



Department of
Youth & Community
Development

DYCD CONNECT

PARTICIPANT TRACKING SYSTEM:

discoverDYCD Online Applications



Table of Contents

What is discoverDYCD?	2
How users submit applications in discoverDYCD	2
DYCD Policy Updates and Reminders	3
Reviewing Online Applications within PTS	4
<i>Workscope Progress Tracker</i>	<i>4</i>
<i>New Workscope Section: Online Applications</i>	<i>5</i>
<i>Reviewing an online application</i>	<i>5</i>
Basics of Online Applications	5
Acknowledging Receipt of an Online Application: Pending Status ...	6
Checking Eligibility	6
Accepting an Applicant	7
Declining an Applicant	7
Adding an Applicant to the Waitlist	8
Revoked Applications.....	8
<i>Public Information Section: Opting into emails about online applications .</i>	<i>9</i>
DYCD Connect Help Center	10

What is discoverDYCD?

discoverDYCD is a website that allows the public to search and apply for DYCD-funded services. The ability to apply for DYCD services is available as of summer 2019. This user guide walks you through how discoverDYCD online applications impact your program, how to find and respond to applications received through discoverDYCD in the Participant Tracking System within DYCD Connect, as well as DYCD's expectations of your program regarding participant intake. Providers can also use discoverDYCD to help applicants identify and connect to various DYCD-funded services. discoverDYCD can be accessed at <https://discoverdycd.dycdconnect.nyc/>.

How users submit applications in discoverDYCD

On the discoverDYCD website, users can search by type of service (e.g. Afterschool program, Housing Support, Educational Services, etc.), program location, keyword (including specific Provider, program site or DYCD type of program), as well as advanced filter by grade and age.

To help applicants find a program or service discoverDYCD pulls information from the workscope to display basic information about each program. Registrations are linked to a specific workscope in PTS, program results are also linked to a workscope. Therefore, your program may appear more than once in search results if there are worksopes appearing for different operating periods.



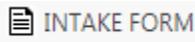
The screenshot shows a program card for "Beacon: P.S. 269 Nostrand". On the left, there are four service category icons: Community Services, Afterschool Programs, Educational Services, and Family Support. The program name "Beacon: P.S. 269 Nostrand" is displayed in bold. Below it, the provider is listed as "CAMBA, Inc." with a link to "http://www.camba.org/". The address "1957 NOSTRAND AVENUE BROOKLYN 11210" and phone number "(718) 287-2600" are also shown. The "Operating Dates" are listed as "July 2019 - June 2020". In the top right corner, there is a blue button with a plus sign and the text "Add to List". At the bottom of the card, there is a grey bar with a downward arrow and the text "Expand Details".

When a user wants to apply for a program, they must create a login, set up an applicant and complete the universal application in discoverDYCD. After the user submits the application, you will be able to review it in PTS.

DYCD Policy Updates and Reminders

It is important to note that as part of the discoverDYCD online application release, **DYCD is not changing your enrollment process.** You should continue your internal procedures for screening applications that are in line with your contractual requirements. **discoverDYCD is an additional point of entry for participants seeking services.**

DYCD's expectations of your program regarding participant intake and online applications are as follows:

- ✓ All applications **must be entered into PTS**, regardless of whether an applicant is ultimately enrolled in the program. This includes paper applications you receive that may be placed on the waitlist, or applicants who attend the program, but may not meet your program's unique enrollment criteria (e.g. requirement to attend a certain number of days or hours before being considered "enrolled").
 - To reduce the administrative burden on Provider staff, we advise you to encourage applicants to submit applications via discoverDYCD!
- ✓ **Providers must respond to an application received through discoverDYCD within one week (5 business days; excluding DOE holidays) of applicant submission detailing next steps in the application process.**
- ✓ Initially, due to legal requirements, discoverDYCD will not collect participant consents. All consent forms must be **printed and signed** by the participant or parent/guardian. A reminder that participant consent is revocable and time-limited. Unless otherwise noted, consent forms must be distributed and collected annually.
- ✓ For returning applicants (participants who have previous registrations in your program), if the participant does not wish to re-apply via discoverDYCD, the application process is as follows:
 - Create a new intake in PTS for the participant for your new workscope. Most intake information will be carried over from the previous application.
 - Print the new intake from PTS by opening the intake form and clicking the  button on the top ribbon. This will allow you to export as a PDF file.

- Advise returning participant to review the printed form and update information. Obtain signature from returning participant on the last page of the intake form:

<u>Participant Signature</u>	_____
<u>Parent/Guardian signature</u> (if applicant is under 18 years old)	_____
<u>Date Signed</u>	_____
<u>Provider Signature</u>	_____
<u>Date Signed</u>	_____

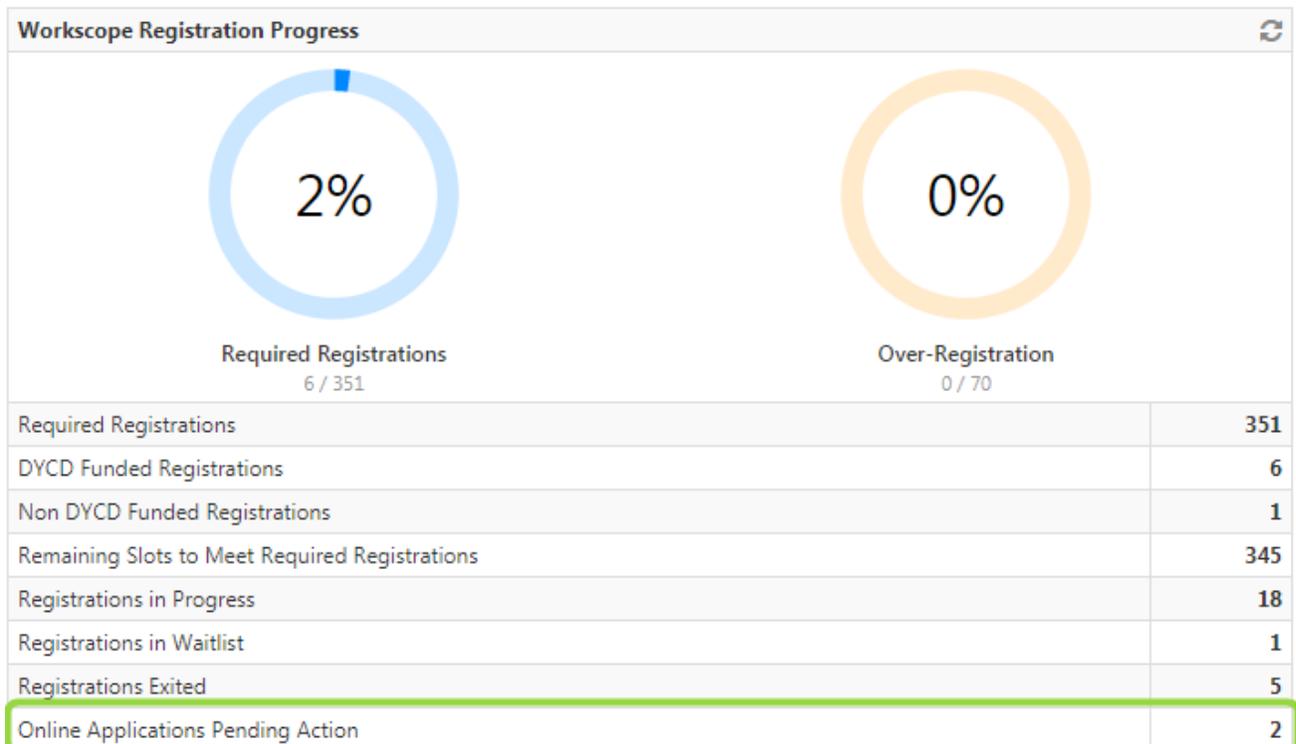
- Make any changes necessary on the new intake form directly in PTS.
- Obtain new signed and printed consents if necessary.
 - *Reminder: Unless otherwise noted, consent forms must be distributed and collected annually.*

Reviewing Online Applications within PTS

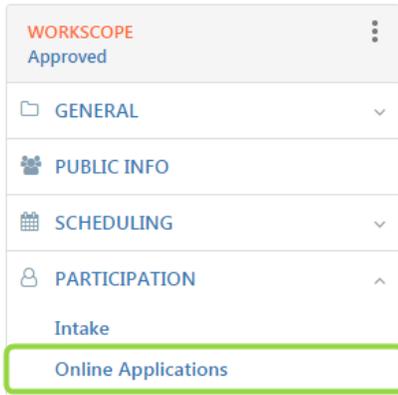
Your workscope has several new features which will help you review your online applications.

Workscope Progress Tracker

When you open your workscope, you will notice the Workscope Progress Tracker in the top right corner has a new section called **Online Applications Pending Action**. This will tell you how many applications you have received that still require a response or final decision.



New Workscope Section: Online Applications



The Participation section of your workscope has a new section called **Online Applications**. This section will display all online applications you receive. Once the applications are accepted, they will go into your general intake pool.

Reviewing an online application

When an application is submitted via discoverDYCD, it will be in **Intake-Submitted** status. You will not see an online application in your workscope until it is submitted. This status, indicates the application is completed and **submitted for review**. Your response is required. To review an online application, open the intake as you usually would.

Basics of Online Applications

When you open the intake form, you will notice a section at the bottom of the Registration Information tab labeled discoverDYCD User. This will show you some basic information about the user:

- Who submitted the application
- How to get in touch with them
- The date and time the application was submitted

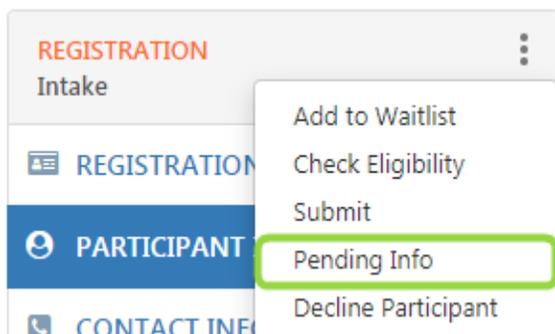


discoverDYCD User

User	test.email@gmail.com
Application lookup	APL-0432616235
First Name	Sam
Last Name	Brown
Phone Number	1111111115
Submitted On	7/12/2019 4:20 PM

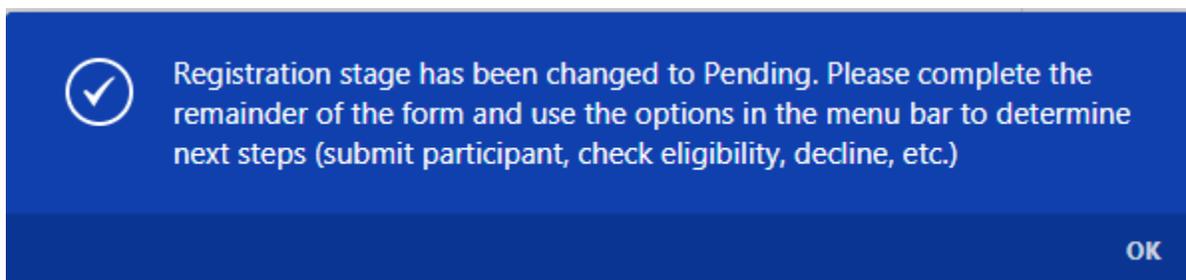
As you go through the rest of the form, you will notice the information collected represents the **DYCD Universal application**, which is a standard set of questions that all DYCD programs collect as part of intake. However, each program area can add additional questions they require to serve their target audience. These additional questions are not currently collected via discoverDYCD, you will need to reach out to the applicant and collect this information if necessary. Consents are also not currently collected in discoverDYCD due to legal requirements that Providers obtain signed paper copies of all consents. If you plan to accept the applicant into your program, you will need to collect these signed consents outside of discoverDYCD.

Acknowledging Receipt of an Online Application: Pending Status



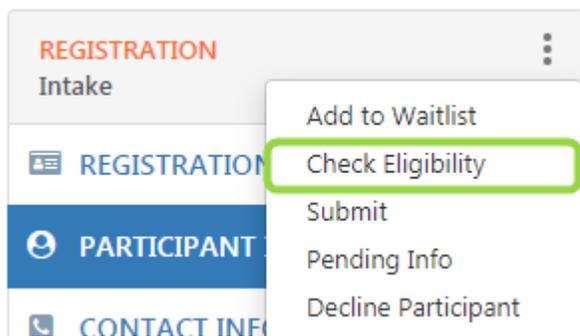
Given that you will need to collect additional information, you may not be ready to accept or not accept a participant within one week, you may initially respond to the application by acknowledging receipt and letting the applicant know you are reviewing their application. In the Intake menu options, you will see the **Pending Info** option. After you click **Pending info**,

the status will update to **Intake-Pending** and you will see the following message:



The user who submitted the application in discoverDYCD will also receive an email informing them that their application is being reviewed.

Checking Eligibility



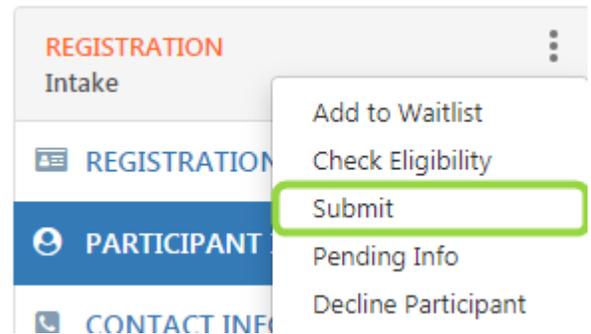
If you have a slot available for this applicant, the first thing you will want to do is check to see if they are eligible for your program. It is important to note that while discoverDYCD does display the eligibility rules for each type of DYCD program, it does not currently prevent a user from submitting an application if they are not eligible for a program. This feature will be

added in a future enhancement. Due to this fact, you must first check if the participant is eligible for your program by clicking the menu bar and selecting **check eligibility**.

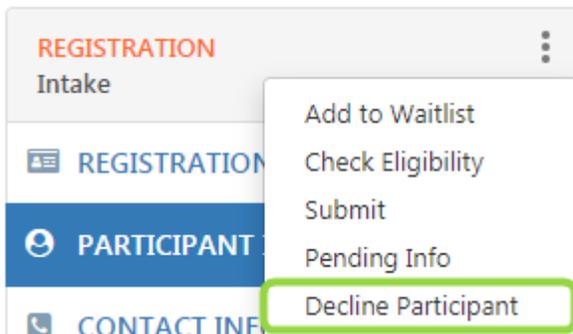
Note: If your program's additional intake questions are tied to eligibility requirements, you will need to reach out to the applicant to collect additional information before checking the eligibility.

Accepting an Applicant

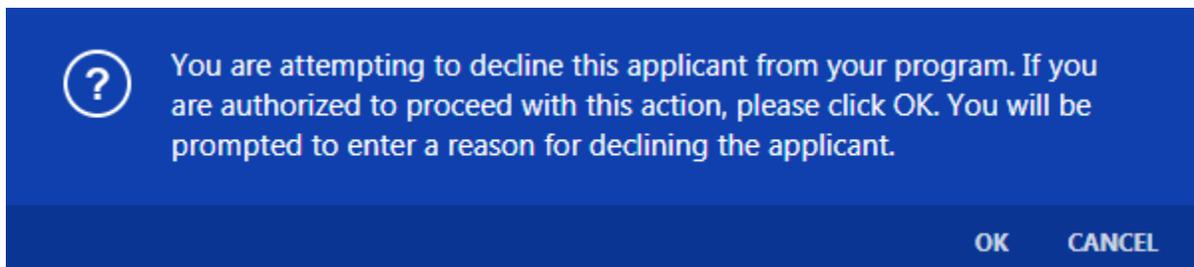
If the applicant is eligible, and you would like to accept them into your program, you will need to complete any remaining mandatory fields and click Submit, as you would when completing an intake form manually in PTS. This functionality will check that all mandatory fields are completed and if the applicant is eligible before changing their Registration status to **Accepted**. Upon acceptance into the program, the user who submitted the application in discoverDYCD will receive an email confirming entry to the program.



Declining an Applicant



Applicants who are not selected manually (at the discretion of your CBO or DYCD) or systematically (via lottery or random selection) to participate in the program will be declined from your program. In the registration menu options, you will see the **Decline Participant** option. Once you click on decline participant, you will see a pop-up notification.



Click OK to proceed. You will be prompted to enter the reason the participant has not been accepted into your program. As the pop-up states, all information entered here will be sent to the applicant via email. You must select at least one reason, or enter comments. You may also select multiple reasons.

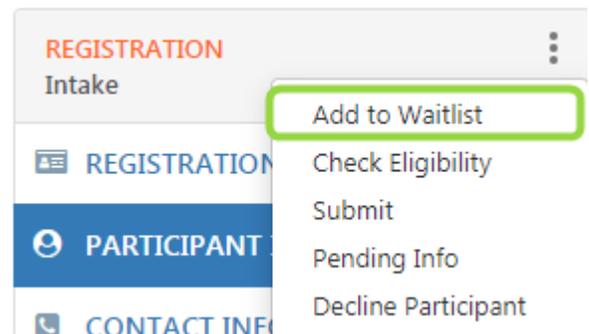
DYCD is not changing your enrollment process. Continue your internal procedures for screening applications that are in line with your contractual requirements.

Click OK to submit. You will see the status update to **Not Accepted**.

The screenshot shows a 'Decline applicant' dialog box. At the top, it says 'Please select the reason and enter any comments. All information entered here will be sent to the applicant via email.' Below this, there is a section titled 'Please select the reason to decline applicant.' with a list of seven reasons, each with a checkbox. The first reason, 'Program is full at this time', is selected. Below the list is a text area labeled 'Enter Comments' containing the text 'Please try again in the fall'. At the bottom right, there are 'OK' and 'CANCEL' buttons.

Adding an Applicant to the Waitlist

The last option in the registration menu is to add this applicant to your program's waitlist. This means you are not accepting this applicant now, but they will be added to your waitlist if a slot becomes available for them during the operating period. Once you click on Add to Waitlist, the status will update to **Waitlisted**. The user who submitted the application in discoverDYCD will receive an e-mail about being added to the waitlist. If you have questions about waitlist policies, please contact your Program Manager.



Revoked Applications

You may notice there are some applications in **Revoked** status. discoverDYCD users have the option to revoke an application if it is in submitted, pending or waitlist status. This means the

application is no longer in your queue as the applicant has revoked their application from your program. No further action is required on your part.

Public Information Section: Opting into emails about online applications

There is a new section of the workscope called **Public Info**. This section allows you to enter information about your program which will ultimately be displayed in discoverDYCD. This information will allow you to display information specific to your program and showcase what sets your program apart. This section is unlocked at all times, so you should keep it up-to-date.

The screenshot shows the 'Public Information' section of a workscope. On the left is a sidebar with menu items: WORKSCOPE (Approved), GENERAL, PUBLIC INFO (selected), SCHEDULING, PARTICIPATION, STAFFING, EVALUATIONS, and NOTES & ATTACHMENTS. The main content area is titled 'Public Information' and includes a warning: 'Information entered here will be displayed publicly on DiscoverDYCD'. Below this are fields for 'Public Program Description' (with a note 'This is a public description of our program!'), 'Main Point of Contact for Program' (Sam Jones), 'Contact Phone Number' ((917) 222-1234), and 'Public Contact Email' (Sam@greatprogram.org). A checkbox 'Yes, I want to receive email notifications when new online applications are submitted.' is checked, and the 'Notification Email Address' field contains 'test@cbo.org'. At the bottom, there are social media links for Facebook (www.facebook.com/GreatProgram), Instagram (@greatprogram), and Twitter (@greatprogram1). There are also sections for 'Languages Supported' (English, Bengali, Chinese) and 'Program Specialization(s)' (LGBTQ+, Court Involved Youth).

You will also see a question asking if you want to receive email notifications when new online applications are submitted. If you check this, you will see a field to enter the email address where you will receive these notifications. This can be a single person's email address, or a shared inbox which multiple staff members have access.

If you do not check this box, you will not receive any email notifications regarding online applications. If you check the box and fill in a valid email address, you will receive an email everyday that new online applications are received for your program. You will not receive an email for every single application, but instead it will be a summary email of what was submitted that day.

DYCD Connect Help Center

If you have any issues or questions when working with online applications in PTS, please submit a ticket through the [DYCD Connect 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

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 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