



# **DYCD** CONNECT

## ***EVALUATION & MONITORING SYSTEM:***

*The Evaluator's Guide to EMS*

*Worksite Evaluations*



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# What is the Evaluation and Monitoring System (EMS)

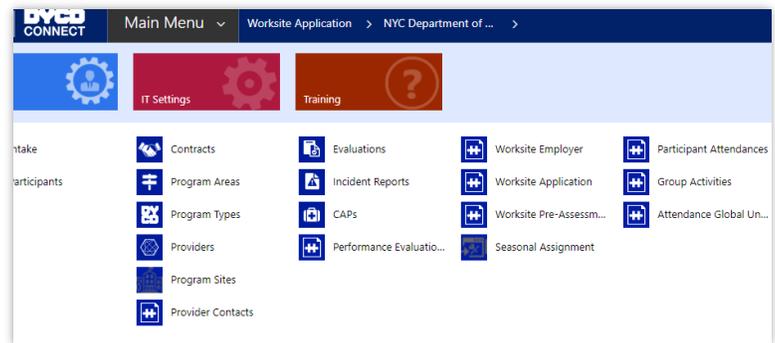
The Evaluation and Monitoring System (EMS) is an application on DYCD Connect that enables DYCD to evaluate a program site according to its program criteria. A program's criteria are divided into indicators which are typically assessed on a 4-point rating scale or Yes/Partial/No:

Above Standard	Meets Standard	Below Standard	Far Below Standard
<ul style="list-style-type: none"><li>• Program intentionally plans for opportunities when participants are offered to express their ideas, concerns, and opinions in both structured and unstructured opportunities.</li><li>• Participants are listened to and know that their input and feedback (voice and choice) inform program design and implementation.</li></ul>	<ul style="list-style-type: none"><li>• Participants consistently express, or are asked to express their ideas, concerns, and opinions, in structured or unstructured opportunities.</li></ul>	<ul style="list-style-type: none"><li>• Participants rarely express, or are asked to express, their ideas, concerns, and opinions; these opportunities happen irregularly or when a problem arises.</li></ul>	<ul style="list-style-type: none"><li>• Participants are never given the opportunity to express their ideas, concerns and opinions; staff are dismissive of participants' questions, ideas and feedback.</li></ul>

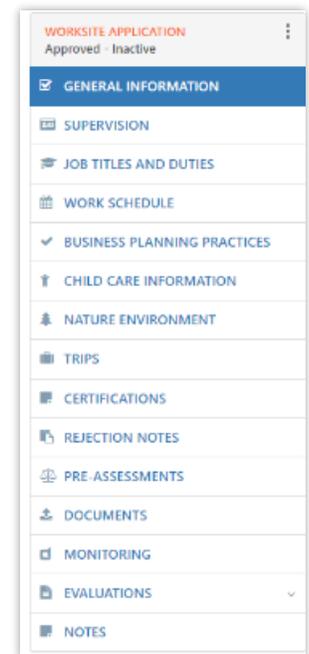
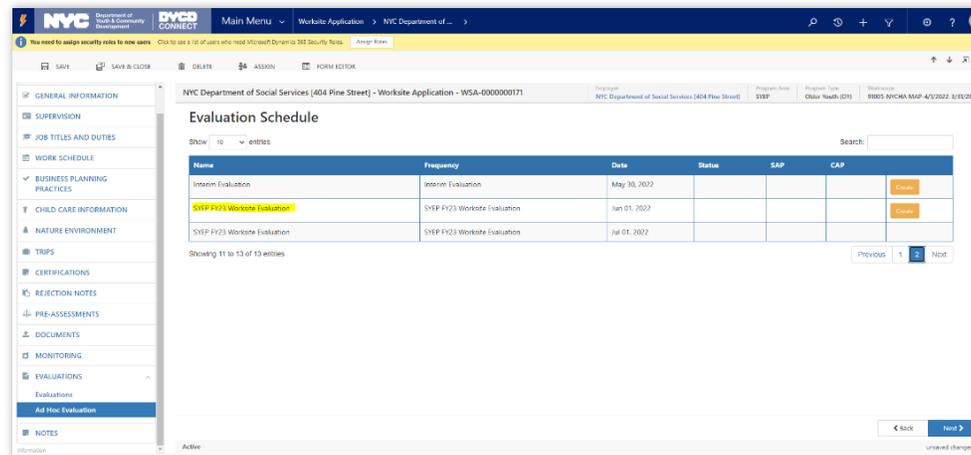
A rating of No, Below Standard or Far Below Standard will trigger either a Strategic Action Plan (SAP) or Corrective Action Plan (CAP) for the provider.

# Creating an Evaluation

Worksite Application evaluations are created in the application itself. To get there, you will need to go to the “Worksite Application” section of DYCD Connect and select the workscope # in question.



Once you arrive at the workscope, you should navigate to the “Evaluations” section of the switchboard, as seen on the right. In this section, you will see all evaluations that already exist for this workscope. To create a new one, you will need to click “Ad Hoc Evaluation” and then click “create” next to the “SYEP FY23 Worksite Evaluation”.



After a few moments, the evaluation will have been created and you can either open it from here, or navigate to the “Evaluation” section of DYCD Connect.

✓	Evaluation ID	Evaluation Name	Evaluator	Supervisor	Evaluation Status	Indicator Pr...	Evaluation Date	Provider (Workscope)	Program Site	Program Type	Workscope	Program Site Location (Pro...	Source
	EVL-051306	SYEP Worksite Evaluation			Created	100%		Phippo Neighborhoods, Inc.	Phippo Neighborhoods, Inc.	Older Youth (OY)	91117-Older Youth (OY)-4...	1030 East 179 Street, Bronx	On-Demand
	EVL-051309	SYEP Worksite Evaluation			Created			Aspira of New York, Inc.	345 Brook Ave	Older Youth (OY)	90826A-Older Youth (OY)...	345 BROOK AVENUE, Bronx	On-Demand
	EVL-051312	SYEP Worksite Evaluation			Created			Aspira of New York, Inc.	343 Brook Ave	Older Youth (OY)	90826A-Older Youth (OY)...	343 BROOK AVENUE, Bronx	On-Demand
	EVL-051313	SYEP Worksite Evaluation			Created			Aspira of New York, Inc.	Bronx	Younger Youth (YY)	90826A-Younger Youth (Y...	345 BROOK AVENUE, Bronx	On-Demand
	EVL-051314	SYEP Worksite Evaluation			Created			CRDT	August Martin High School	SYEP School-Based	91061-SYEP School-Based...	156-10 Resney Boulevard, ...	On-Demand
	EVL-051311	SYEP P122 Worksite Evalua...	Lenny Portomali		In Progress	42%							System Generated
	EVL-051315	SYEP P123 Worksite Evalua...			Created	48%							On-Demand

## Assigning an Evaluation

An evaluation consists of four sub-sections called Evaluation, Indicators, SAP, and CAP. Evaluators must first assign themselves to the evaluation before they can begin any work on the evaluation. To assign yourself as the evaluator, click on Evaluator Actions and then Assign Evaluation.



Evaluators begin in the Evaluation section, then jump to the Indicators Section to respond to each indicator. Depending on indicator responses, SAP or CAP action items may be triggered and will appear in the SAP or CAP sections.

Worksite evaluations are very similar to normal workscope evaluations, except for a few added features, like the Program Area field. This field allows you to see all worksite applications that are attached to the specific Program Area.

**Evaluation Progress Details**

Evaluation Created	6/24/2022	SAP Triggered	No
Evaluation Modified	6/23/2022	CAP Triggered	No
Date Submitted	--	CBO Acknowledged	No
Date Indicators Locked	--	Date CBO Acknowledged	--
Date Approved	--		

Date Modifications Requested: --

Evaluator Title: Program Manager

Supervisor Title: Deputy Director

Evaluator: --

Supervisor: --

**Worksite Applications**

Worksite Name	Application Type	Status	Employer	Address
NYC Department of Social Services (404 Pine Street)	Worksite Application	Approved	NYC Departmen...	404 Pine Street

NOTES

## The Evaluation Sub-Section

This section aims to note the date of the evaluation, note whether the evaluation was conducted in- person or remotely, summarize the overall performance observed, and provide space for comments to the provider and your supervisor.

**EVL-051326 - SYEP FY23 Worksite Evaluation**

**EVALUATION** Created | **INDICATORS** Locked | **SAP** None | **CAP** None

**Evaluation Information**

Evaluation Id	EVL 051326	Evaluation Status	Created
Evaluation Name	SYEP FY23 Worksite Evaluation	Employer	NYC Department of Social Services (404 Pine Str)
Provider	Henry Street Settlement	Fiscal Year	2023
Program Area	SYEP	Evaluation Date	--
Source	On-Demand		
Evaluation Conducted	--		
Visit type	--		
Address	404 Pine Street, Brooklyn, 11208		
Evaluation Summary	--		

**Evaluation Progress Details**

Evaluation Created	6/24/2022	SAP Triggered	No
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**TOTAL NUMBER OF INDICATORS: 33**  
Total number of unit checklist indicators and their distribution across sections.

Section	Count
SERVICE QUALITY	21
ADMINISTRATION	10
PROGRAM PRACTICE	2

**OVERALL RATING**

- ADMINISTRATION: Not Available
- PROGRAM PRACTICE: Not Available
- SERVICE QUALITY: Not Available

## The Indicators Sub-Section

INDICATORS	SAP	CAP
Created	None	None

Onsite Administrative Review 0/4    General Observation/Interview 15/29

### ADMINISTRATION

1. All participant timesheets were signed daily.	Yes No	A1.w1 Clear Response
2. Worksite staff approves timesheets on a weekly basis.	Yes No	A1.w2 Clear Response
3. Timesheets have been completed correctly and kept according to DYCD rules and regulations.	Yes No	A7.w1 Clear Response
4. The facility conducts regular fire drills as evidenced by a fire drill log.	Yes No N/A	A8.w7 Clear Response

Section Comments

Indicators are evaluated to determine an evaluation rating. There are four categories of indicators: Administration, Program Practice, Service Quality, and Outcomes/Outputs. Each of these categories has sub-indicators that are evaluated and aggregated to develop a total rating for the category.

Then, the ratings of each category are aggregated to provide the overall rating of the evaluation.

## Completing the Indicators

To complete the indicators, navigate to the indicators and respond to each indicator according to the options available. Then, click Save at the top left of the page. Finally, from Evaluator Actions, click Lock Evaluation to generate the overall rating for the evaluation.

After locking the evaluation, you may review your responses to indicators in three different formats.

EVALUATION	INDICATORS
Created	Locked

Onsite Administrative Review 0/4    General Observation/Interview 15/29

9. Participant feels supported by worksite staff.	Yes No N/A
10. PARTICIPANT 3 SURVEY - Participant has received wages on time.	Yes No N/A
11. Participant can access their supervisor at the worksite.	Yes No N/A
12. Participant has regular check-ins with worksite or access to worksite staff to understand assignments and tasks.	Yes No N/A
13. Participant feels supported by worksite staff.	Yes No N/A
14. PARTICIPANT 4 SURVEY - Participant has received wages on time.	Yes No N/A
15. Participant can access their supervisor at the worksite.	Yes No N/A
16. Participant has regular check-ins with worksite or access to worksite staff to understand assignments and tasks.	Yes No N/A

Rating Details

General Observation/Interview 1/1    Activity Observation 3/3

Click here to view the responses to indicator by the observation method.

RATINGS | HIERARCHY

Click here to view the responses to indicator by their hierarchical order

OVERALL RATING: Far Above Standard 4/4

PROGRAM PRACTICE: Above Standard 4/4

Click here to view the responses to indicators by category.

#	Indicator	Response	Method	ID
1.	Overall, participants are actively engaged.	Above Standard	Activity Observation	PP5.1
2.	Overall, program participants and staff demonstrate positive and respectful relationships.	Above Standard	Activity Observation	PP5.2
3.	Overall, program environment is inclusive.	Above Standard	Activity Observation	PP5.3
4.	Test CAP indicator just for training purposes	Yes	General Observation/Interview	PP5.X

## What is a Strategic Action Plan (SAP)?

Strategic Action Plans (SAPs) are a feature of the Evaluation and Monitoring System (EMS) that enables DYCD Program Managers to formally tell a provider that their service needs improvement. SAPs are not punitive and are often used to track follow-up action items for a provider after an evaluation. On the provider side, SAP action items can be responded to by a user with a Provider Program Director or Provider Admin DYCD Connect account.

### Completing the SAP Sub-Section

A Strategic Action Plan is automatically created after an evaluation is locked in EMS, and a SAP triggering indicator receives a rating of No, Below Standard or Far Below Standard. A SAP contains a series of strategic action items, one per indicator which received the lower ratings.

EVL-051326 - SYEP FY23 Worksite Evaluation

Provider: Henry Street Settlement    Evaluation Date: 6/24/2022

EVALUATION: Indicators Locked    INDICATORS: Locked    **SAP: Open**    CAP: Open

Strategic Action Plan

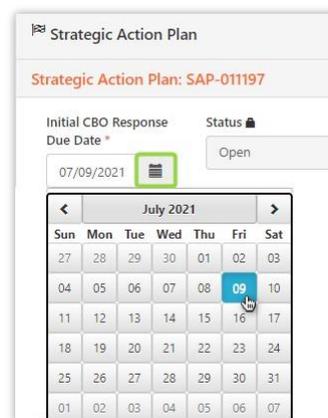
Strategic Action Plan: SAP-011009

Initial CBO Response Due Date: 07/08/2022    Status: Open

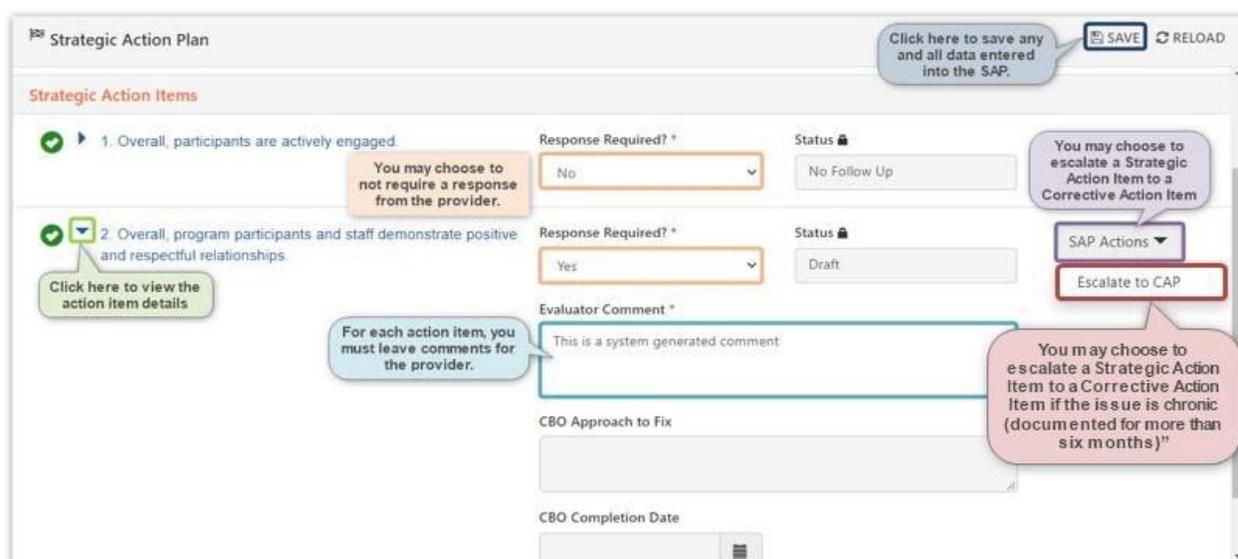
Strategic Action Items

- 1. Timesheets have been completed correctly and kept according to DYCD rules and regulations. Response Required?    Status: Draft
- 2. Participants have access to adequate equipment, programs, and materials to complete work assignments. Response Required?    Status: Draft

**Step 1:** Set the Initial CBO Response Due Date.



**Step 2:** Click into each strategic action item and add evaluator comments. Then click “Save” at the top right of the Strategic Action Plan table.



Note: For each action item, an evaluator must indicate if a response is required from the provider and leave comments on the issue. After all action items have a response, the evaluator must send the evaluation to their supervisor for review.

## What is a Corrective Action Plan (CAP)?

Corrective Action Plans (CAPs) are a feature of the Evaluation and Monitoring System (EMS) that enables DYCD Program Managers to formally tell a provider that their service needs major improvements. CAPs are punitive and may impact a provider’s Performance Evaluation rating. On the provider side, CAP action items may be completed by a Provider Program Director or Provider Admin, but the Corrective Action plan must be signed and sent to DYCD by the executive director of the organization.

## Completing the Corrective Action Plan as an Evaluator

A Corrective Action Plan is automatically created after an evaluation is locked in EMS, and a CAP triggering indicator receives a rating of No, Below Standard or Far Below Standard. A CAP contains one or more corrective action items, one per indicator which received the lower ratings.

**Step 1:** Set the Initial CBO Response Due Date.



Corrective Action Plan

Corrective Action Plan: CAP-001595

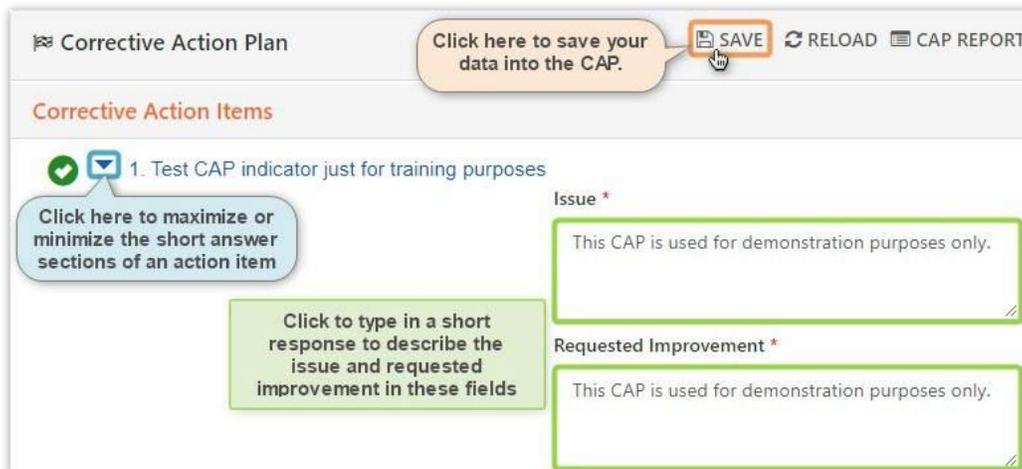
Response Due Date \*

07/09/2021

July 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
01	02	03	04	05	06	07

**Step 2:** Click into each corrective action item and add evaluator comments. Then, click “Save” at top right of the Strategic Action Plan table.



Corrective Action Plan

Click here to save your data into the CAP. SAVE RELOAD CAP REPORT

Corrective Action Items

1. Test CAP indicator just for training purposes

Click here to maximize or minimize the short answer sections of an action item

Click to type in a short response to describe the issue and requested improvement in these fields

Issue \*

This CAP is used for demonstration purposes only.

Requested Improvement \*

This CAP is used for demonstration purposes only.

Note: For each action item, an evaluator must indicate if a response is required from the provider and leave comments on the issue. After all action items have a response, the evaluator must send the evaluation to their supervisor for review.

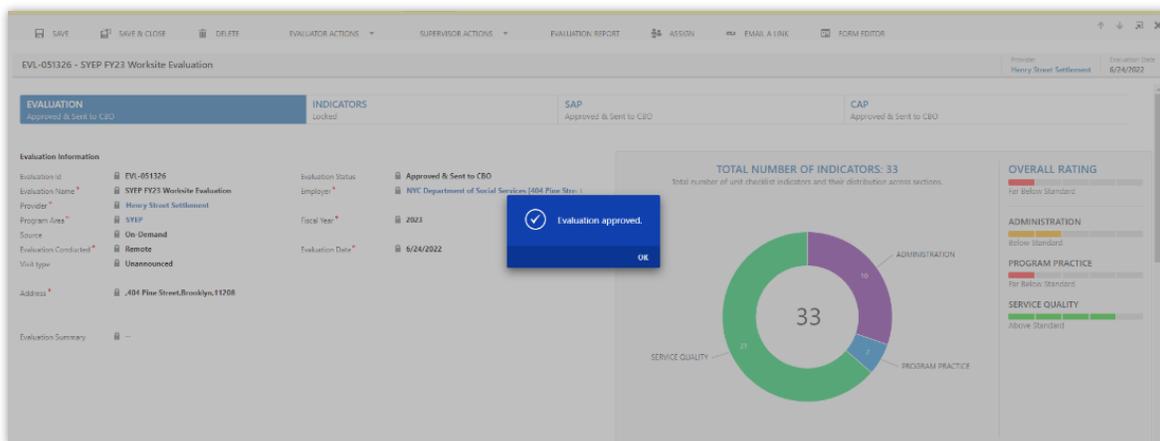
# Submitting the Evaluation to your Supervisor

After saving comments onto the SAP and CAP tables in their respective sections, navigate to the top of the page and click through Evaluator Actions>Send to Supervisor to forward the evaluation to your supervisor for review.



# What Happens After Submitting an Evaluations?

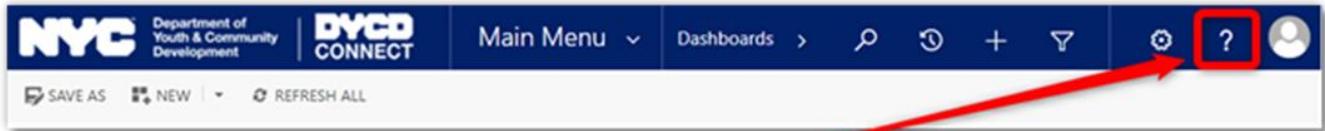
After an evaluation is submitted, it is reviewed by the supervisor. Upon review, it may be sent back to the evaluator for modification before final approval and sending it to the CBO. If sent back, then the evaluator may review the internal communication sections for feedback and modify the evaluation.



After the evaluation is sent to the CBO, the CBO will respond by providing a response plan to any received SAPs and/or CAPs. Both the evaluator & supervisor must review their response plan and decide to either approve the plan or send it back to the CBO for a more appropriate response.

# 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**  **last name**

**phone**  **email**

**organization**

**program area**  **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:**