

DYCD

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& Community Development

NYC

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DYCD CONNECT

EVALUATION & MONITORING SYSTEM:

System Overview

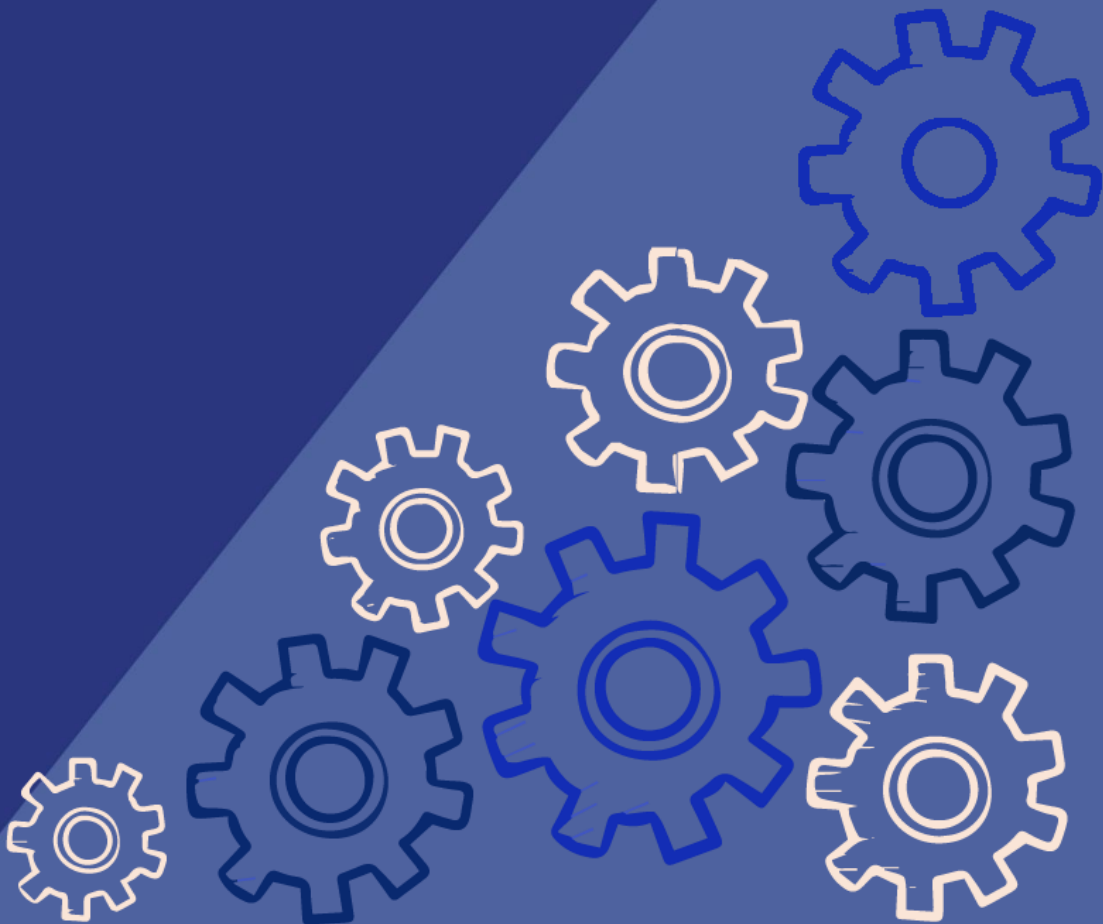


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Key Terms

Action Item:	a statement that describes an issue that was observed during an evaluation
Strategic Action Plan (SAP):	a document that is not punitive which is often used for follow up on minor issues
Corrective Action Plan (CAP):	a document that highlights major issues that were observed during an evaluation
Indicator:	a statement or question that is given a rating during an evaluation to assess if a program is following DYCD standards

What is the Evaluation & Monitoring System?

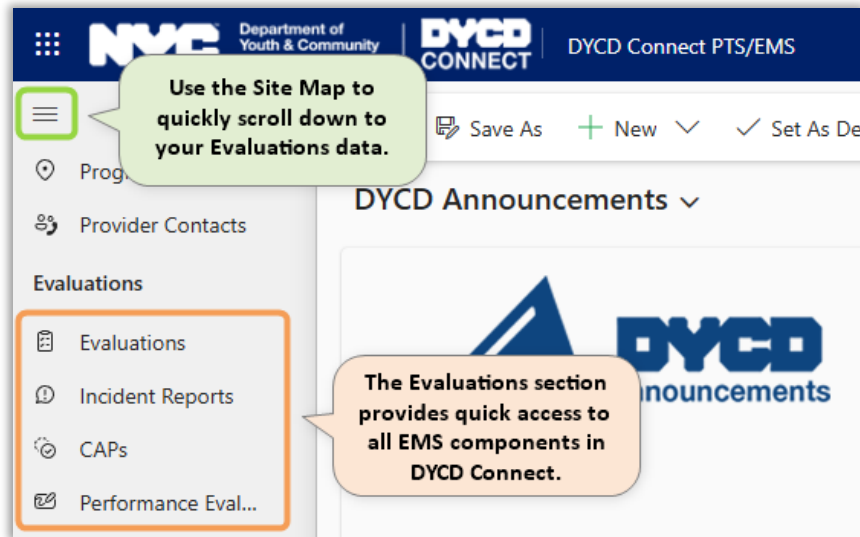
The Evaluation & Monitoring System (EMS) is part of DYCD Connect and is mainly used by DYCD to track program evaluations. These evaluations are conducted through site visits, phone interviews, and other methods. Each evaluation is linked to your workscope(s) in the Participant Tracking System (PTS) as they all report on a specific program. Evaluations are conducted regularly throughout the program year and can happen both as announced and unannounced visits to ensure your program stays in compliance.

After an evaluation is completed, DYCD will send the evaluation to your program for review in EMS. Any issues found during the evaluation are highlighted as action items in either the [Strategic Action Plans \(SAPs\)](#) or [Corrective Action Plans \(CAPs\)](#) sections. These issues may or may not require a response from your program.

Note: Every year, DYCD also conducts Performance Evaluations to assess the performance of city contracts. A user guide covering Performance Evaluations can be found in the [DYCD Connect Document Library](#).

How do I Access an Evaluation?

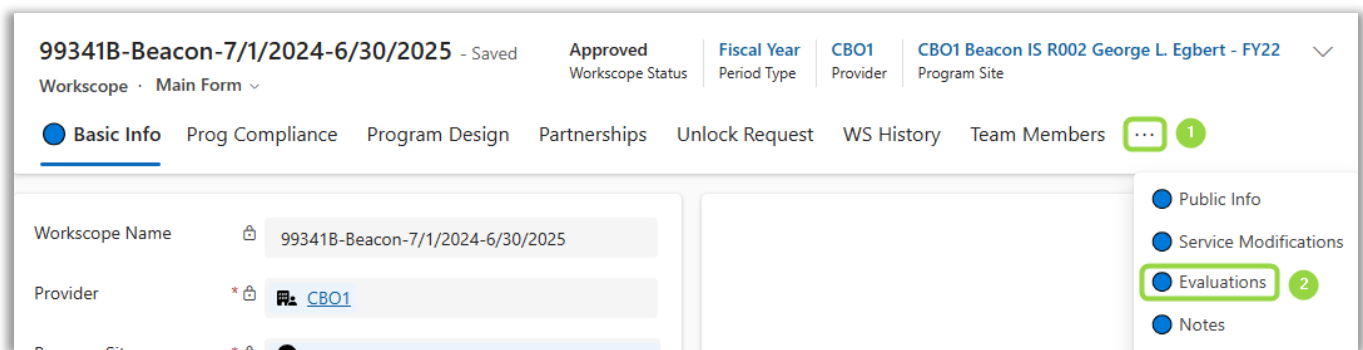
EMS data can be accessed after logging into DYCD Connect from www.dycdconnect.nyc. From the Site Map on the left-hand side of the page, providers may use the links in Evaluations section of the navigation bar to view all the EMS data that their account has permission to view.



To access your evaluations, use the Site Map, and scroll down to click on “Evaluations”. Then, click on the “Evaluation ID” to open an evaluation.

Evaluations							Refresh	Run Report
<input type="checkbox"/>	Evaluation Id ↑	Evaluation Name	Evaluator	Indi...	Evaluation ...	Provider (Works		
<input type="checkbox"/>	EVL-128412	Spring Visit	ProgramMan...	100%	6/9/2025	CBO1		

Alternatively, from a workscope, the EMS data specific to a program can be found in the Evaluations section.



Then, to view an evaluation, click on an “Evaluation ID”.

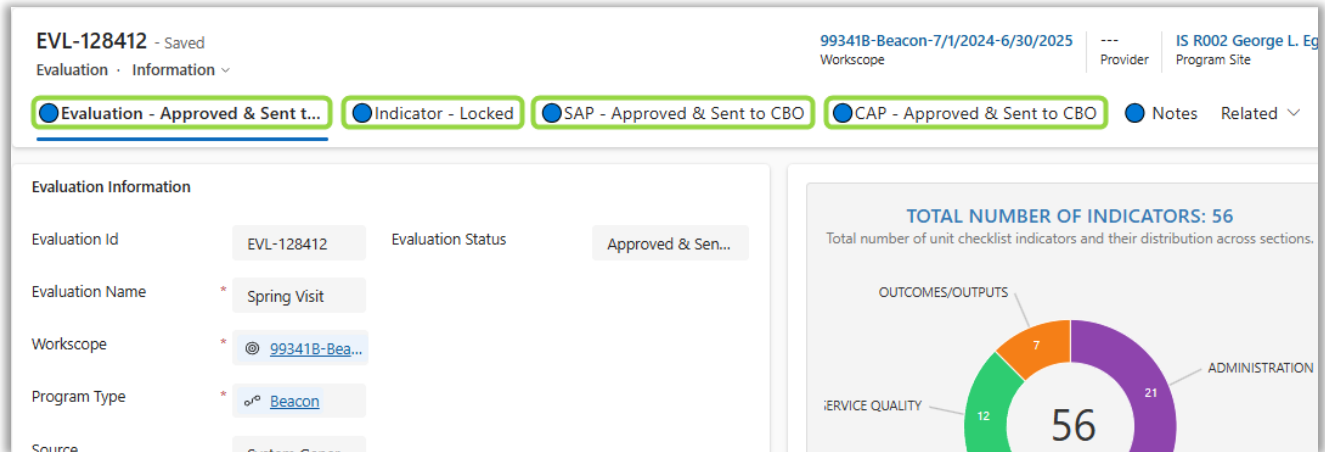
Evaluations							Refresh	Run Report	⋮
<input type="checkbox"/>	Evaluation Id ↑	Evaluation Name	Evaluator	Indi...	Evaluation ...	Provider (Works			
<input type="checkbox"/>	EVL-128412	Spring Visit	ProgramMan...	100%	6/9/2025	CBO1			

Note: Regardless of the method used, only staff members with user accounts at the Provider Program Director or Provider Admin level can see evaluations. Provider Admins can also assign or unassign access to evaluations for Program Directors and/or other Provider Admin users.

If you need your user access modified, please reach out to the [DYCD Connect Help Center](#) for assistance. If you do not already have a DYCD Connect account, please review the User Access Guide in the [DYCD Connect Document Library](#) for instructions on how to register and login to DYCD Connect.

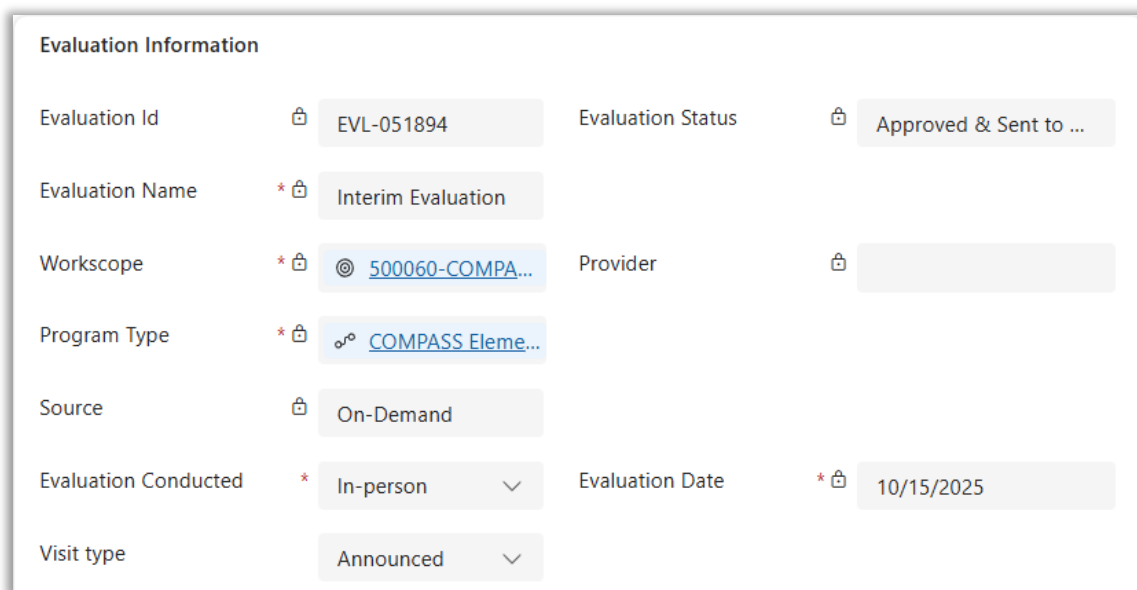
How do I Review & Respond to an Evaluation?

After opening an evaluation, you will see a navigation menu at the top that will take you to various sections of the Evaluation. Providers should review all the data presented in all sections before responding to the SAP and CAP sections of the evaluation.



Section 1: Evaluation

The Evaluation section is the first page you see when you open an evaluation. It shows basic details about the evaluation, your Overall Rating, and other key information. On the left side of the page, and further down, you will find details such as the evaluation date, whether the evaluation was completed in person or remotely, and other metadata.

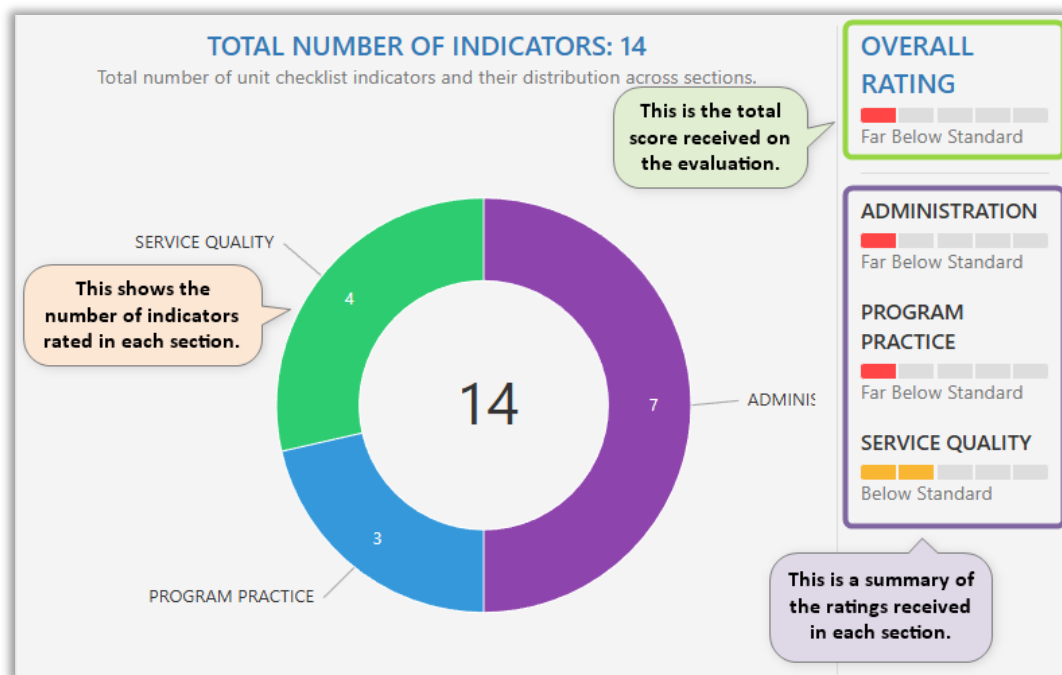


Here are some descriptions for some of the fields found in the above screenshot:

Field Title	Description
Evaluation ID:	Displays the unique ID# for your evaluation
Evaluation Status:	All evaluations will be “Approved & Sent to the CBO” when received.
Evaluation Name:	The type of evaluation it is. COMPASS examples include: Site Visit 1 & 2, Off-site Program Review, Summer Site Visit, etc.
Workscope:	Displays the workscope associated with this evaluation.
Program Type:	The type of DYCD program being evaluated
Source:	How the evaluation was created in EMS
Visit Type:	Reflects whether the on-site evaluation was announced or unannounced.
Evaluation Summary:	A summary note from the Evaluator regarding the visit or evaluation.

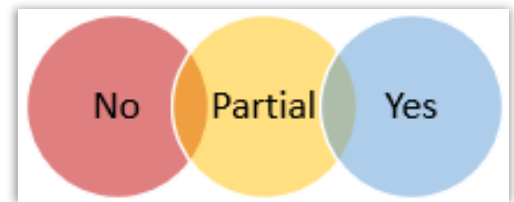
On the right side of the page, you will see a chart displaying your Overall Rating. This rating is based on how your program scored across four areas: Program Practice, Administration, Service Quality, and Outcomes or Outputs.

Each area contributes 25% of the Overall Rating. Evaluators do not choose these section ratings directly. Instead, they score individual [indicators](#), and the system groups those scores into the four sections and uses a set formula to calculate both the section ratings and the Overall Rating.



Section 2: Indicator

The Indicator section shows how your evaluator scored each indicator and how those scores contribute to your section ratings and Overall Rating. Indicators are short statements or questions that evaluators rate to assess your program. Depending on the type of indicator, they are scored on either a 5-point or 3-point scale.



How can I review the ratings that we received?

In the Indicators section, you can review your ratings in a few different ways. Under Rating Details, you can switch between the Ratings and Hierarchy views.

Ratings View

The Ratings view shows your Overall Rating along with the four section ratings. Each section can be expanded to display all the indicators that contributed to that rating. Within each indicator, you can see the score it received, whether it generated an action plan, and any notes entered by your evaluator.

EVL-051907 - Saved
820510B-NDA Healthy Families-7/1/2025-6/30/2026
NDA Healthy Families
12/3/2025

Workscope Provider Program Site Evaluation Date

● Evaluation - Approved & Sent to... ● **Indicator - Locked** ● SAP - Approved & Sent to CBO ● CAP - Approved & Sent to CBO ...

Rating Details General Observation/Interview 4/4

RATINGS | HIERARCHY

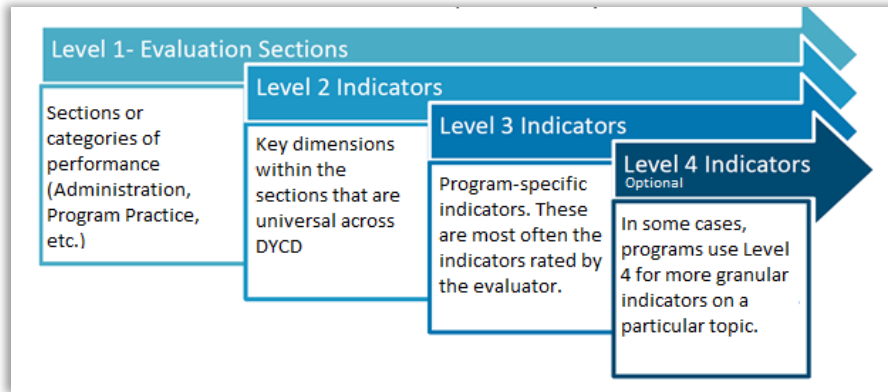
OVERALL RATING ■ Far Below Standard 4/4

PROGRAM PRACTICE ■ Far Below Standard 4/4

#	Indicator	Response	Action Plan	Method	ID
1.	Overall, participants are actively engaged.	■ Far Below Standard	Yes	General Observation/Interview	PP5.1
2.	Overall, program participants and staff demonstrate positive and respectful relationships.	■ Far Below Standard	Yes	General Observation/Interview	PP5.2

Hierarchy View

The Hierarchy view shows the indicators broken down by level. DYCD Evaluations are built upon a hierarchy of four levels:



Evaluators complete Level 3 or Level 4 indicators, which were developed by DYCD program areas. DYCD has 19 “Universal” Level 2 indicators, which are standard across the agency. This means that although each DYCD Unit or Program Area may have their own unique indicators they look at, all indicators “roll up” and fall within the following Universal Indicators:

Section	ID	Universal Indicator
Administration	A1	Program submits required information to DYCD on time and accurately.
	A2	Program appropriately monitors spending of DYCD funds.
	A3	Program offers activities and services as required by DYCD RFP and outlined in workplan.
	A4	Program maintains files with staff qualifications and employment records as required.
	A5	Program maintains participant files as required.
	A6	Staff policies and procedures are clearly communicated and reflect DYCD-required policies.
	A7	Program maintains documents required by DYCD.
	A8	Program activities and services are delivered in a physically safe and accessible environment.
	A9	Program operates for the required duration of services.
	A10	Program recruits and hires qualified staff.
	A11	Program is appropriately marketed and co-branded with DYCD.
Program Practice	PP1	Program has an effective marketing/outreach strategy to identify and recruit participants.
	PP2	Program connects participants to appropriate resources and services to meet their needs and build on their assets.
	PP3	Program partnerships support the delivery of services.
	PP4	Program is effectively managed.
	PP5	Program environment and activities reflect the DYCD Promote the Positive (LEAP) framework.
	PP6	Program services and activities reflect the DYCD Circles of Support (family engagement) framework.
Service Quality	SQ1	Program services and activities are high quality.
Outcomes	O1	Program achieves required outputs and/or outcomes.

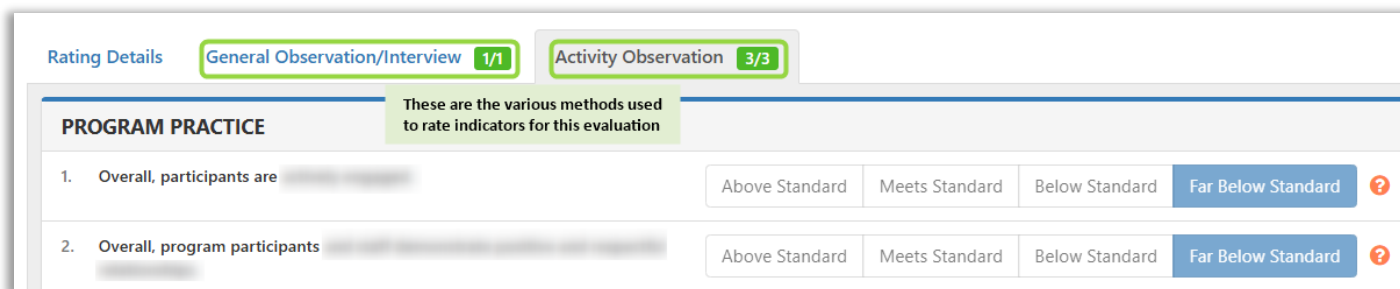
The Hierarchy view shows how each section rating is organized under DYCD principles or standards for success. Each principle is broken down into smaller items, which may include checklist indicators.



Evaluation Methods

Evaluation method refers to the different approaches used to complete an evaluation or rate an indicator. The four main methods are:

- 1) **Desk Review:** Reviewing and rating program information at the Evaluator’s desk, usually prior to visiting the site.
- 2) **Onsite Administrative Review:** Reviewing and rating administrative program information while on site.
- 3) **General Observation/Interview:** Interviewing the Site Director about the program and walking around with the Site Director, observing general operations
- 4) **Activity Observation:** Observing and rating specific activities



Providers may review the indicators and their scores by evaluation method by clicking on the sections next to “Rating Details”.

Section 3: Strategic Action Plans (SAPs)

A Strategic Action Plan (SAP) is created when an indicator is rated “No” or “Below Standard”. SAPs are not punitive. They help track follow up actions and support communication between your agency and DYCD.

How do I review and respond to SAPs?

Step 1: From the navigation menu at the top, click on “SAP” to enter the SAP section. Then, click on an action item to view more information about it.

EVL-051883 - Saved
767785-Adolescent Literacy-7/1/2025-6/30/2026
Workscope
Provider
Program Site
11/18/2025
Evaluation Date

● Evaluation - Approved & Sent t... ● Indicator - Locked ● **SAP - Approved & Sent to CBO** ● CAP - None ● Notes Related ▾

Strategic Action Plan SAVE RELOAD SEND SAP TO DYCD

Strategic Action Plan: SAP-011213 Reminder: Click the Send SAP to DYCD button to submit your completed SAP responses!

Initial CBO Response Due Date Status

Strategic Action Items All action items may not require written follow up

- 1. Overall, participants are actively engaged. Response Required? Yes Status CBO Action Needed
- 2. Overall positive and... demonstrate Response Required? No Status No Follow Up

Click on an action item to view more details about it.

Step 2: For each action item that requires a response, enter your plan in the “CBO Approach to Fix” field and provide the “CBO Completion Date.”

Strategic Action Items

- 1. Overall, participants are actively engaged. Response Required? Yes Status CBO Action Needed

Evaluator Comment
Demo

CBO Approach to Fix *
We will...

CBO Response Due Date CBO Completion Date *

Step 3: Lastly, click “SAVE” at the top right and then “SEND SAP TO DYCD” for final review.

Strategic Action Plan

1 SAVE RELOAD SEND SAP TO DYCD

Strategic Action Items

After saving, each action item is marked with a green check if they were responded to properly.


After responding to all action items, send the SAP back to DYCD for review.

Item	Response Required?	Status
engaged.	No	No Follow Up
d staff demonstrate positive and respectful relationships.	No	No Follow Up

Section 4: Corrective Action Plans (CAPs)


A Corrective Action Plan prompts your CBO to correct issues or indicators that have been identified by DYCD as needing serious and formal corrective action. This includes, but is not limited to, program compliance and performance as outlined in the Request for Proposals (RFPs), outcomes, and/or safety violations.

There are three main ways a CAP can be triggered:




Response of “No” or “Below Standard” on CAP Indicator

All DYCD units have identified indicators for which a response of “No” or “Below Standard” from the evaluator will automatically trigger a CAP.



A SAP escalated to CAP

If a program’s SAP(s) are considered chronic due to lack of improvement, SAP(s) may be escalated to a CAP.



A Manually Triggered CAP

A CAP can be manually triggered by DYCD. This may occur in response to an incident report, or a significant concern brought to the attention of DYCD.

How do I review and respond to CAPs?

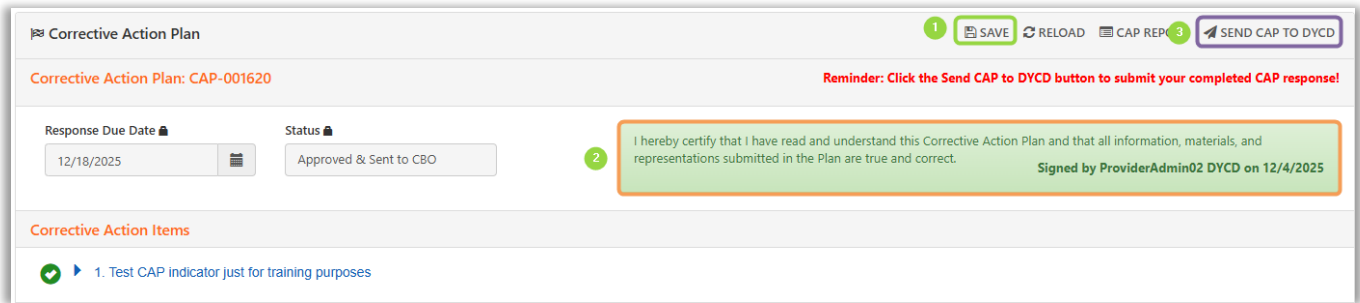
Step 1: From the navigation menu at the top, click on “CAP” to enter the CAP section. Then, click on an action item to view more information about it.

The screenshot shows a web interface for managing Corrective Action Plans (CAPs). At the top, there's a header with 'EVL-051907 - Saved' and '820510B-NDA Healthy Family Workscope'. Below this, there are four radio buttons for status: 'Evaluation - Approved & Sent t...', 'Indicator - Locked', 'SAP - Approved & Sent to CBO', and 'CAP - Approved & Sent to CBO'. The 'CAP - Approved & Sent to CBO' option is selected and highlighted with a green box. Below the status bar, there's a section for 'Corrective Action Plan' with 'Corrective Action Plan: CAP-001620'. It includes fields for 'Response Due Date' (12/18/2025) and 'Status' (Approved & Sent to CBO). A blue box contains the text: 'I hereby certify that I have read and u representations submitted in the Plan'. Underneath, there's a section for 'Corrective Action Items' with a list item: '1. Test CAP indicator just for training purposes'. This item is highlighted with a green box, and a callout bubble points to it with the text: 'Click on the action item to view more details about it.'

Step 2: Review the summary of the issue highlighted and the requested improvement. Then, provide a description of the approach your CBO plans to take to make sure the issue is corrected.

The screenshot shows the detailed view of a corrective action item. The title is 'Corrective Action Items'. Below it, there's a list item: '1. Test CAP indicator just for training purposes'. To the right of this item, there are four text input fields: 'Issue' (containing 'I observed...'), 'Requested Improvement' (containing 'Your program must...'), 'CBO Approach to Fix *' (containing 'We will...'), and 'CBO Completion Date *' (containing '12/08/2025'). The 'CBO Approach to Fix' and 'CBO Completion Date' fields are highlighted with green boxes.

Step 3: Lastly, “SAVE”, Sign and then “SEND SAP TO DYCD” for final review.



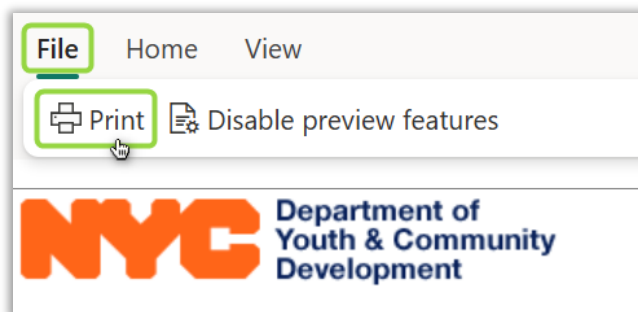
Note: CAPs should be signed by the Executive Director an organization or by someone authorized to sign on their behalf. Only DYCD Connect users with Provider Admin access can complete the signature.

How do I Print or Export Evaluations?

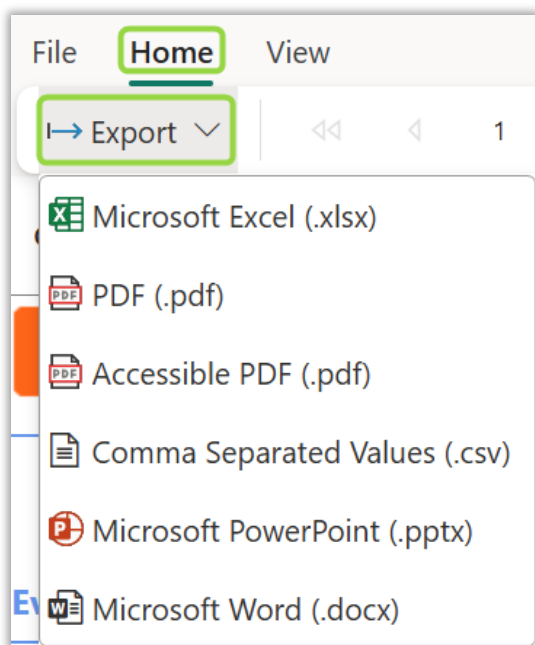
You may access a printer friendly version of your evaluation by clicking on “Evaluation Report” at the top of the Evaluation.



Then, click “File”, “Print” and confirm the on-screen settings for your printer.



You may also choose to export the evaluation by clicking “Home”, “Export”, and then selecting a file format.



What if I see an Error on an Evaluation?

To help ensure fairness and accuracy, the Evaluation & Monitoring System includes an Appeals feature. Your program may submit an appeal to request a review of your evaluation data and/or scores. Any evaluation within the current fiscal year may be appealed.

Note: Appeals must include evidence supporting a correction. Appeals based only on disagreement with a rating, without evidence of an error, do not qualify for review.

What are the different types of appeals?

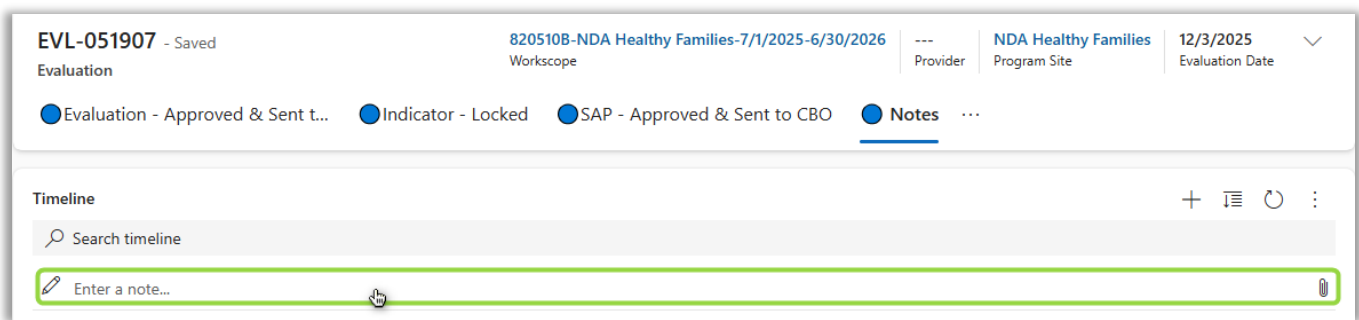
When completing an appeal, select one of the appeal types below and provide additional context as described in each example:

- **Evaluation information:** Please specify the field or fields (e.g., Evaluation Date, Program Site) and the proposed correction.
- **Section Comments:** Please specify the section or sections (e.g., Administration, Service Quality) and details that may require correction.
- **Evaluation Summary:** Please specify details that may require correction.

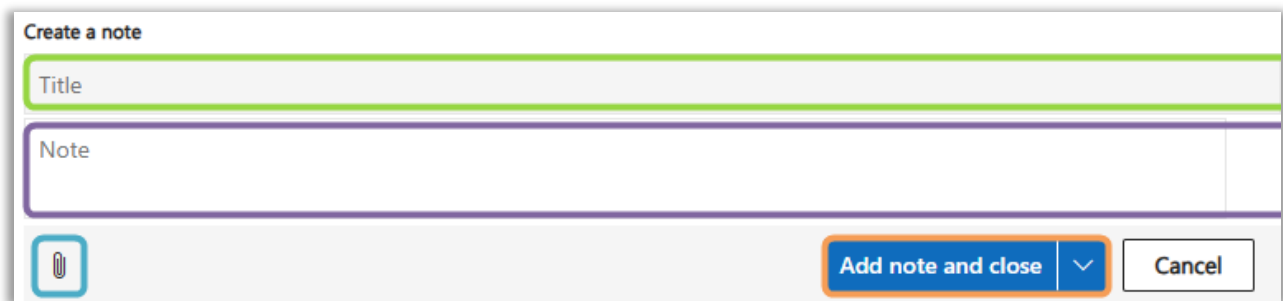
- **Indicator(s):** Please specify the indicator ID or IDs (e.g., A1.7, PP2.1) and the reason why the rating may be incorrect. Please provide evidence supporting your appeal.
- **Multiple Issues:** If more than one issue above is impacted, please provide the relevant details for each issue.
- **Other:** While most appealable issues should be contained above, provider staff may select this option for issues that do not fall within these categories. Note that the overall score and section score is calculated automatically, so any concerns regarding these ratings should be made for specific indicators that may have been incorrectly rated.

How do I Submit an Appeal?

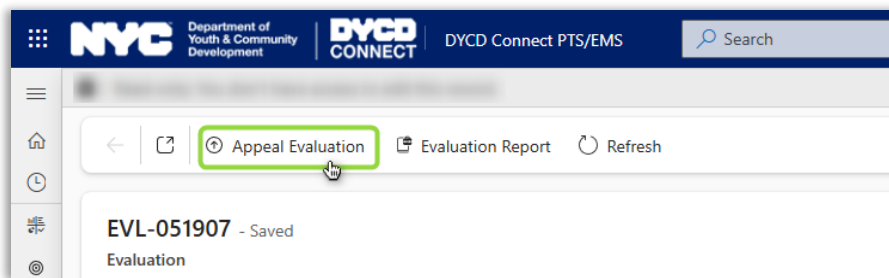
Step 1: Navigate to an Evaluation using the Site Map, dashboard, or workscope. Then, enter the “Notes” section and click on “Enter a note...”. Providers must use this section of the evaluation to leave a message for DYCD and upload proof for the appeal.



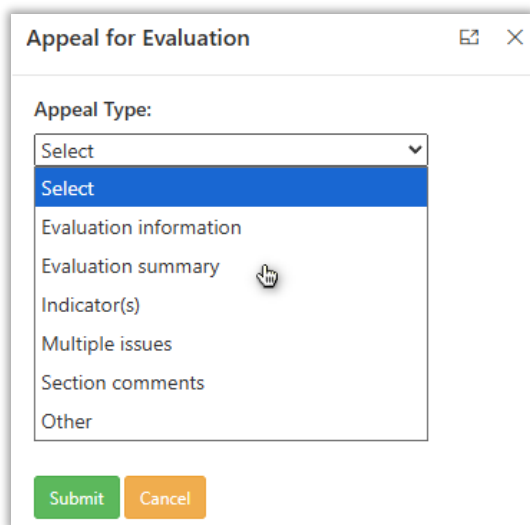
Step 2: Click the “Title” field to enter a title for your note, then use the “Note” field to write a brief message to DYCD. To attach a document, click the paper clip icon in the bottom left. When you are finished, click “Add note and close” to save the note to the evaluation.



Step 3: Click “Appeal Evaluation” at the top of the page.



Step 4: Select the appropriate “Appeal Type”.



Step 5: Provide the “Reason for Appeal”. Then, click “Submit” at the bottom of the pop up.



Providers will receive an email when an appeal is either granted or rejected. If an appeal is granted, DYCD will issue a new evaluation.

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.

DYCD Connect is the main resource center helping organizations communicate and coordinate with the communities they serve

DYCD WEBSITE
View the public website for information about DYCD and it's programs.

CB CAPACITY BUILDING
DYCD invests in building the capacity of nonprofit organizations as a strategy.

HELP CENTER
Having trouble? Send a message to our support team through the Help Center

F.A.Q
Read through frequently asked questions to learn more about DYCD connect.

DOCUMENT LIBRARY
View documents for policies, procedures, and programs

DYCD HELP CENTER

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.

First name Enter your first name

Last name Enter your last name

Phone Enter your phone number

Email Enter your e-mail address

Organization Select an Organization

Program area Select a Program Area

Program type Select a Program Type

Contract Select a Contract

I am a DYCD employee

Select if you need operational or technical help:

NEED TECHNICAL ASSISTANCE?
If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk

NEED DOMAIN ASSISTANCE?
Is your organization's email domain registered with us? If not, then click here for assistance and enter your domain information in the description box below.

NEED OPERATIONAL ASSISTANCE?
Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist

Detailed Description:*
Enter a detailed description