

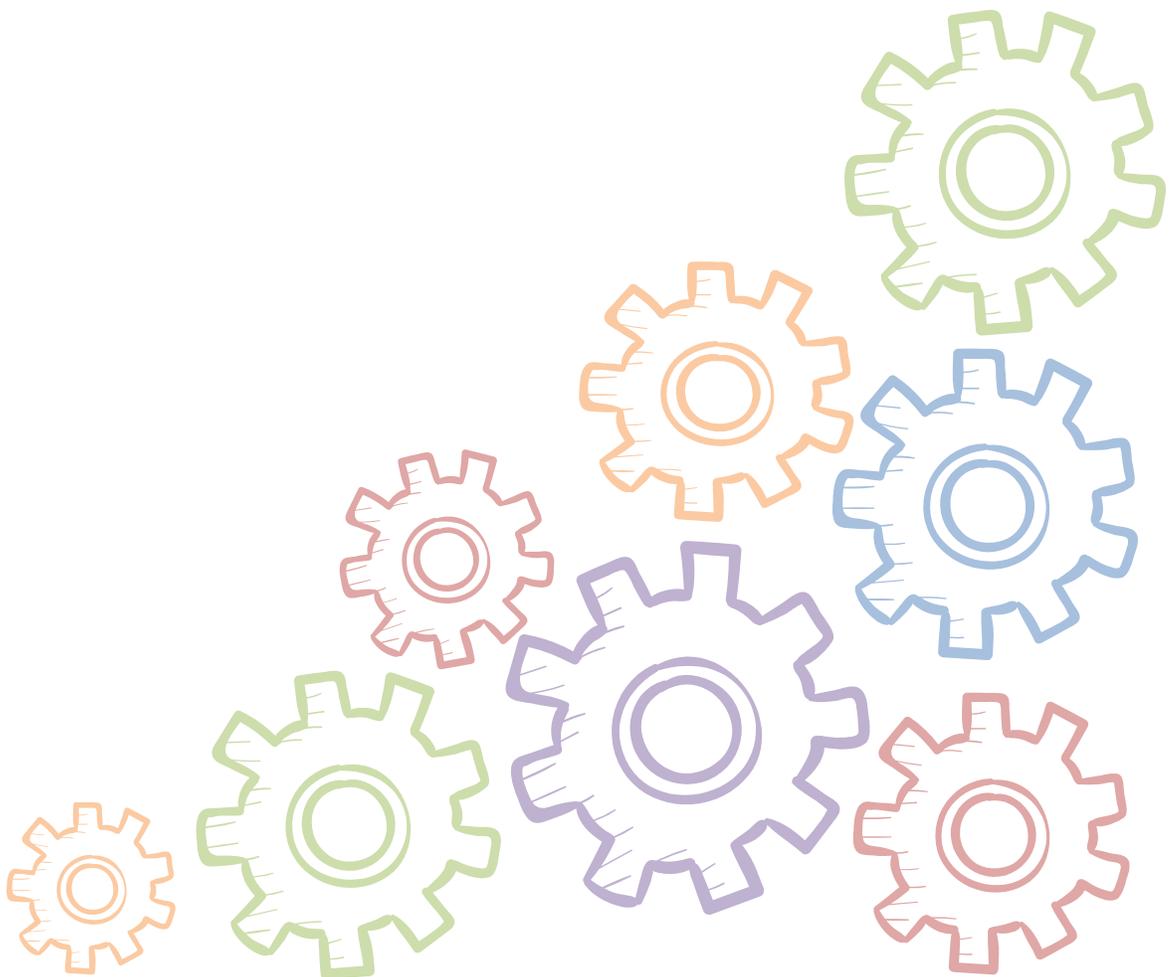


Department of  
Youth & Community  
Development

# DYCD CONNECT

*PARTICIPANT TRACKING SYSTEM:*

*Adding and Maintaining Provider Contacts*

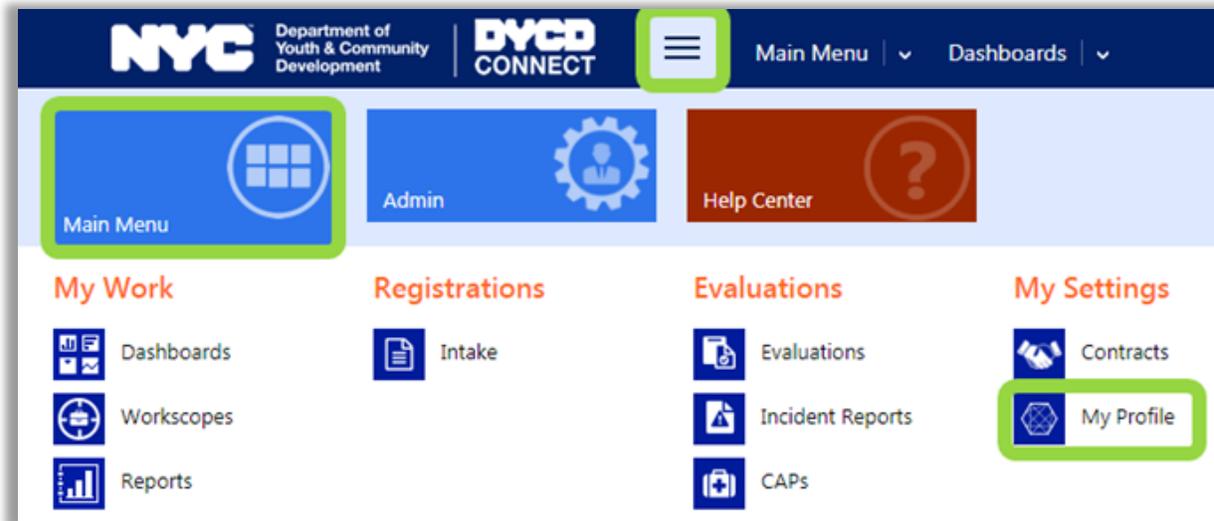


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# Adding and Maintaining Provider Contacts/Staff

In DYCD Connect, Providers have a central list of contacts  
After logging in to PTS/EMS, click  → Main Menu → My Profile

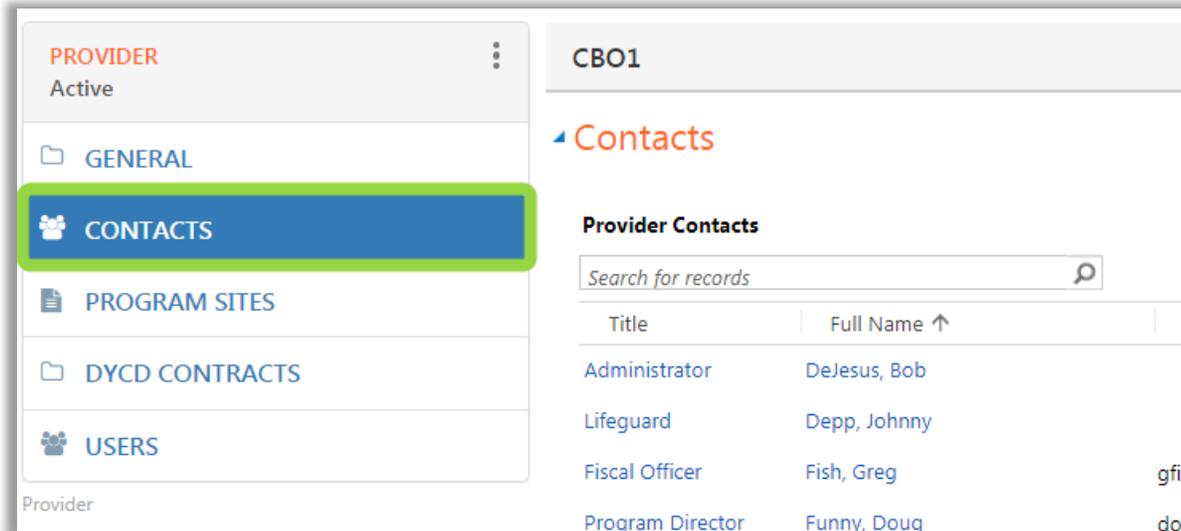


You can also navigate to this page from the header of a workscope or evaluation.

**Click on your Provider Name from a page Header to quickly navigate to the Provider Portal**

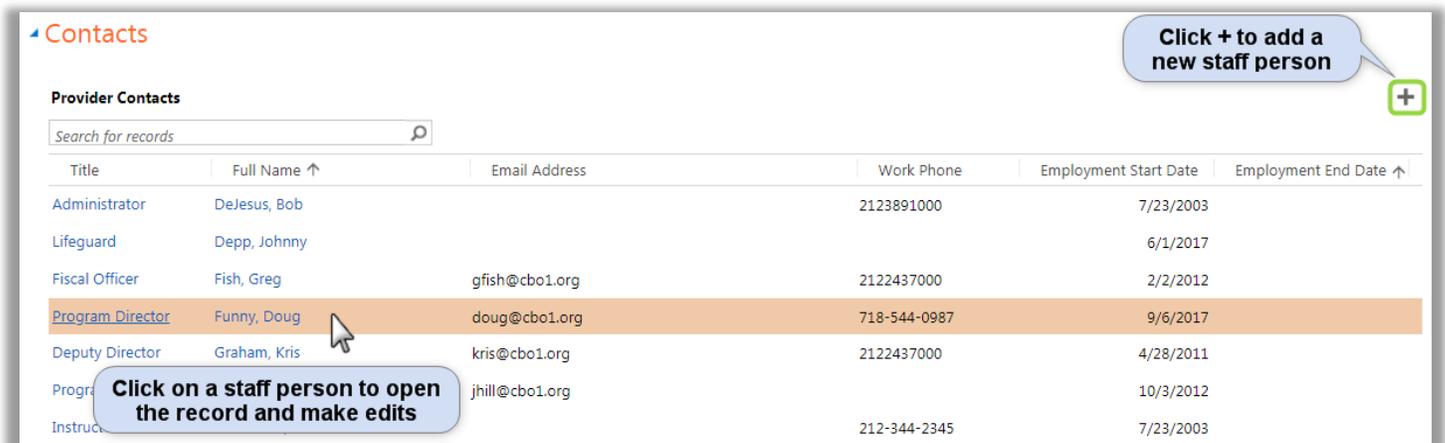
100020-COMPASS Elementary-7/1/2017-8/31/2017	Provider Development Center	Program Site P.S. 9	Program Period 7/1/2017 - 8/31/2017
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A new page will open, which contains information about your Provider and its contracts with DYCD. You will see a navigation pane, known as the 'Switchboard' on the left side of the page. Click on the Contacts section. You will see a list of Active staff who are associated with your CBO.



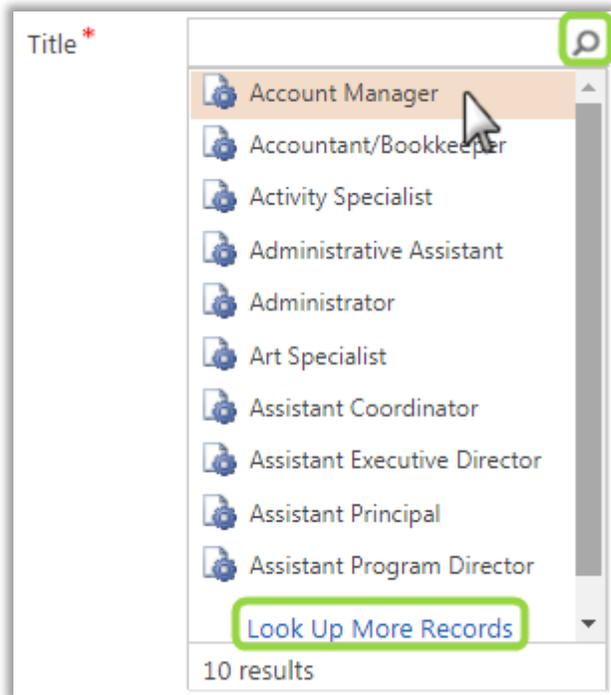
It is important to note that this list should be comprehensive to include all staff who work with a DYCD Contract your CBO has. This includes higher level staff, such as your Executive Director and Fiscal Officer, as well as site level staff, such as Program Directors and Group Leaders. As staff in your CBO complete their workscopes, they will be able to pull from this centralized list to document the staff who are working at their site.

## Adding a New Contact



Click the + icon to add a new staff person.

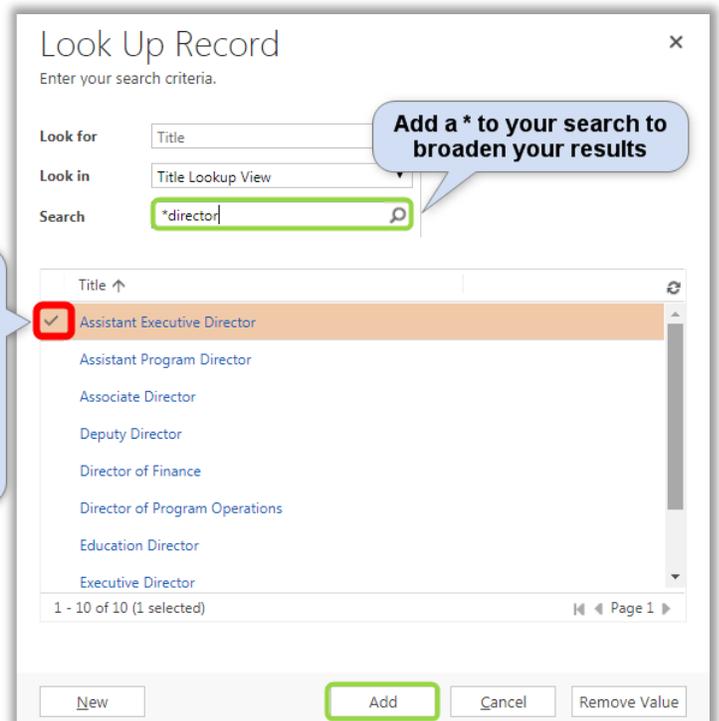
## Select a Title



Click on the  icon to display available staff titles. Only the first 10 will appear. If you see the title you would like to choose, select the title from the list by clicking on it.

To select from the full list, click on [Look Up More Records](#). A new window will appear. Scroll through all options and use the  button to navigate through multiple pages. Select the title by clicking the check mark to the left of the text. Click [Add](#) to make a selection. You can also use the search bar to narrow your results.

Click to the left of the title to make your selection. Avoid clicking on the blue links as it will open a new page.



Enter the **First Name**, **Last Name** and **Employment Start Date** for the staff person. Leave the **Employment End Date** field blank.

Provider*	CBO1	Employment Start Date*	10/1/2015
Title*	Program Director	Employment End Date	--
Salutation	--		
First Name*	Tony		
Last Name*	Mahoney	Is Line Staff*	No
Email Address+	tony@cbo1.org		
Mobile Phone	212-344-5678		
Work Phone	718-457-8956		
Fax	--		

**Enter contact information for any staff person who is a key point of contact for DYCD**

If this staff person is a line staff, who works at a program site directly with young people, select Yes for **Is Line Staff**. Otherwise, select No. To complete the rest of the form, click **SAVE**.

Answer the questions by selecting from the list provided.

**Does this staff person fill any of the following roles?**

Select all that apply

- Education Specialist
- On-Site Program Director**
- Program Director's Supervisor

**Languages**

English × Italian × Select all that apply

Select all that apply

## Opt into DYCD Communications

Staff can also select the types of communications they would like to receive from DYCD and its partners. To receive communication, a valid email address must be entered.

Opt into DYCD Communications (Please specify which types of communications this staff person should receive from DYCD and its partners)

financial communication  Select all that apply

Select all that apply

**Important Note:** Certain staff will be included on communication regardless of selections made. For example, performance letters will always be sent to the Executive Director, Fiscal Officer and On-Site Program Director.

## Entering Staff Clearances

For any staff working directly with young people, clearances are required. All SACC Licensed programs must enter OCFS SCR Clearance dates, and DOHMH Fingerprint clearance dates. Any program operating in a DOE building must also enter DOE Fingerprint clearance dates.

### Clearance Details

OCFS SCR Submitted

**9/6/2017**

OCFS SCR Clearance Received

**9/21/2017**

DOHMH Fingerprint Submitted

**10/11/2017**

DOHMH Clearance Received

**10/18/2017**

DOE Fingerprint Submitted

**10/12/2017**

DOE Clearance Received

**10/12/2017**

These clearances can be updated at any time. When a new staff person is hired, document the date the clearances were submitted, and update once the clearance is received.

DYCD Program Managers will review clearance information as part of the Evaluation and Monitoring Tool.

## Editing Staff/Contact Information

Throughout the life of your DYCD Contract, staff will leave, or change roles. To make updates, open a staff record, update the information and click .

For example, if a Multi-Site Supervisor's phone number changes, updating the phone number in the Contacts section will ensure that their contact information is up to date across all programs they are associated with.

## Staff Who no Longer Work at your CBO

When a staff member leaves your CBO, open the staff record and enter the Employment End Date.

Note that if the staff person also has a DYCD Connect account, you will also need to submit a ticket via the DYCD Connect Help Center requesting that their user account is deactivated.

## DYCD Connect Help Center

For any other issues or questions, submit a ticket through the [DYCD Connect Help Center](#) on the DYCD Connect homepage.

### DYCD RESOURCE CENTER

DYCD Connect is the main resource center to help organizations communicate and coordinate with the communities they serve.

- DYCD WEBSITE**  
View DYCD's public website for information about our funded programs.
- CB CAPACITY BUILDING**  
DYCD invests in building the capacity of nonprofit organizations as a strategy to help ensure that youth and families receive high-quality services.
- HELP CENTER**  
Having trouble? Send a message to our support team through the Help Center.
- F.A.Q**  
Read Frequently Asked Questions to learn more about DYCD Connect.

### 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

I am a DYCD employee

Select if you need operational or technical help:

<b>NEED TECHNICAL ASSISTANCE?</b> If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk.	<b>NEED OPERATIONAL ASSISTANCE?</b> Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist.
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**Detailed Description:**  
Enter a detailed description