Supervisor for Fiscal disputes, or to the PE Manager for Timeliness or Performance disputes. The user will review the information for the dispute and decide whether to override the original rating or to remain. At that point the PE will be finalized.

Final PEs

Once 15 calendar days have elapsed since the PE was sent to the CBO, or when a dispute has been decided, a PE is considered final. At this stage, the PE may be sent by Procurement to MOCS. Final PEs sent to MOCS are viewable in PASSPort. You will receive an email notification when a final PE becomes



available in PASSPort. Final PEs will continue to be viewable by the provider and by DYCD staff in DYCD Connect as well.

Questions or Assistance

If you have any questions or need assistance with the functionality of DYCD Connect, please email the DYCD Help Desk at HelpDesk@dycd.nyc.gov.

If you have questions regarding your performance evaluation, please email DYCD at PEresponse@dycd.nyc.gov.

If you have any questions or need assistance with PASSPort, please reach out to the Mayor's Office of Contract Services (MOCS) at help@mocs.nyc.gov.