



# DYCD CONNECT

## *EVALUATION & MONITORING SYSTEM:*

### *Performance Evaluations*



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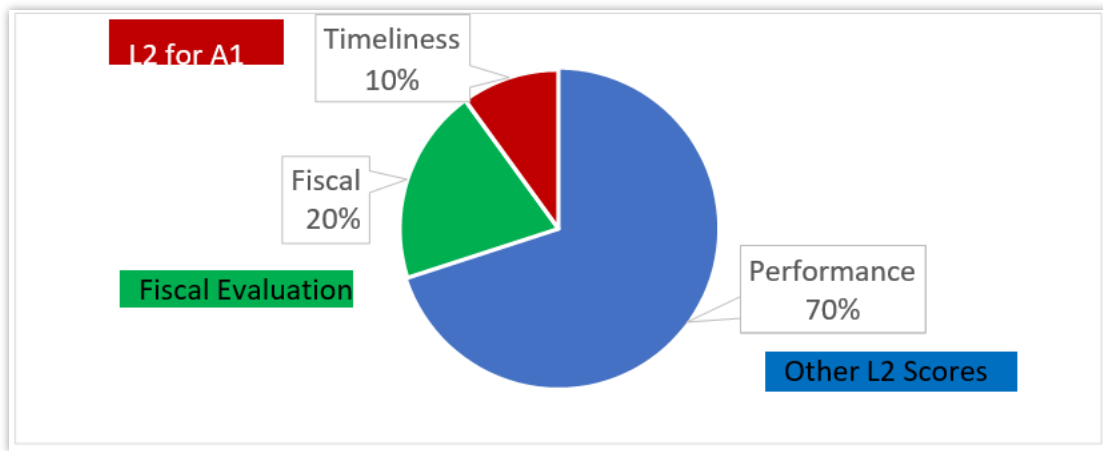
# DYCD Policy on Performance Evaluations

Performance Evaluations are conducted each year to assess performance on City contracts. These results are made available to all agencies and oversights via the Procurement and Sourcing SolutionsPortal (PASSPort), hosted by the Mayor’s Office of Contract Services (MOCS). Each contract generates one Performance Evaluation (PE) each year, so contracts with multiple worksopes will be combined into one PE.

## Evaluation Sections Breakdown

Performance Evaluations contain ratings on three primary areas; “Timeliness of Performance,” “Fiscal Administration and Accountability,” and “Performance and Overall Quality.” In DYCD Connect, these sections are referred to as “Timeliness,” “Fiscal,” and “Performance.”

These three sections factor into the overall Performance Evaluation rating in the proportions shown below. The Fiscal rating (20%) is calculated from a Fiscal Evaluation conducted by the DYCD Audit team. The Timeliness rating (10%) is automatically calculated from the timeliness indicators in EMS (Level 2 indicator A1) across the year. The Performance rating (70%) is automatically calculated from the other EMS Level 2 indicators across the year.



EMS evaluations have four sections: Administration, Program Practice, Service Quality, and Outcomes. These four sections all have an equal 25% weight in the Performance section.

## How are the Ratings Defined?

MOCS determines the rating scale to be used for Performance Evaluations, as shown below. The equivalent rating from EMS is displayed as well.

PE Rating	EMS Equivalent
Excellent	Far Above Standard
Good	Above Standard
Satisfactory	Meets Standard
Poor	Below Standard
Unsatisfactory	Far Below Standard

## Performance Evaluation Process Overview

Whenever DYCD approves a Performance Evaluation, the CBO Provider Admin will receive an email notification indicating that a new PE has been issued to be reviewed. When reviewing a PE, the overall PE rating, each category rating and comments, and the EMS and Fiscal evaluations will be visible to you.

After reviewing a PE, you can choose to accept or dispute it. You have 15 calendar days from the day you receive notification of a completed PE to submit a response.

**Note 1:** If there is no response from you within 15 calendar days, the PE is closed and finalized. At that point, the final PE will be sent to MOCS and viewable in PASSPort.

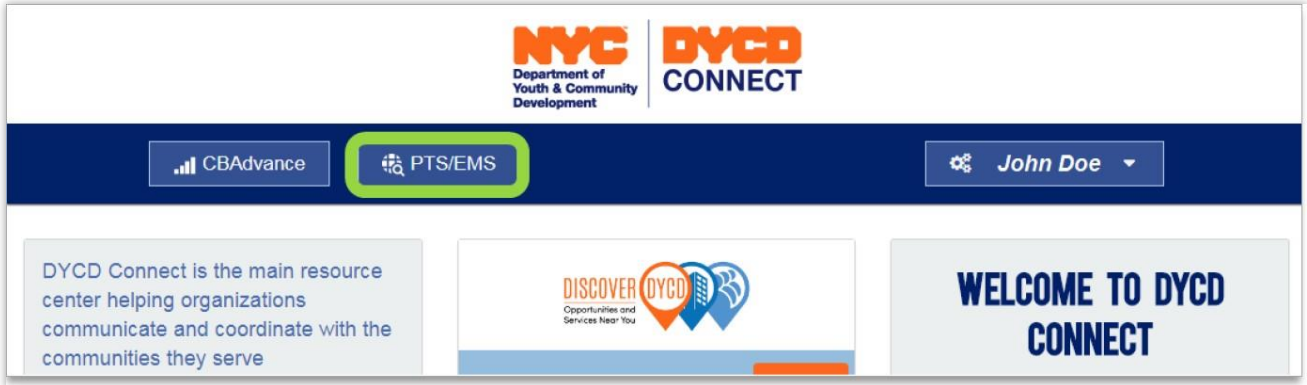
**Note 2:** This process differs from the default process for Performance Evaluations with other New York City agencies. While vendors for other agencies review and respond to their PE in PASSPort before it is finalized, DYCD conducts this process in DYCD Connect.

## Accessing Performance Evaluations

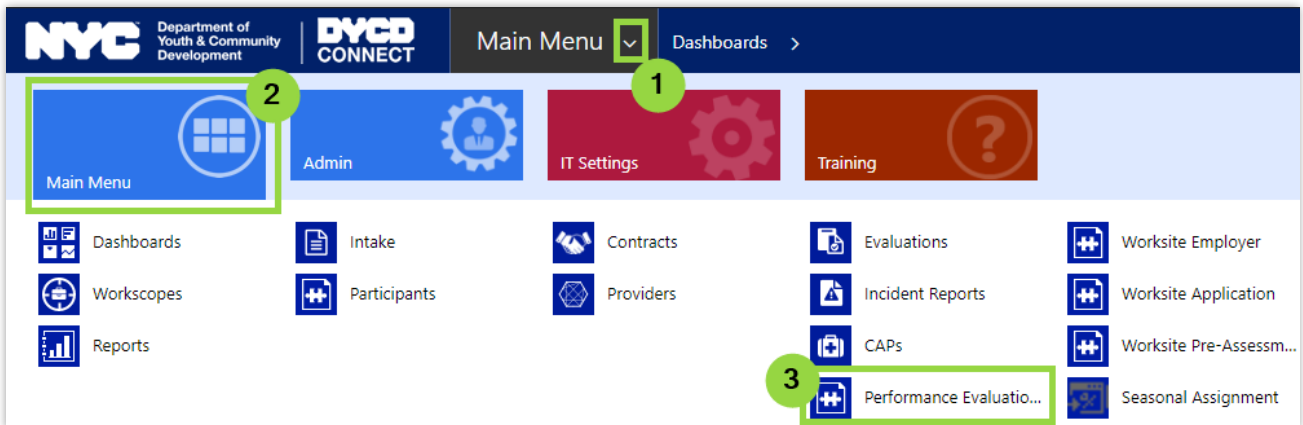
You can log in to DYCD Connect at any time by going to: <https://www.dycdconnect.nyc.gov>. Type in your user credentials when prompted. If you do not remember your password, click “Request a password reset.” If you do not have credentials, email the DYCD HelpDesk at [helpdesk@dycd.nyc.gov](mailto:helpdesk@dycd.nyc.gov).



Upon successfully logging in, you should see your name appear in the top right corner and the access button for both the Participant Tracking System and the Evaluation Monitoring System on the left. You should then click on the access button and arrive on DYCD Connect proper.



To access Performance Evaluations, click the menu button, Main Menu, and Performance Evaluations.



On the next screen, you will see a list of all PEs sent to you. Click on the name of any PE to review.

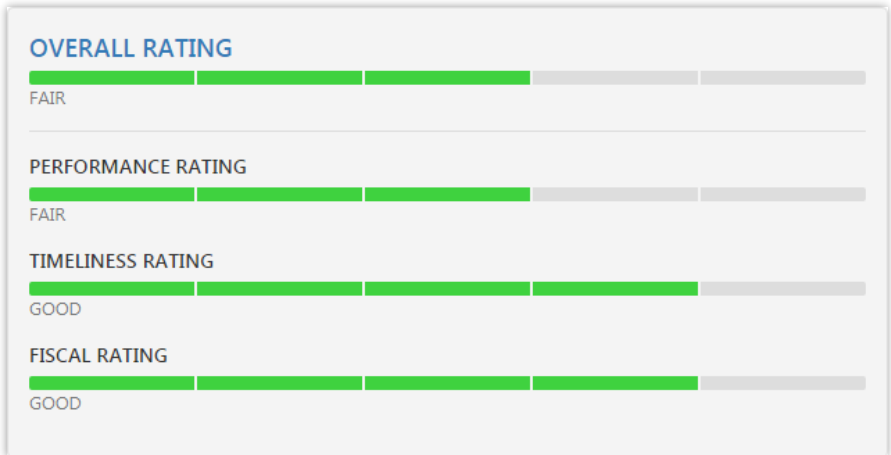
# Performance Evaluations

## Basic Information & Overall Score

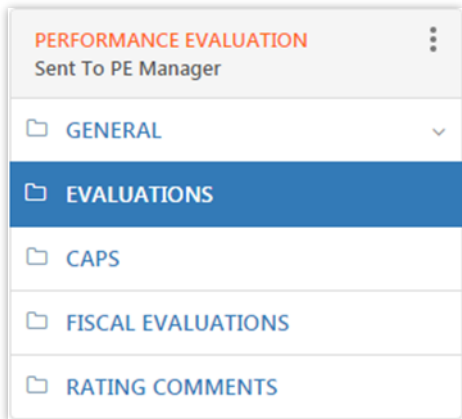
Name *	PE201812261P
Provider *	Kips Bay Boys and i
DYCD Contract *	12261P
PE Start Date *	7/1/2017
PE End Date *	6/30/2018
Fiscal Year *	2018
Overall Rating Initial	GOOD
Performance Rating Initial	GOOD
Timeliness Rating Initial	GOOD
Date PE Overridden	7/23/2019
PE Overridden By	Valentin Lopez
Justification For Overriding Scores	not all site visits were captured on this system
Date ACCO Change Requested	--
ACCO Change Requested By	--
ACCO Change Request Comments	--

The first screen you will arrive on is the Performance Evaluation Basic Information page. It provides a summary of information about both the PE and your workscope that is being evaluated. On the left-hand side of the page, you can see a summary of information about both the PE and the contract being evaluated.

You will also see your overall rating and the section ratings on the right-hand side of the page. Performance and Timeliness ratings are calculated from EMS evaluations for the year. Fiscal ratings are calculated from the Fiscal Evaluation conducted by the DYCD Audit team.



## Reviewing EMS Evaluations and CAPs



To view the EMS Evaluations that aggregate into the Timeliness and Performance ratings, click on “Evaluations” on the Performance Evaluation Switchboard.

Here you will see a list of the evaluations for this contract. To open an evaluation, click on the blue text. A new window will pop up to show that evaluation.

A screenshot of a table showing a list of evaluations. The table has columns for Evaluation, Workscope, Program Type, Program Site, Overall Rating, Eval Status, and Contributes to PE Rating. Two rows are visible, both with blue text for the Evaluation ID.

Evaluation	Workscope	Program Type	Program Site	Overall Rating	Eval Status	Contributes to PE Rating
<a href="#">EVL-005527</a>	124100A-COMPASS Elementary-9/1/2017-6/30/2018	COMPASS Elementary	P.S./M.S. 031 The William Lloyd Garrison	Above Standard	Approved & Sent to CBO	Yes
<a href="#">EVL-000971</a>	124100A-COMPASS Elementary-9/1/2017-6/30/2018	COMPASS Elementary	P.S./M.S. 031 The William Lloyd Garrison	Above Standard	Approved & Sent to CBO	Yes

CAPs may be viewed either under the CAPs tab of your Performance Evaluation or under the specific evaluation that triggered it.

**Note:** CAPs may have an impact on PE ratings.

## Reviewing the Fiscal Evaluation

Navigate to the “Fiscal Evaluation” section to view the indicators that compose the Fiscal rating. The first indicator (“Was a Fiscal Audit performed for this contract?”) is not scored.

A screenshot of the "Fiscal Indicators" section in a web application. It shows three audit questions with radio button options for Yes, No, and N/A.

**Fiscal Indicators**

**AUDIT**

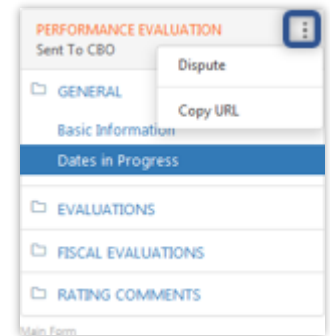
1. Was a Fiscal Audit performed for this contract?  Yes  No
2. Was the Audit free of significant findings?  Yes  No  N/A
3. Was the timely Fiscal Corrective Action Plan submitted in writing AND approved?  Yes  No  N/A

## Reviewing Comments

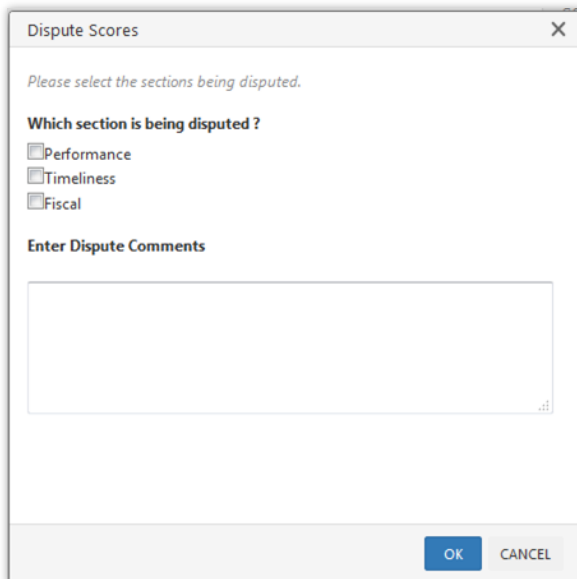
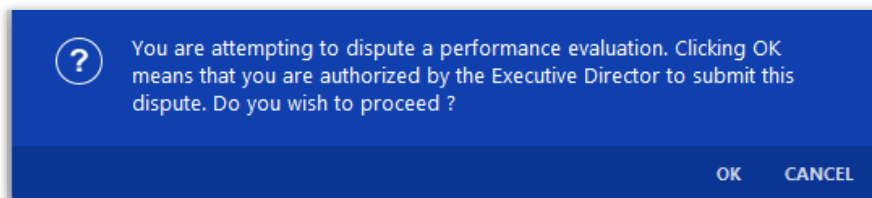
Comments are supplied by the DYCD Fiscal User and PE Manager to give further information about the rating of each section. These comments may be reviewed under the “Rating Comments” tab.

## Disputing a Performance Evaluation

Based on your review, if you wish to dispute the Performance Evaluation, you will need to go up to the three dots icon on the PE Switchboard and select “Dispute.”



A dialog box will open to confirm. Click “OK” if you are authorized and wish to proceed.



Another dialog box will then open to allow you to specify the dispute. You may select one or more sections to dispute by checking the box next to the label. Enter comments to explain the dispute. Please send any associated documentation for the dispute via email.

When you have selected the appropriate section(s) and entered comments, click “OK.” A dialog box will open to confirm.

## Dispute Process

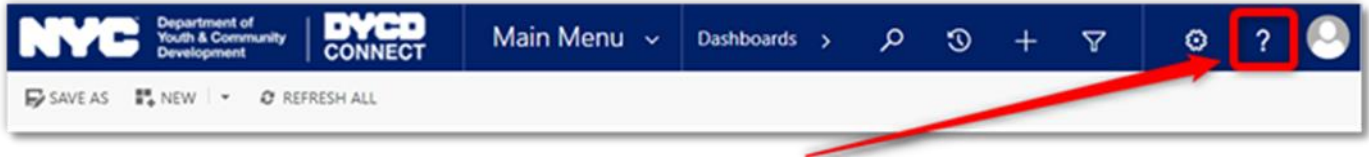
Sections Disputed			
Performance	<input type="checkbox"/>	Timeliness	<input type="checkbox"/>
Response Date	2/1/2019	Fiscal	<input checked="" type="checkbox"/>
Fiscal Response	Changed due to changes in rating.		
Perf/Time Response	--		

Once a dispute has been submitted, the information may be viewed on the Basic Information page for the PE, as shown below.

The PE will be sent to the Fiscal Supervisor for Fiscal disputes or the PE Manager for Timeliness or Performance disputes. The user will then review the information for the dispute and decide whether to override the original rating or to have it remain. After that point, the PE will be finalized.

# 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.

### 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:

#### 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