

NDA: Healthy Families Program Overview

HEALTHY FAMILIES PROGRAM OVERVIEW

Program Eligibility

- At least 80% of participants must reside in the Neighborhood Development Area (NDA)
 - Link to NDA Maps
<http://www1.nyc.gov/site/dycd/involved/boards-and-councils/nab-nda-maps.page>
- Participant's household income must be at or below 125% of the federal poverty guidelines.
 - The income of participants that are roommates or boarders should be considered on an individual basis and not part of the household.
 - Waiver for loss of income-Program enters a note into Capricorn explaining the loss of income, documentation to substantiate the participant's income status may be requested.



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CORE ACTIVITY: (leads to the outcome)

- Access Services- provide assistance to individuals and families in obtaining social services either directly from provider or via referral.

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Performance Measures

- **Enrollment-** number of participants who have registered to attend program activities who meet the income and NDA residency requirement.
 - All programs should maintain a signed copy of the CSBG Intake form (found in Capricorn) in the participant's file, per fiscal year if participant is being re-enrolled.
- **Benchmark- Enrolled participants take action accessing benefits and services** Example: participant completes application, registration form, participant submits documentation to show need for services/benefits, etc.

Indicators for Outcomes

- Participants complete and file applications or follow through on referrals and receive identified services
- Participants enroll in educational or vocational programs
- Participants secure adequate and safe housing
- Participants secure employment
- Participants secure needed health care
- Participants secure health insurance

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- **Outcomes**-Participants obtain needed benefits and services (required outcome in Capricorn) and program have secured validating documents to confirm receipt of services/benefits.
 - Only one required outcome per fiscal year can be claimed per participant.
 - All validating documentation (Approval letters for benefits received, proof of the completion of educational program, proof of receiving employment, proof of financial assistance received) is subject to DYCD approval.
 - Program should make every attempt to obtain the validating documentation. If a validating document cannot be obtained, an affidavit/letter from participants stating receipt of services can be provided. This substitution should be used at a minimum.
 - All client cases in which multiple issues have been identified in the initial assessment but have not been resolved, must remain open until the end of the FY. Only at that point, the outcome can be claimed for the resolved issues (not to exceed one (1) required outcome per participant).
 - If providing services via linkage/referral the provider must follow up to ensure participant received the service.
 - If a participant does not receive the identified service and benefit, it will not be counted towards programs outcome achievement rate.
 - Other outcomes can be reported but will not be counted towards the outcome achievement rate. However, other outcomes allows DYCD to track all services provided to participants.
 - DYCD expects program to meet 100% of projected enrollment, benchmarks and outcomes.

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Capricorn Database

- Program is responsible for entering accurate data into Capricorn on a timely and consistent basis.
- Follow-up either in person, phone, or email should be documented in the progress notes in Capricorn. Follow-up is contextual and based on the participant's need
- Capricorn cases should remain open and not be exited until the end of the fiscal year in case the participant has additional needs to address. A progress note indicating the status of the case should be entered into Capricorn before exiting the participant.
- Track your agency's performance periodically via reports
 - Program Summary Report (displays projections vs. actual enrollment, benchmarks, and outcome numbers)
 - Participant Registration Report (PDF and Excel)
 - Basic Computer and Excel skills needed
- Capricorn allows the ability to scan validating documents for benchmarks and outcomes and it is highly recommended that programs use this feature.

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Attendance

- Programs are required to maintain attendance records and enter into Capricorn in a timely manner.
- Sign-in sheets are required for every day of programming; but participants do not have to sign-in for each activity they attend on any given day. A roster with check marks representing each activity attended by the participant can be used for attendance and the participant can sign once for that day. The sign-in sheet should display agency name, contract number, program activities, date, as well as printed name and signature. Sign-in sheets must be neat and legible.
- If a participant visits the site for a one-on-one meeting, no attendance sheet is required. However, that participant's attendance for that meeting must be entered in Capricorn.

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Evaluation and Monitoring System (EMS)

- 5 types of evaluation reports from EMS
 - Contract Review: (contract development)
 - 1st Round Site Visit: (program site visit during fiscal year September–December)
 - 2nd Round Site Visit: (program site visit during fiscal year January-June)
 - Annual: (annual administrative review during fiscal year)
 - Closeout: (program desk review of fiscal year during July-August)
- More visits may be conducted based on need
- For announced visits/desk review, agency will receive notification prior to site visit indicating documents to prepare, and time period to be validated for enrollment and outcomes, etc.
- For unannounced visits./desk review, program manager will visit program during operating hours and/or review program data in Capricorn without notification to agency
- Pre-site visit/desk review preparation include reviewing data entered in Capricorn, please ensure the system is updated prior to the site visit/desk review

*****Check out DYCD Connect EMS Guide for more information on the system*****

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Program Monitoring

Site Visit- visit to the program and may include any or all of the following but not limited to:

- Program/activity observation
- participant/ staff interview
- administrative review
- facility review
- case management review
- Enrollment, benchmark and outcome validation

Desk Review –in-office review and may include any or all of the following but not limited to:

- administrative review
- Enrollment, benchmark outcome validation via Capricorn or email
- case management review

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Program Monitoring (cont.)

- **Administrative Review-** include Corporate by-laws, board meetings minutes, board listing. Documents should not be redacted.
- **Facility Review-** walkthrough of facility to assess cleanliness and safety of facility, 311 DYCD sign is placed in view of participants, facility is within NDA or half a mile, facility adheres to local fire, health and safety standards.
- **Personnel Review-** include resume, credentials, timesheets, job description, staff evaluations and other documents determined by DYCD Audit Unit.
- **Participant File Review-** include signed CSBG intake form, document showing the action taking to accessing services and benefits –benchmark (application, registration form, etc.) copy of participant case notes including assessment, goals, individual service plan, outcome achieve progress note, documentation to validate outcome.
- **Program Review-** include a program observation and interview. Program should make activities available for full inspection, concerns and requests should be directed to Program Manager before the site visit.

❖ Additional documents or inspection may be required.

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OTHER KEY REMINDERS

- **Budget Modifications**

- Modifications can be submitted up to 3 times per fiscal year, deadline will be sent to by your program manager.
- Modifications should be submitted with clear justifications to program manager
- Trainings and more information is available on the DYCD Website
- Those receiving CSBG funding cannot allocate any CSBG funds to anyone making over \$183,300, programs can use alternate funds to pay the individual's salary but not CSBG funding. For more information, visit <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>
- For MWBE eligible budget lines, Program is required to submit MWBE Form D, Utilization Form or Proof of Good Faith Effort. Any questions, contact Ezzat Saad (646) 343-6428

- **PERS-Program Expenses Report Summary**

- Must be submitted on a monthly basis
- Trainings and more information is available on the DYCD Website
- For Fiscal Questions- contact Cafdhhelp@dycd.nyc.gov or 646-343-6960
- COLA PERS should be submitted separately under Budget Code 9810

- **Programmatic issues and concerns-** contact your program manager

- **Capricorn database issues and concerns,** contact the Outcome Specialist (Housing) –Cortez Stallings: cstallings@dycd.nyc.gov 646-343-6434.

DISCOVER

Opportunities and
Services Near You



Looking for an DYCD funded program in your neighborhood? Need information on improving reading skills or finding the nearest community center? The web application discoverDYCD allows you to search in multiple languages for DYCD-funded programs. You can search by borough, neighborhood or zip code, and discoverDYCD provides contact information, activities offered, and a mapping feature with navigation.

Categories of services include: Afterschool Programs, Family Support, Literacy Services, Youth Services and so much more! We hope you find <http://www.dycdportal.nyc/discoverdycd/home> useful as you take advantage of the diverse resources and opportunities that New York City has to offer.