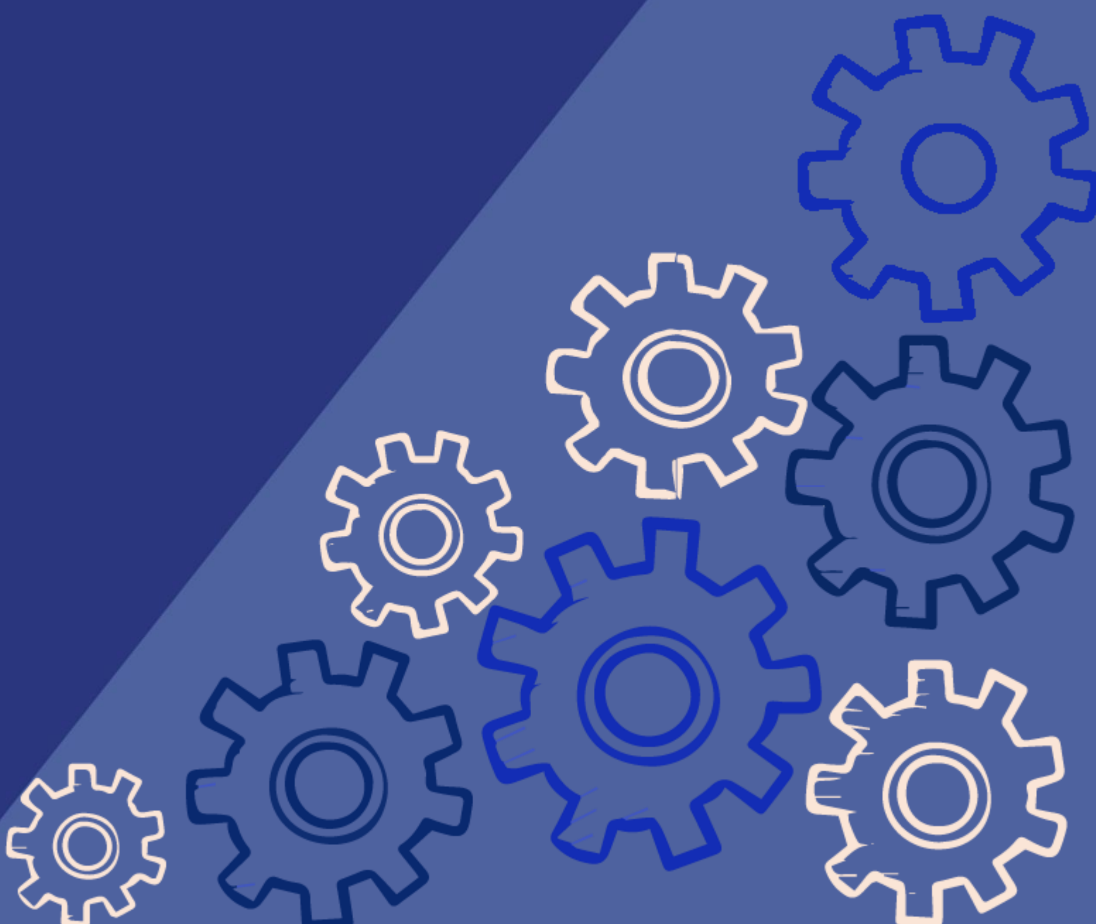
NYC Department of Youth & Community Development

DYCD CONNECT

# *PARTICIPANT TRACKING SYSTEM:*

## *Service Tracking*
## *Advance & Earn*

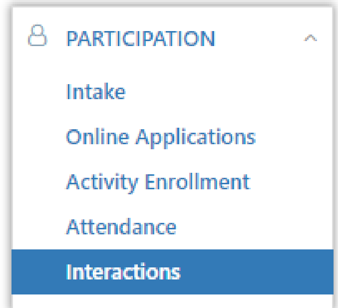


# Table of Contents

# Service Tracking

In DYCD Connect, Advance & Earn providers must enter data to log services rendered to participants. The system collects this data through Interactions and Attendance.

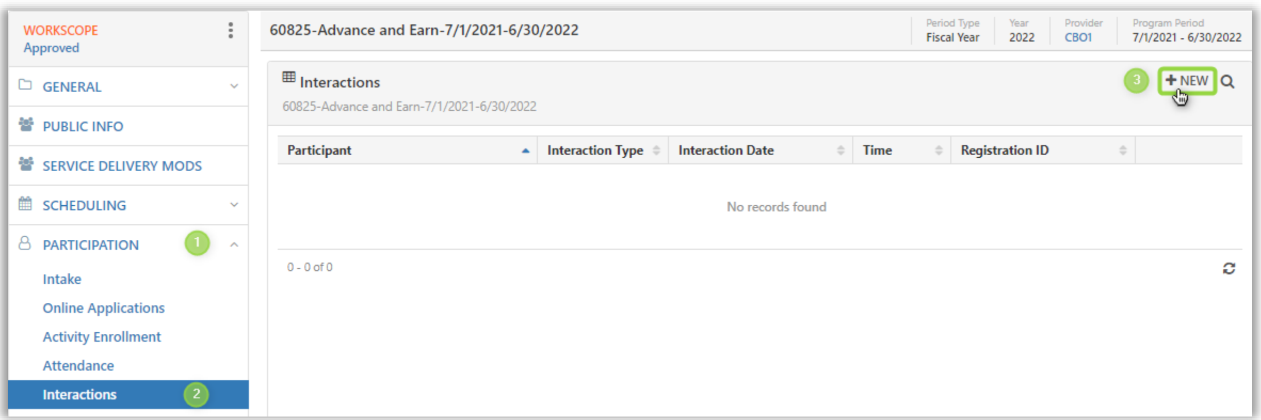
## Interactions



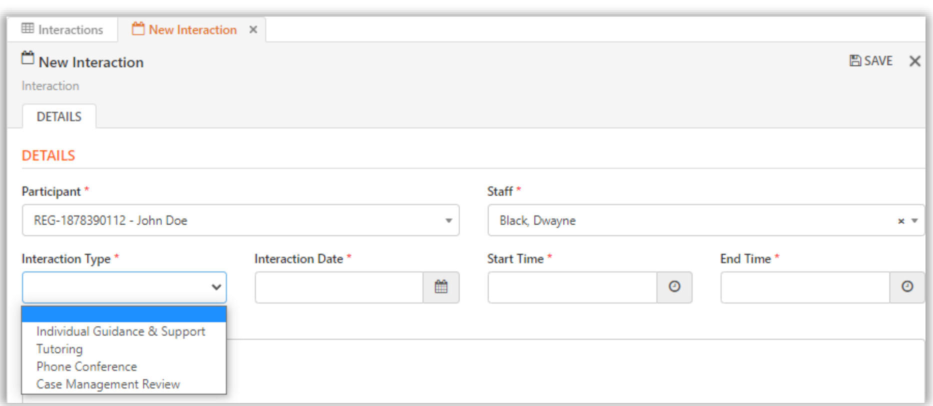

Your 1-on-1 sessions with participants are logged under "Interactions" in the Participation section of your workscope. Interactions may be entered into the workscope after completing participant intake. They can be entered either via the workscope or directly through a participant's intake.

## How do you Complete an Interaction on the Workscope?

**STEP 1:** Navigate through Participation>Interactions and click on +NEW.

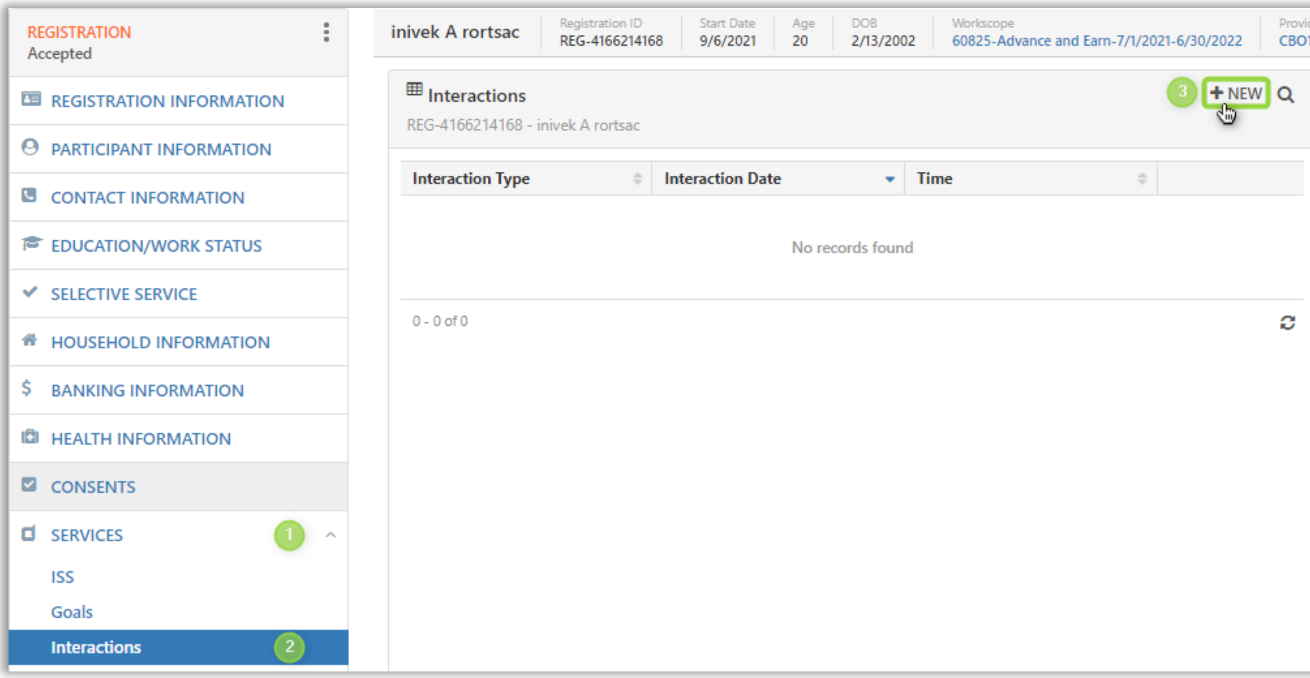



**STEP 2:** Complete data entry by clicking on each field and selecting from the drop-down options or typing in the date, time and comments.

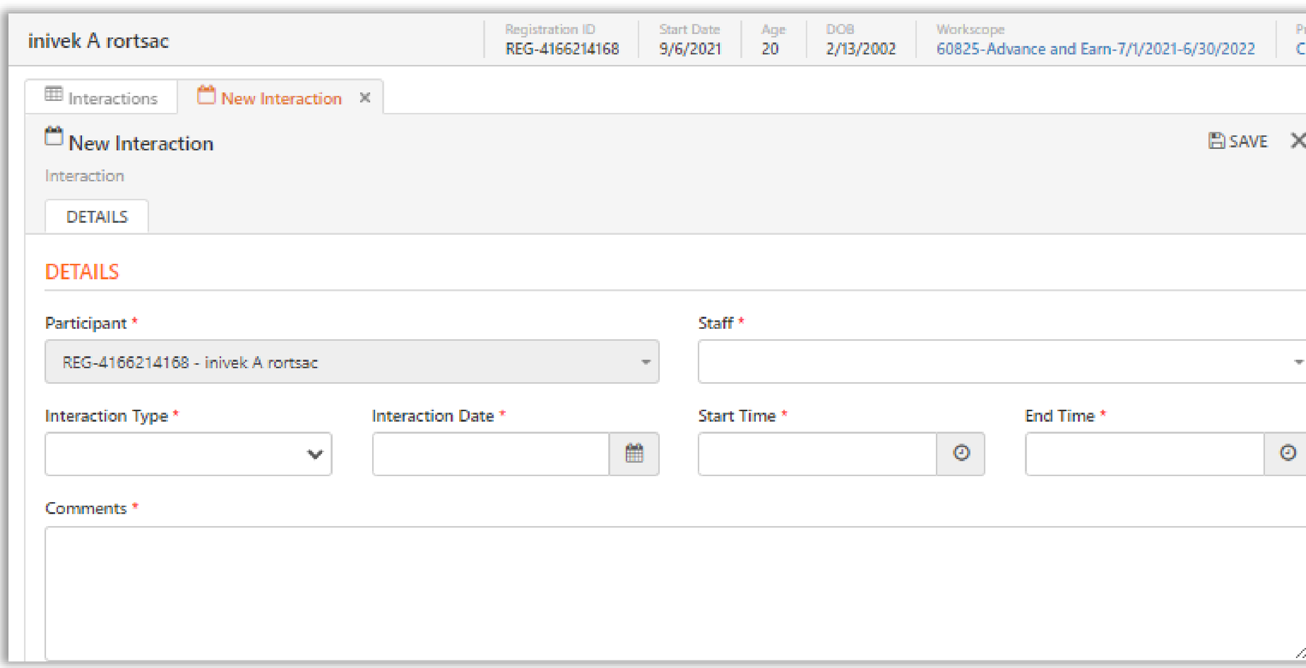


# How do you Complete Interactions in an intake?

**STEP 1:** After opening an intake, navigate through Services>Interactions and click on +NEW.




**STEP 2:** Complete data entry by clicking on each field and selecting from the drop-down options or typing in the date, time and comments. Note that the "Participant" field is locked as you are adding an interaction directly to a participant's intake.



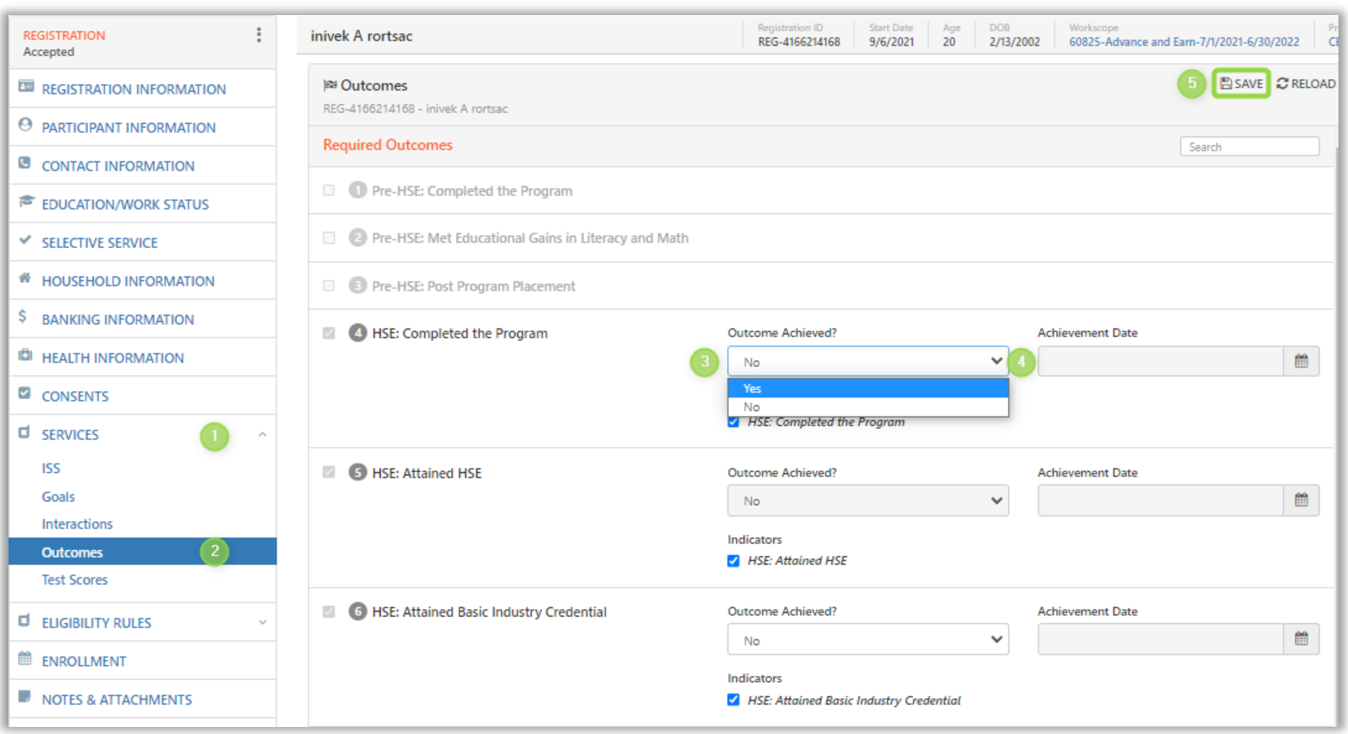
# Outcomes

Providers are expected to work with participants to help them achieve program outcomes. As these outcomes are achieved, providers must update their status in a participant's intake within the "Services" section of their intake.

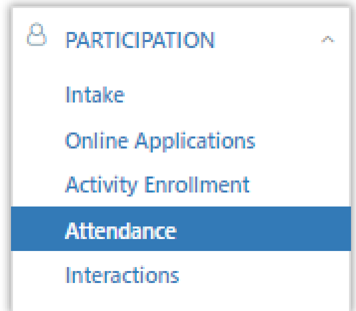
## How do you Update Outcomes?

**STEP 1:** After opening a participant's intake, navigate through Services>Outcomes. Then, on the outcome that was achieved, click on the "Outcome Achieved?" drop-down and select "Yes" to mark an outcome as achieved. Next, type an achievement date, and then click "Save".

Note that some outcomes, such as Outcome 5 in the example below, cannot be updated manually. Instead, these outcomes are automatically updated when corresponding data entry is complete.



# Attendance

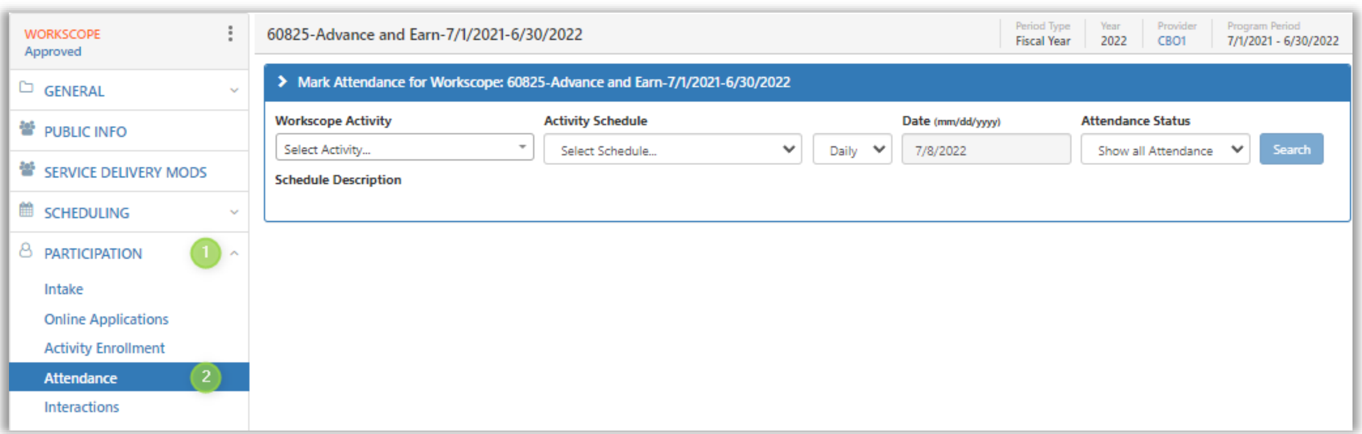



Attendance must be entered on a regularly basis within the Participation section of the workscope under Attendance. The system provides a rolling 2-week window to complete data entry. For example, attendance data for June 1st must be completed by June 15th. On June 16th, the data entry section for the day of June 1st will be locked.

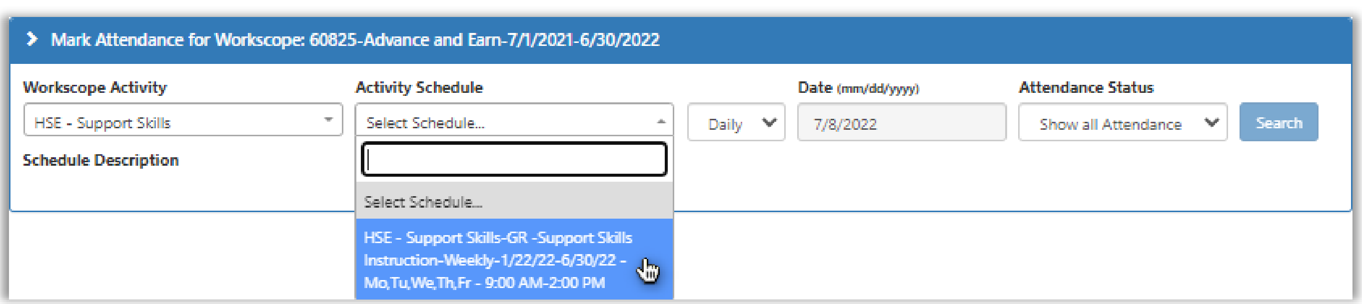
Note that your DYCD Program Manager may require you to complete attendance on a weekly basis depending on your contract specifics.

## How do you Complete Attendance Entry on the workscope?

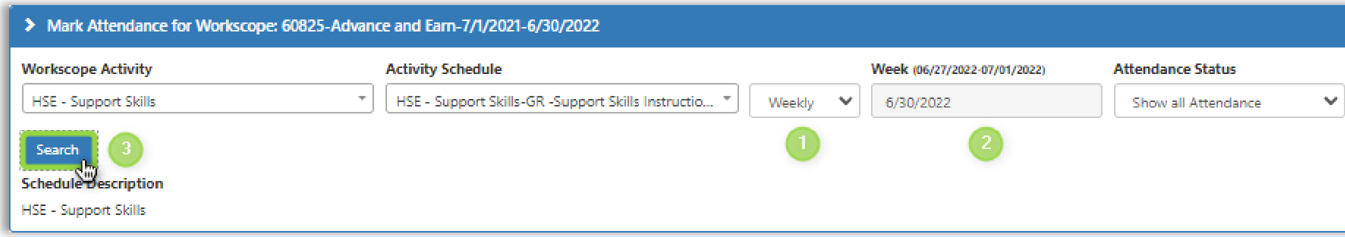
**STEP 1:** Navigate through Participation>Attendance to view the Attendance section.



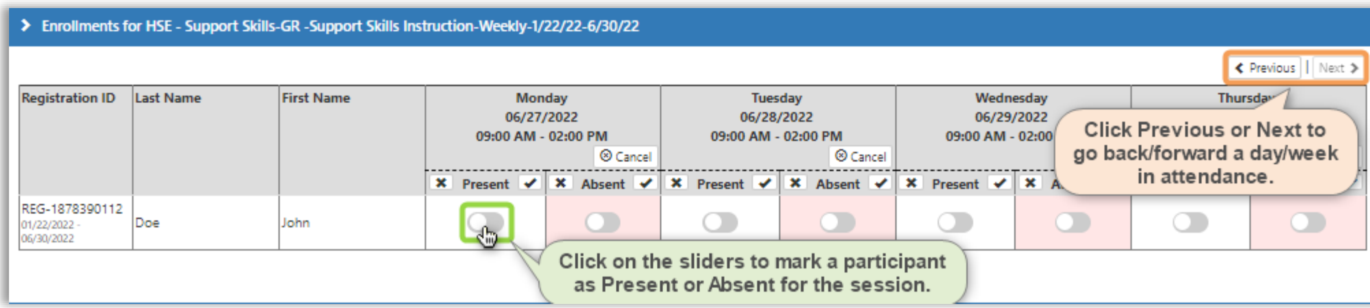

**STEP 2:** Select a workscope activity and its corresponding activity schedule that you would like to complete attendance entry for.



**STEP 3:** Next, select "Daily" or "Weekly" to choose how many days of attendance you would like to view. Also, select the date for the day or week of attendance that you would like to view. Lastly, click "Search" to load the attendance sheet.

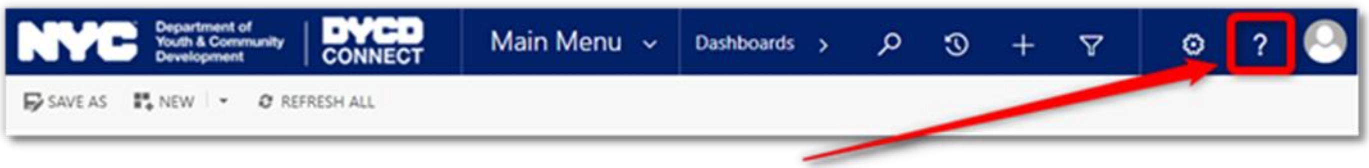



**STEP 4:** Click on the sliders to mark a participant present or absent for each scheduled session.



# 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.