Department of Youth & Community Development

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						Q
Benchmark 4	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.

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.

Participant Goals REG-0148211282 - ***** *****							+ NEW	Q
Participant Goal	÷	Category	\$	Goal Set On	\$ Goal Type	÷	Goal Status	\$
			1	No records found				

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.

PARTICIPANT GOALS : INF	ormation Tcipant Goals =	LOOK UP Record Enter your search criteria. Look for Goal Category
Category *	Q	
Goal Family*	log Benefits Coordination and Advocacy	Search Search for records
Goal Set On *	👌 Education	Name 🛧 🥥
Goal Type *	Employment/Career/Vocational	Employment/Career/Vocational
Goal *	👌 Housing	Housing
Goal Status *	ldentification Documents	Identification Documents
Achieved Notes	lncome and Asset Building	Income and Asset Building
	👍 Legal Assistance	Legal Assistance
	💩 Life Skills	Life Skills
	🏠 Physical/Mental Health	Physical/Mental Health 🗸
	Look Up More Records	1 - 9 of 9 (1 selected) I - 9 of 9 (1 selected)
	9 results	New Add Cancel Remove Value

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

Goal Family*	Required 0m] 🔺
-	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 *					1	ø	¥
			Mai	rch 2	023		•
	Su	Мо	Tu	We	Th	Fr	Sa
	26	27	28	1	2	3	4
	5	6	7	Sh.	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".



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

						+ NEW Q
Participant Goal \Leftrightarrow	Category	÷	Goal Set On	¢	Goal Typ	Click refresh to update the table and then the newly
Gained knowledge of their employment rights and advocacy	Employment/Car	eer/Vo		8/11/2022	Short Terr	added goal will appear.
1 - 1 of 1						





The message above appears If goal requires a corresponding benchmark to be <u>marked as achieved</u> 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.

Benchmarks REG-8977371194 - ******		🖺 SAVE 🛛 RELOAD
Benchmarks		Search
 45-75 day post enrollment review of facts and goals with client This benchmark must be achieved manually. Participant was enrolled 	Benchmark Achieved?	Achievement Date If the "Benchmark Achieved?" field is grayed out, then it is a benchmark that will be updated by the system when its criteria are met.

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.





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.

****	Registration ID REG-8977371194	Start Date 7/12/2022	Age 19	DOB 1/19/2004	Workscope 77205A-Ir	nmigra	ant Wor	kers-7/	1/2022-	6/30/2	023	Provid CBO1
Description Benchmarks REG-8977371194 - ***** Benchmarks							Click	SAVE	to u	DAVE	2 RE	LOAD
45-75 day post enrollment r	eview of facts and goals wit	th client	Benchma Yes	ark Achieved?		~	Achie	vemer	nt Date		2	
Participant was enrolled	Click o "Yes". "Achie	n the field an This will unle evement Date	d select ock the e" field.	rk Achieved?		< Su 26	Mo 27	Ар Ти 28	We 29	23 Th 30	Fr 31	> Sa 1
			01	Using the cale	endar na date	2 9 16	3 10 17	4 11 10	5 12	6 13 20	7 14 21	8 15
			t	o add it to the	e field.	23 30	24 1	25	26 3	20 27 4	21 28 5	29 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.



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.

P R	Outcomes G-8977371194 - ***** *****			2 E SAVE C RELOAD
0	ptional Outcomes			Click "SAVE" to save your changes and update the intake.
	 Accessed domestic violence support (Optional) Click on a check box to add an Optional Outcome 	Outcome Achieved?	*	Achievement Date
C	for the participant.			
C	6 Attended adult financial literacy education course (Optional)			



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 <u>Help Center</u> on the DYCD Connect homepage.

DYCD RESOURCE CENTER	DYCD HELI	P CENTER
DYCD Connect is the main resource center to help organizations communicate and coordinate with the communities they serve.	The DYCD help center is where you can fin operational issues you may come across. He look into additonal resources and guides that	Id resources to help with the technical and re you can contact DYCD support directly or t can help you move forward with your tasks.
	first name Enter your first name	Last name
View DYCD WEBSITE View DYCD's public website for information about our funded	Compose Enter your phone number	Enter your e-mail address
programs.	organization Select an Organization	
CAPACITY BUILDING DYCD invests in building the capacity of nonprofit organizations as a strategy to help ensure that youth and	program area Select a Program Area Iam a DYCD employee	Select a Program Type
families receive high-quality services.	Select if you need operational or technical help:	
HELP CENTER Having trouble? Send a message to our support team through the Help	NEED TECHNICAL ASSISTANCE?	NEED OPERATIONAL ASSISTANCE?
Center.	If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk	Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist
F.A.Q Read Frequently Asked Questions to learn more about DYCD Connect.	Detailed Description:	
	Enter a detailed description	

