NYC Department of Youth & Community Development

DYCD CONNECT

PARTICIPANT TRACKING SYSTEM:

Achieving Benchmarks & Outcomes

Community Service Block Grant - HRA

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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-HRA 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, programs establish the benchmarks and outcomes that they plan to achieve on the workscope.

Benchmarks						
77205A-Immigrant Workers-7/1/2022-6/30/2023						
Benchmark	Category	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Projected Total
45-75 day post enrollment review of facts and goals with client		24	24	24	24	96
Participant was enrolled		40	40	41	41	162

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 and completing interactions. 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.

SERVICES
Service Plan
Goals
Benchmarks
Outcomes
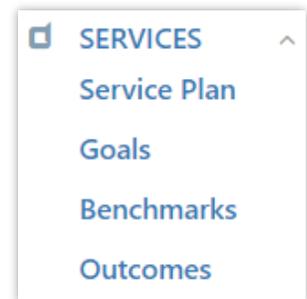
Adding Goals to the Participant Intake

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
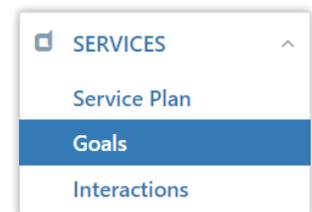
Step 1: From the Participant Intake, navigate through Services>Goals and click on "+New" in the Participant Goals table.
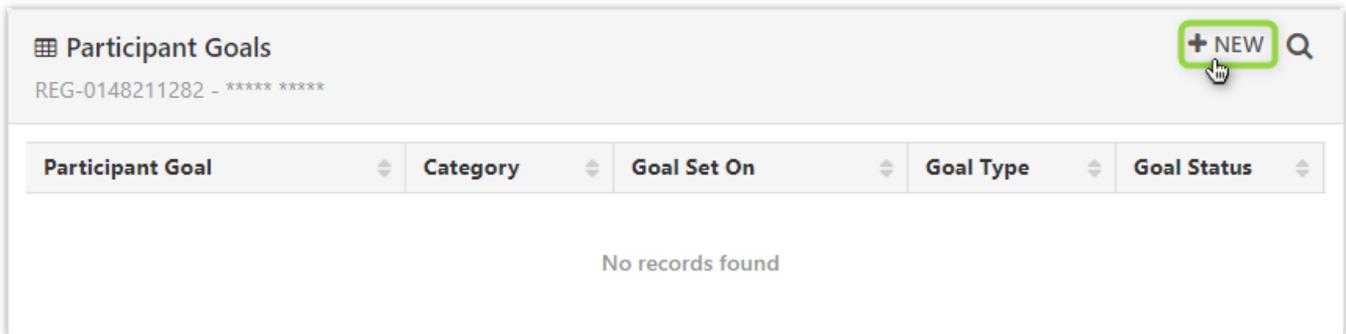
Step 2: Click on Category field, then the magnifying glass icon and click to select from the available options. Additional options may be found by clicking on "Look Up More Records". If you selected "Look Up More Records", then scroll through the options until you find the desired category and click to the left of the name. Then, click "Add" at the bottom.
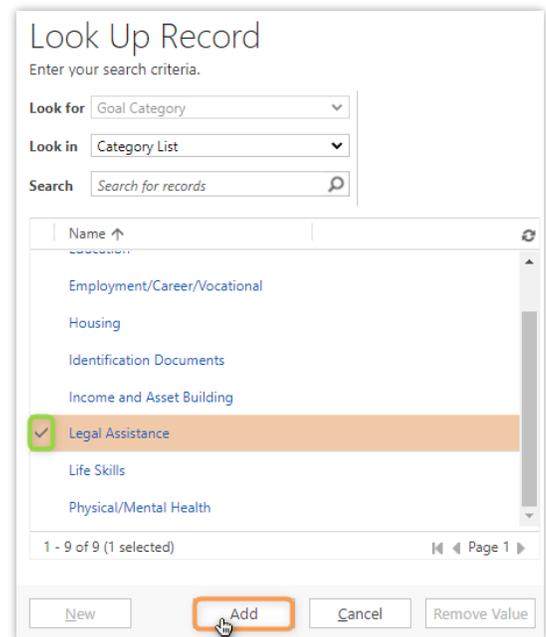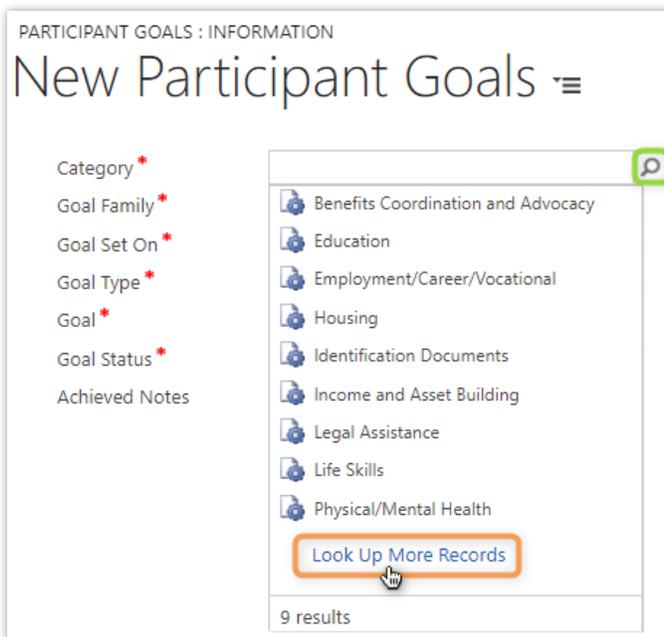
Step 3: Click on the Goal Family field and set the goal as Required or Optional.
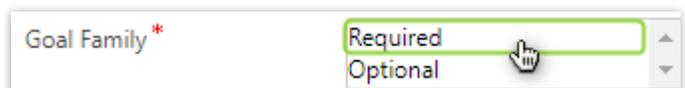
Step 4: Add a date for the Goal Set On field. You may use the calendar icon to select with the calendar view.

Goal Set On *		
	◀ March 2023 ▶	

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	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	31	1
2	3	4	5	6	7	8

Today: 3/8/2023
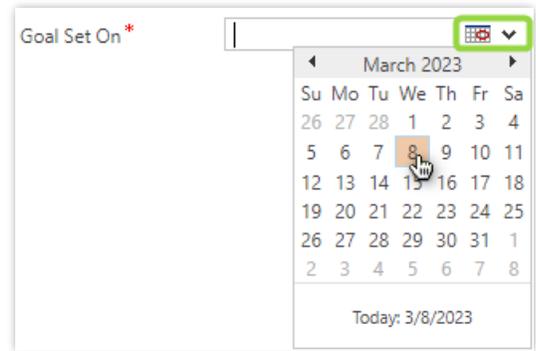
Step 5: Complete data entry on the remaining fields using the methods shown above, then click "Save" or "Save & Close".

💾 SAVE   🗗 SAVE & CLOSE   ➕ NEW   🗅 DEACTIVATE

PARTICIPANT GOALS : INFORMATION

Gained knowledge of their employment rights

Category *	**Employment/Career/Vocational**
Goal Family *	**Required**
Goal Set On *	**8/11/2022**
Goal Type *	**Short Term**
Goal *	**Gained knowledge of their employment rights and advocacy**
Goal Status *	**In Progress**
Goal Started On	**8/12/2022**
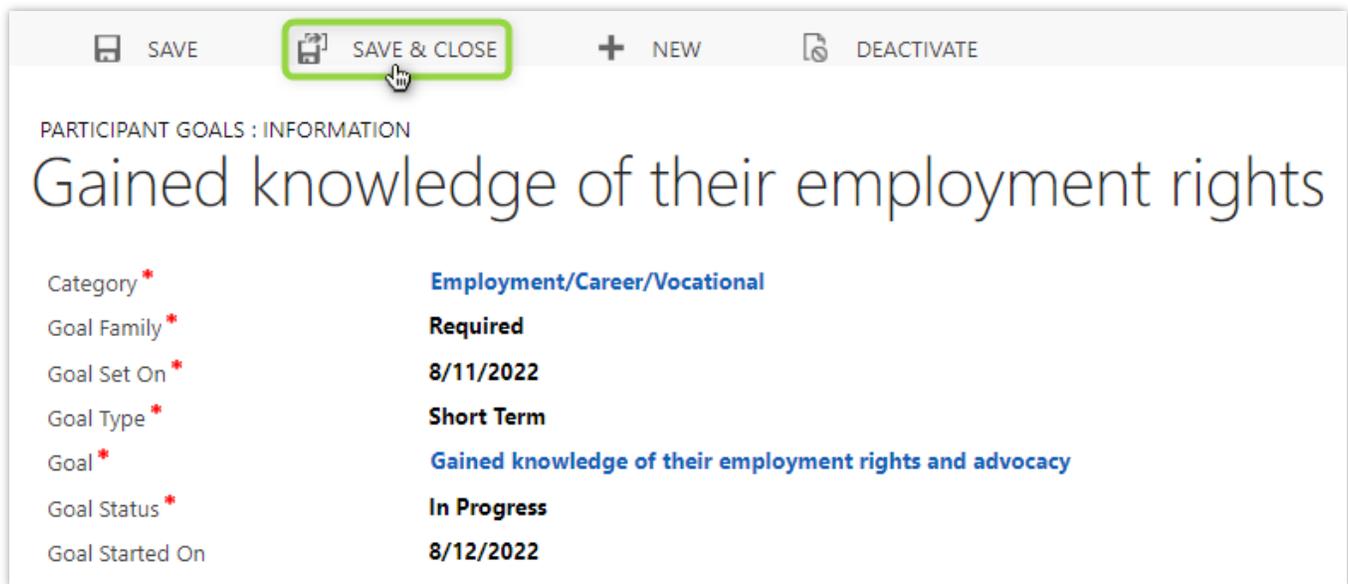
After saving, your new goal will be added to the Participant Goals table and can be seen after refreshing the table.

🔳 **Participant Goals**   ➕ NEW 🔍
REG-8977371194 – ***** *****

Participant Goal ⇕	Category ⇕	Goal Set On ⇕	Goal Typ
Gained knowledge of their employment rights and advocacy	Employment/Career/Vo...	8/11/2022	Short Term

1 - 1 of 1   < **1** > 🔄

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

All the benchmarks associated to a participant should be achieved first

OK
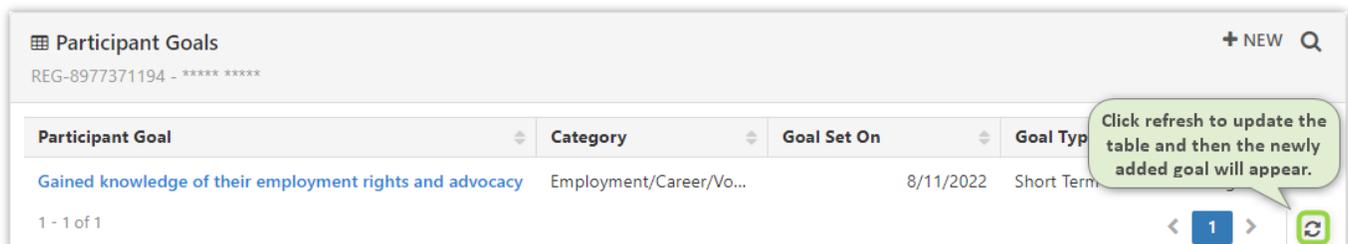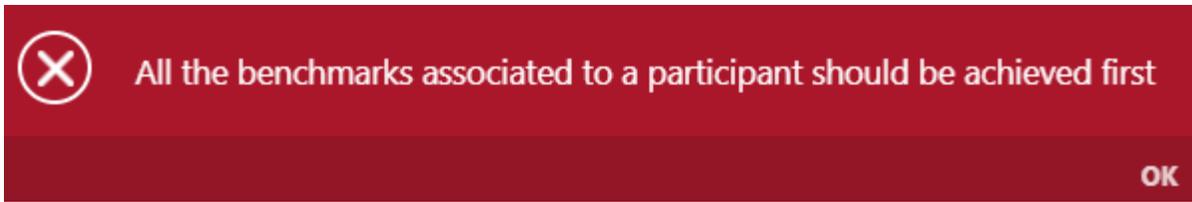
The message above appears If goal requires a corresponding benchmark to be marked as achieved before the goal can be achieved. After the benchmark is achieved, then the goal can be updated and marked as achieved.

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.
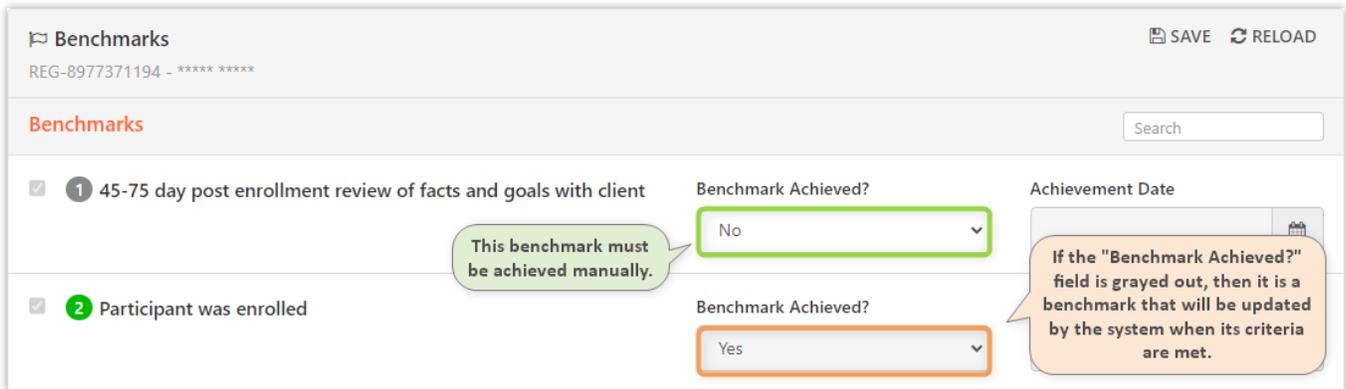
Manually Marking a Benchmark as Achieved

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.

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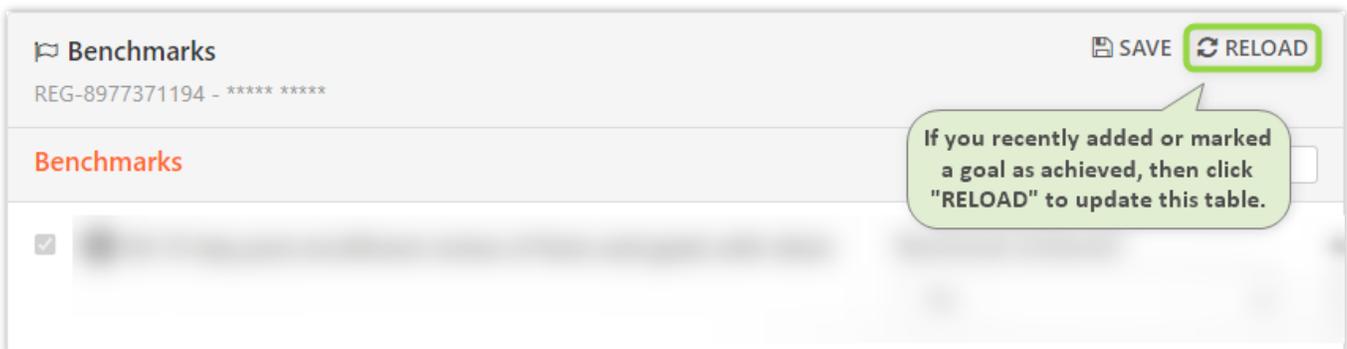
Step 2: Click on the "Benchmark Achieved?" field and mark it with "Yes." Then, add an "Achievement Date". Lastly, click "Save" at the top right of the page. The benchmark number, 1️⃣, should change to green after it is marked achieved as shown below.

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, Immigrant Workers programs have a required outcome as shown above. To achieve this outcome, providers must add an Employment Goal to the intake, mark the goal status as Achieved and add an achievement date. After the goal is achieved, the system will update the outcomes section of the intake.

Note: The system may take up to 1 minute to process the update.

Adding Optional Outcomes to the Participant Intake

In the Outcomes section of the participant Intake, providers may scroll down to Optional Outcomes and add additional outcomes for the participant to be tracked.

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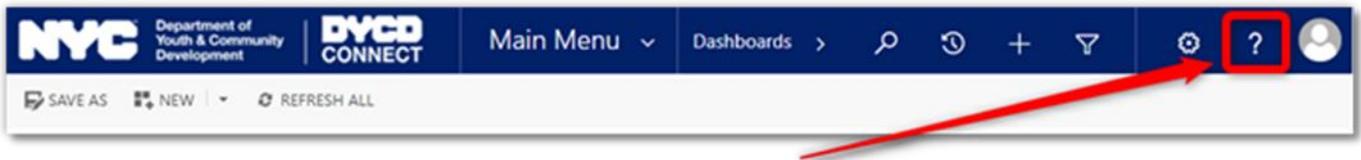
Alternatively, you may submit a request through the Help Center on the DYCD Connect homepage.