# City of Oakland Department of Violence Prevention

# Data Entry and Reporting Manual Apricot 360 Data Management System



Thank you for using the DVP's Apricot 360 system. Accurate data is crucial for the DVP to report on how funds are being spent to various stakeholders including City Council, and is critical to the Measure Z evaluation to be able to demonstrate all the work that you do. Entering data on your services will allow the DVP and the City to understand the work that the DVP network does for violence prevention and intervention every single day.

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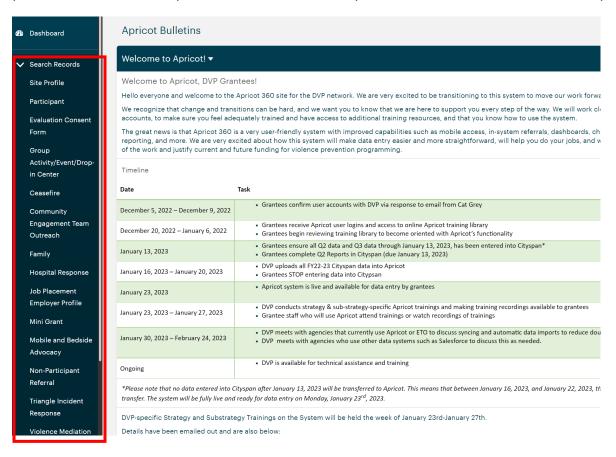
#### Important Notes on the Apricot 360 Data Management System

#### Data Entry and Deliverables

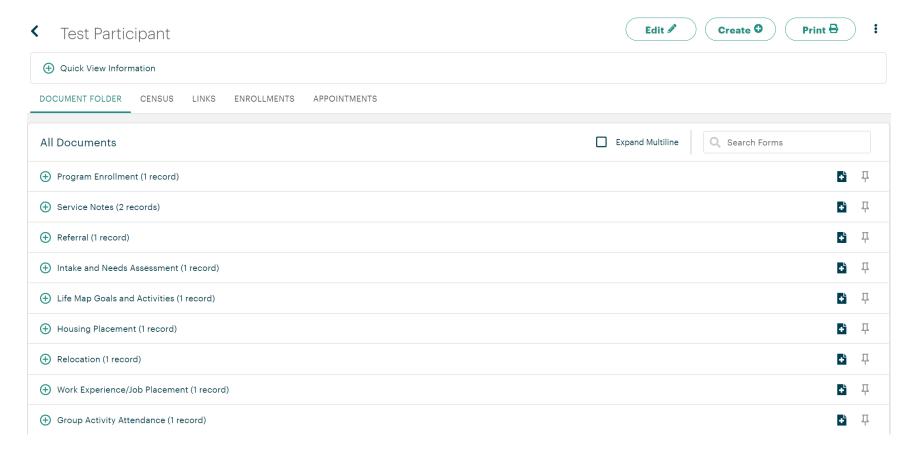
Nearly all deliverables are auto-counted in Apricot based on data entry. For example, the number of participants served pulls from the number of participants entered, and the number of service hours delivered pulls from the duration of service notes.

#### Folder Structure

Apricot is organized into Tier 1 and Tier 2 forms. Tier forms are like folders and Tier 2 forms are like pieces of paper in the folder. On the lefthand side you will see the Tier 1 forms you have access to. You will only have access to forms that are relevant to you.

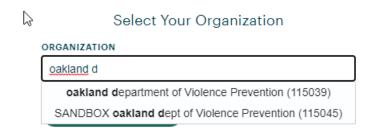


# Tier 2 Participant Folder



#### Logging In

If your agency also uses Apricot as an internal data system, we advise setting (or resetting) your passwords for both Apricot systems to be the same. Once you have done that it will have you select which site to login to after entering your username and password. It will look similar to this:



#### Privacy and Security

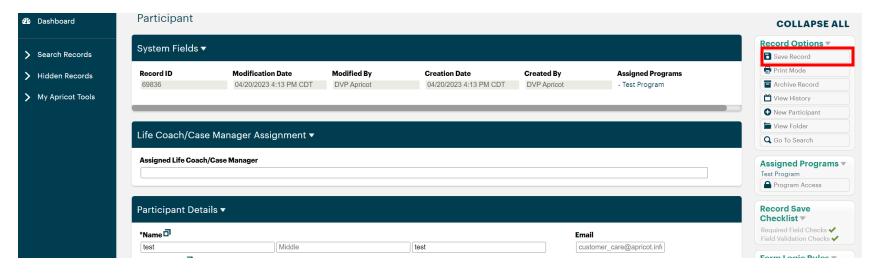
Apricot has comprehensive security measures in place and is compliant with the Health Insurance Portability and Accountability Act (HIPAA), the Family Educational Rights and Privacy Act (FERPA), United States Department of Housing and Urban Development (HUD) Domestic Violence standards, Homeless Management Information System (HMIS) standards, Social Security Administration data management and security protocols, and the Federal Risk and Authorization Management Program (FedRAMP) standards. This system has received review and approval from the Oakland City Council, the Public Safety Committee, and the Privacy Advisory Commission.

Only Data and Evaluation and specific Program Coordination staff and at the DVP have access to individual-level data, and all staff with this access maintain current certifications in data privacy, research standards, and HIPAA compliance.

Please note that if a participant is in multiple programs including yours, you will see the other DVP programs they are being served by, but you will not see any details of services provided at other agencies.

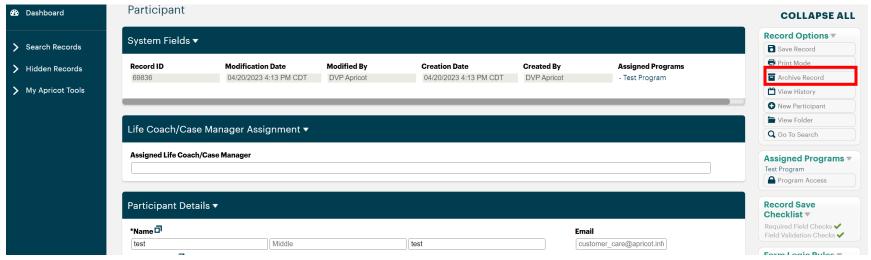
# Saving and Returning to Records

To save records, click on 'Save Record' on the upper righthand side. You can always return to and edit saved records.



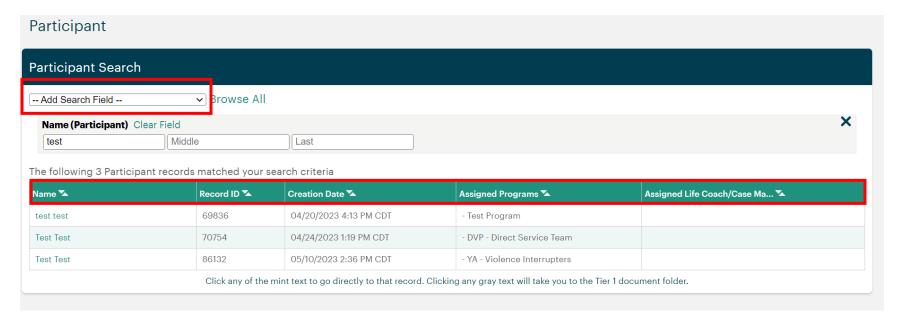
# **Archiving Records**

You are able to delete or archive any record by clicking 'Archive Record' on the righthand side. If you accidentally delete/archive a record, you cannot recover it yourself. Reach out to the DVP or to Apricot support to recover it.



# Searching for Records

To search for records, you can click 'Add Search Field' and search by various fields on that form as well as Tier 2 forms underneath that form. You can also sort by each column to alphabetize or order records by number or date.



#### Sites and Programs

If you are a grantee with multiple contracts, always do the first step of navigating to that specific grant by click 'all sites-all programs' at the top.

MY APRICOT ADMINISTRATOR

**All Sites** Program All Programs

#### icot Bulletins

#### come to Apricot! ▼

me to Apricot, DVP Grantees!

everyone and welcome to the Apricot 360 site for the DVP network.

using the system, please read and sign the Apricot 360 Use Policy (available under 'My Apricot Tools' and 'My Shared Files' to the left): https://a115039.socialsolutionsportal.com/apricot-intake/bf54

fill out the DVP Apricot 360 User Survey to share your experience and feedback: https://a115039.socialsolutionsportal.com/apricot-intake/7184e941-d03e-45fd-bf4b-c75adf57c844

ccounts

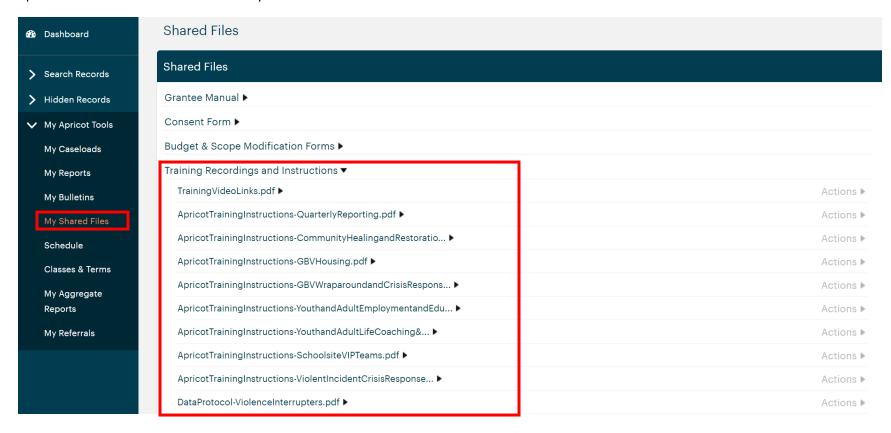
notify the DVP (Cat Grey, DVP Data & Evaluation Program Planner - cgrey@oaklandca.gov) if a staff person leaves your organization to deactivate their user account for data security purposes.

ate Participants

attempt to add a participant to Apricot and you receive an error message that there is a duplicate record, it likely means that the individual is already receiving services from another DVP provider. If

#### Training, Support, and Technical Assistance

For support with Apricot, please first review the training materials, including this manual as well as recordings and instructions found on under 'My Apricot Tools' on the lefthand side and 'My Shared Files'.



For convenience, training video links are listed below:



For additional support, grantees can reach out to DVP Data and Evaluation Staff and/or their Program Officer(s).

Grantees also have direct access to Apricot 360's chat support feature the bottom righthand of the screen.

Please note that the DVP has a limited number of support cases available per year, so the feature may be turned off if it has been exhausted.



#### **Quarterly Reports**

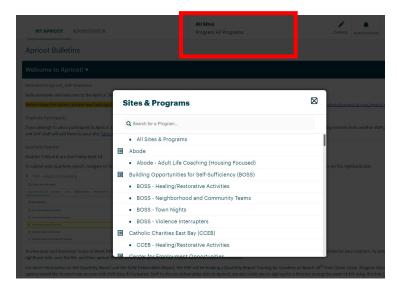
Please note that as of Quarter 5 of Fiscal Year 2022-2023, Scope of Work (SOW) Deliverables reports are automatically emailed to site contacts at the below schedule from noreply@socialsolutions.com.

#### **Automatic Email Schedule**

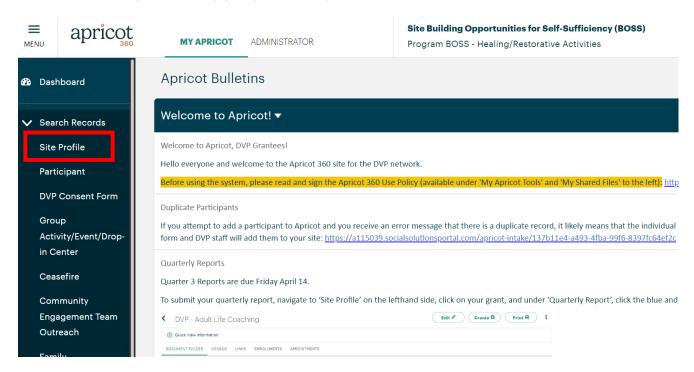
- Halfway through the quarter for agencies to see their progress
- The first Friday after the quarter ends for agencies to see how their numbers look and if they need to correct anything, or for early Quarterly Report submissions
- The third Friday after the quarter ends for agencies to submit their Quarterly Reports by the deadline

#### **Quarterly Reports**

Please note that if your agency has multiple contracts, before running the report, make sure you navigate to the appropriate program at the top under 'All Sites-All Programs'.



On the lefthand side just like in Cityspan, you will find your Site Profile information under 'Site Profile'.

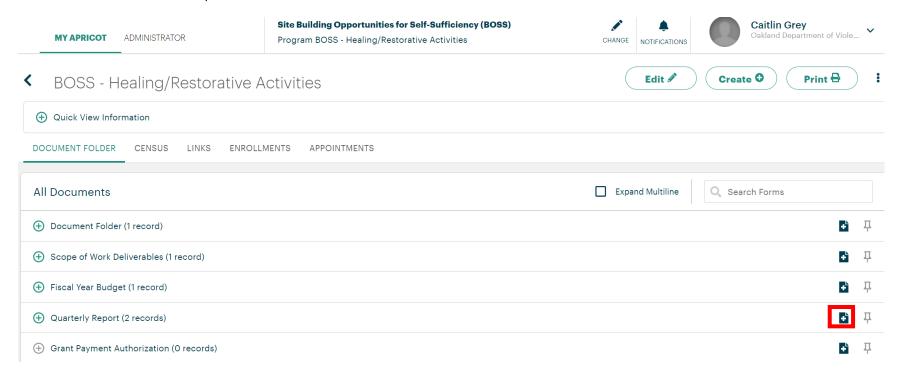


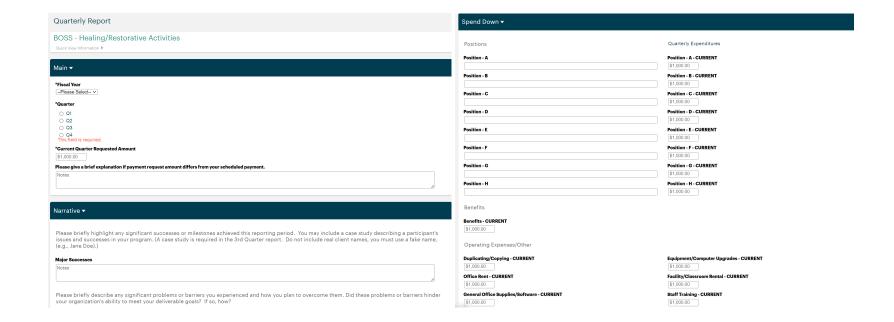
You can then click on the relevant contract to see the folder, which includes different sections—

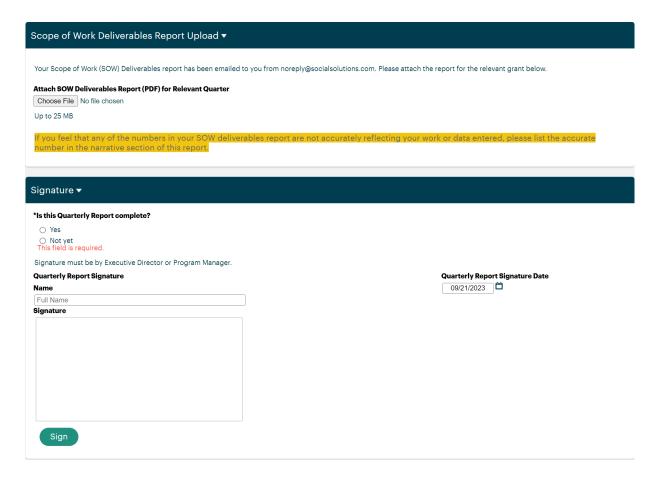


The sections that your Program Officer has inputted are the document folder, the scope of work deliverables form, the fiscal year budget form, and the grant payment authorization forms. You can view these, but you can't edit them.

The only form that you will need to fill out here is the quarterly report form. This is where you will enter in the narrative and budget spend down each quarter. Each quarter you will submit a new form by clicking the + button on the righthand side, selecting the appropriate quarter, and then filling out the narrative sections and the expenditures.





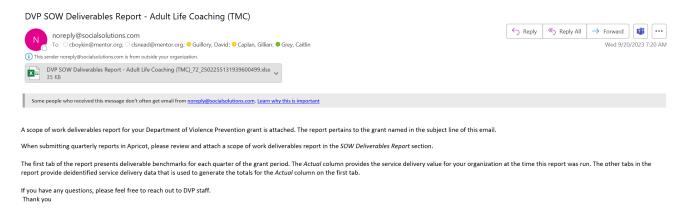


Unlike Cityspan, there are very few write-in deliverables in Apricot. Almost every deliverable will be auto-counted by the system based on data you input from the correct forms. If your grant has write-in deliverables, you will enter those numbers on the form. Examples of write-in deliverables include:

- Number of crisis line calls
- Number of general outreach participants
- Number of individuals who use mobile/accompaniment services
- Number of individuals receiving legal representation
- Number of case conference meetings at the Transition Center

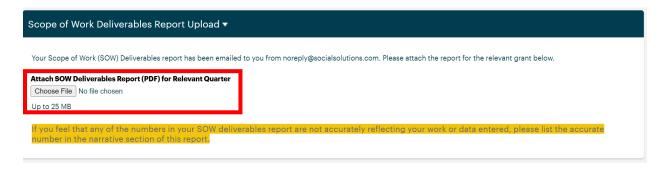
#### **SOW Deliverables Report**

To attach your Scope of Work Deliverables report follow the below steps. As of Quarter 5 of Fiscal Year 2022-2023, Scope of Work (SOW) Deliverables reports are automatically emailed to site contacts halfway through the quarter, the first Friday after the end of the quarter, and the third Friday after the end of the quarter. The email comes from <a href="mailto:noreply@socialsolutions.com">noreply@socialsolutions.com</a> and will look like the below.



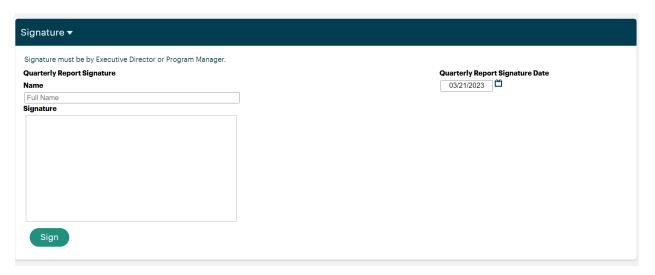
The first tab of the report presents deliverable benchmarks for each quarter of the grant period. The *Actual* column provides the service delivery value for your organization at the time this report was run. The other tabs in the report provide deidentified service delivery data that is used to generate the totals for the *Actual* column on the first tab.

After reviewing the report, download it, and then upload it into the Scope of Work Deliverables Report Upload section.



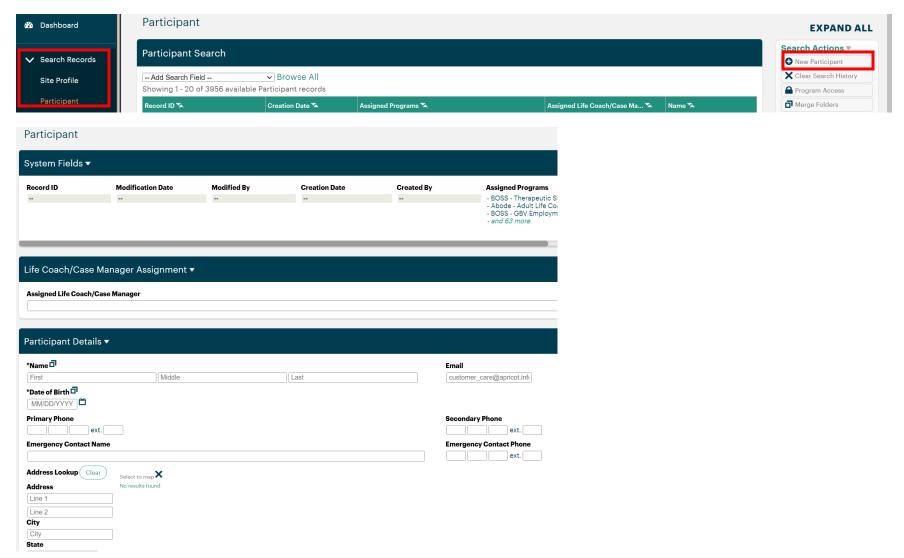
#### Submitting/Signing

Then you will click the 'sign' button and sign off on the bottom. The signature must be by the Executive Director or Program Manager. If you are filling out this form but you are not the one to sign it, you can click save and then the appropriate person can go find it and sign it. You do not need to 'submit'—once it is saved it is complete—your program officer will be automatically notified via email once it is signed.

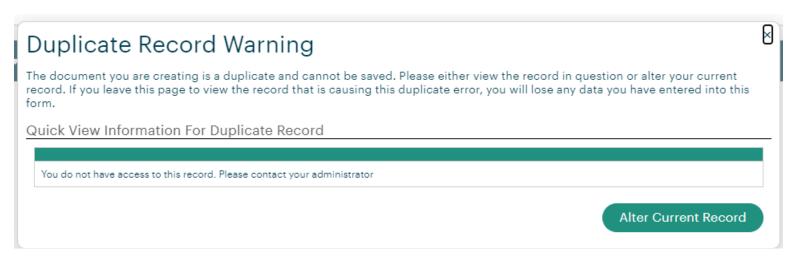


#### **Participants**

To enter a new participant, navigate to 'Search Records' on the lefthand side and click 'Participant', then '+ new participant' on the righthand side. You will then enter their name and contact information as well as their demographics and their response to the consent form.



If you try to enter a participant who is already being served by another DVP program, you will receive a Duplicate Record Warning.



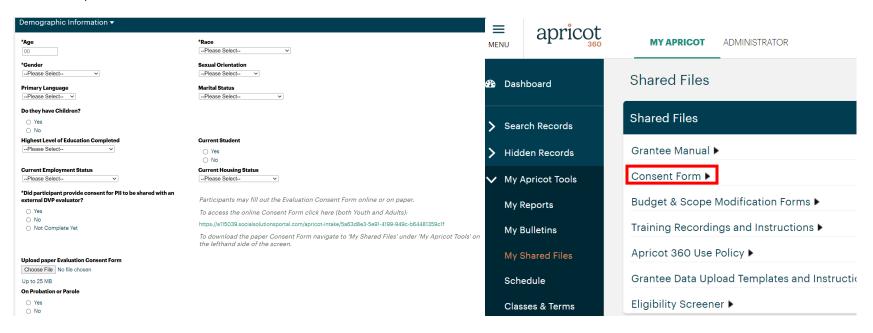
In this situation, please fill out this form (also on the Apricot front page) and the DVP will add the participant to your site:

https://a115039.socialsolutionsportal.com/apricot-intake/137b11e4-a493-4fba-99f6-8397fc64ef2c



#### Consent Form

There is a link to the online version of the consent form on this page (<a href="https://a115039.socialsolutionsportal.com/apricot-intake/5a63d8e3-5e91-4199-949c-b64481359c1f">https://a115039.socialsolutionsportal.com/apricot-intake/5a63d8e3-5e91-4199-949c-b64481359c1f</a>), or you can use the paper consent form, which can be found by navigating on the lefthand side to 'My Apricot Tools' and 'My Shared Files', and then 'Consent Forms'.



To view a participant that is already entered, click on that participant and it will take you to their participant folder.

Please note that if a participant is in multiple programs including yours, you will see the other DVP programs they are being served by, but you will not see any details of services provided at other agencies (for example, Abode CANNOT see TMC's Service Notes nor can TMC see Abode's Service Notes for participant 10428).

Record ID 🔽	Creation Date 🔽	Assigned Programs 🔏
10428	01/18/2023 1:19 PM CST	- Abode - Adult Life Coaching (Housing Focused) - TMC - Adult Life Coaching
10749	01/18/2023 1:33 PM CST	- CEO - Adult Employment and Education Support - TMC - Adult Life Coaching
10775	01/18/2023 1:34 PM CST	- CURYJ - Adult Life Coaching - CURYJ - Neighborhood & Community Teams - TMC - Adult Life Coaching
11239	01/18/2023 2:41 PM CST	- OPIC - Adult Employment and Education Support - TMC - Adult Life Coaching
11395	01/18/2023 2:45 PM CST	- Abode - Adult Life Coaching (Housing Focused) - TMC - Youth Life Coaching - TMC - Adult Life Coaching

In the participant folder, you will see various forms:

- Program Enrollment
- Service Notes
- Referral
- Intake and Needs Assessment
- Life Map Goals and Activities
- Housing Placement
- Relocation
- Work Experience/Job Placement



#### Program Enrollment

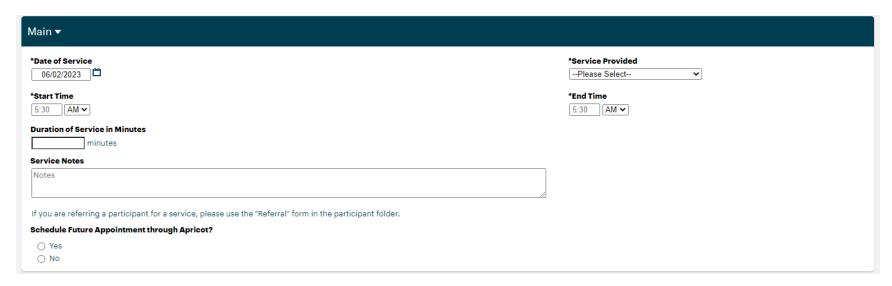
When you start working with a participant, please enter a Program Enrollment form to log their start date, referral source, and eligibility screener questions (for Life Coaching and Employment) by clicking the blue and white plus button on the righthand side under Program Enrollment under the Participant folder.

When and if a participant exits the program, please return to this form to log their exit date and exit reason.



#### Service Notes

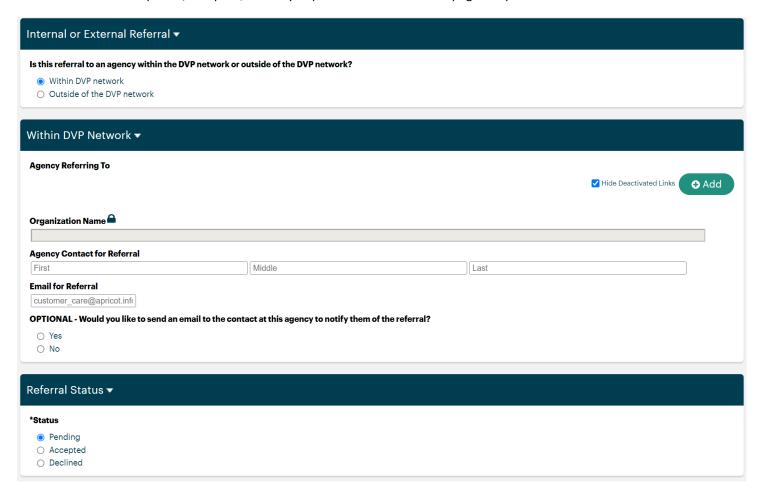
Any time you meet with a participant, log a Service Note to log the date, time, type of service, and any notes by clicking the blue and white plus button on the righthand side under Service Notes under the Participant folder.



#### Referral

When you make a referral for a participant either within the DVP network or outside of the network, please utilize the Referral form in the Participant folder. If it is in the DVP network, you will click 'add' to select which agency and program you referred the individual to, and you have the *option* to send an automated email to the main referral contact for the agency you are referring the participant to if that would be helpful for notification purposes, but it is not required.

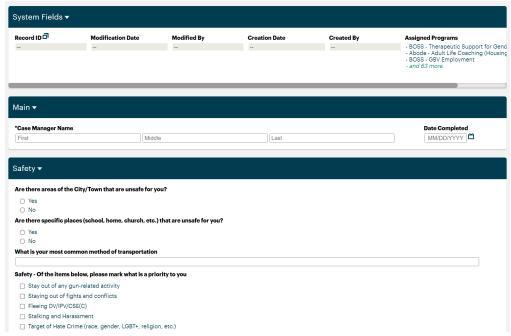
When a referral is completed/accepted, it is very important to return to this page to update the referral status.



#### Intake and Needs Assessment

To enter an Intake and Needs Assessment for Life Coaching participants, click the blue and white plus button on the righthand side of the Participant folder.



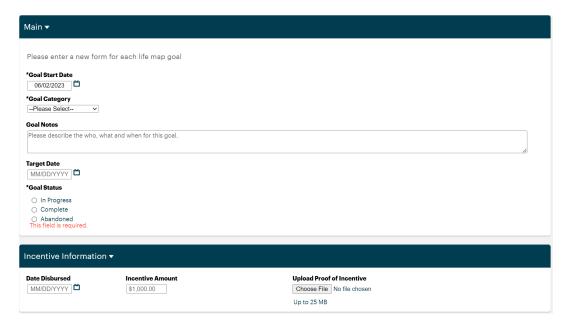


#### Life Map Goals and Activities

To enter or update information on a goal that a Life Coaching participant sets, click the blue and white plus button on the righthand side of the Participant folder under 'Life Map Goals and Activities'. Please enter a new form for each life map goal.

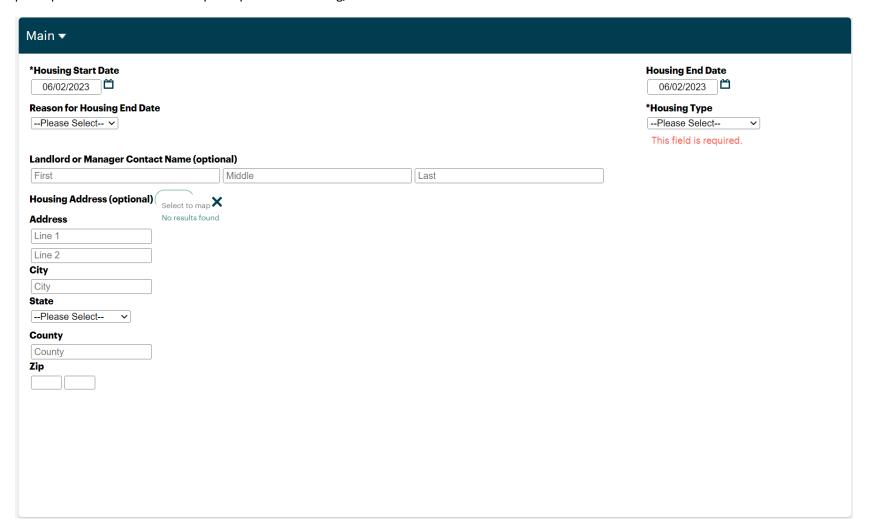


When the goal is completed and an incentive is given out, go back to the goal to update it with the incentive amount.



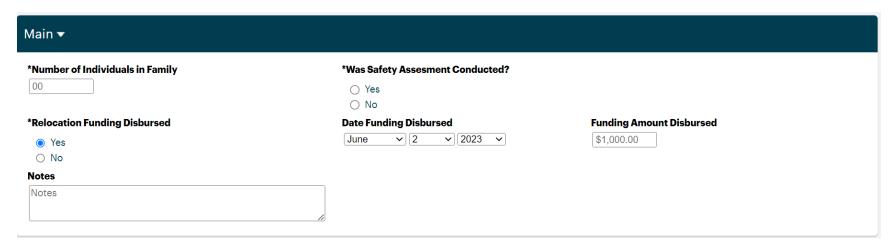
# Housing Placement

To enter or update information on a Housing Placement, click the blue and white plus button on the righthand side under 'Housing Placement' in the participant folder. When and if a participant exits housing, return to this form to include the exit date and reason.



# Relocation

To enter or update information on a Relocation, click the blue and white plus button on the righthand side under 'Relocation' in the participant folder, including date, if funding was disbursed, and how much.

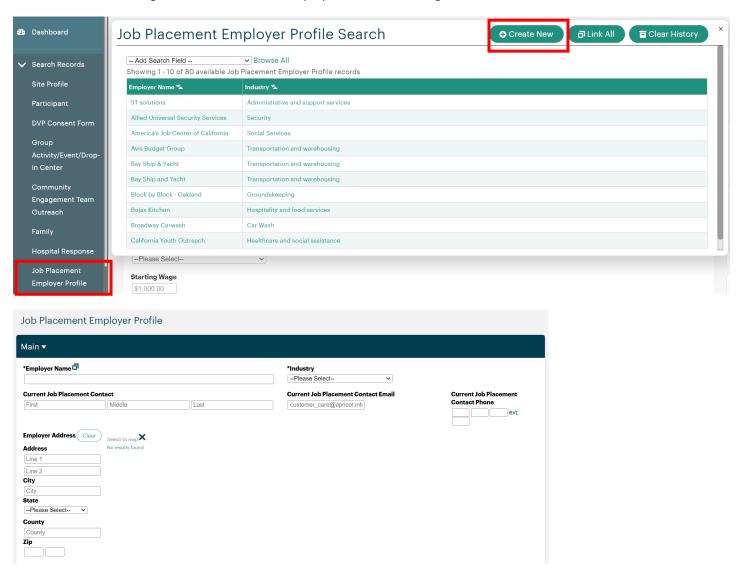


# Work Experience/Job Placement and Job Placement Employer Profile

When a participant starts a new job or work placement, click the blue and white plus button on the righthand side under 'Work Experience/Job Placement' in the participant folder. Please note that this only needs to be logged at the beginning of the job and at the end—weekly attendance does not need to be taken, only the average hours worked per week should be logged in the beginning and end.



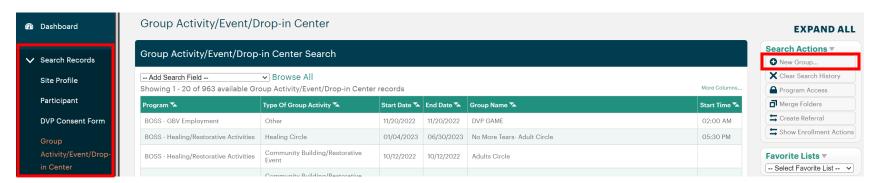
You must link the Work Experience/Job Placement to an employer, which you can select from the list when you click the green '+Add' button, or you can create a new one by clicking the green '+Create New' button or by navigating to 'Search Records' and 'Job Placement Employer Profile' on the lefthand side and clicking '+New Job Placement Employer Profile' on the righthand side.



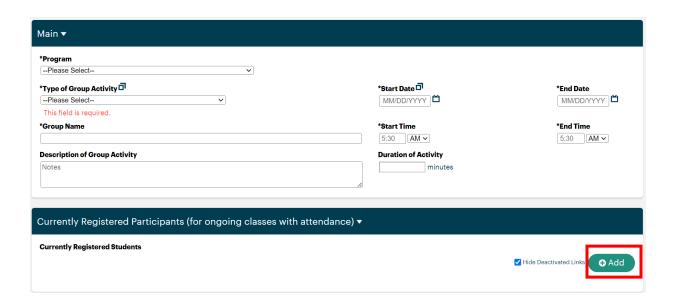
# Group Activity/Event/Drop-in Center

Any time your agency holds a group activity or event, you should enter a new Group Activity/Event/Drop-in Center record. Each day at the Drop-in Center should be entered using this form as well with the estimated number of participants.

To enter a new Group Activity/Event/Drop-in Center record, navigate to 'Search Records' on the lefthand side, and click on 'Group Activity/Event/Drop-in Center' and click '+ New' on the righthand side.

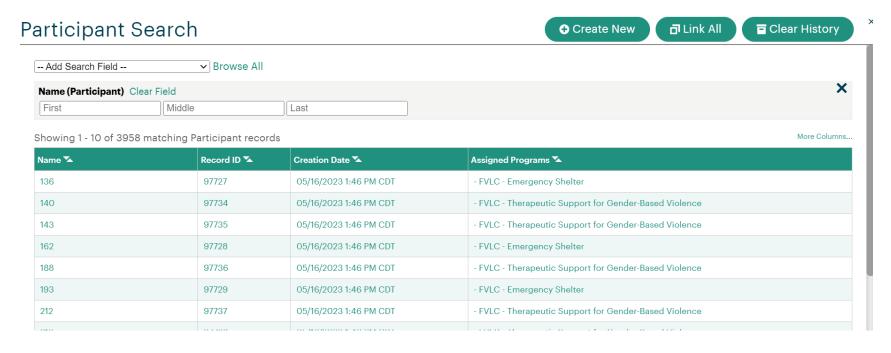


You will then enter details on the group, such as type, date(s), time, and other questions such as number of people in attendance based on the type of group it is.

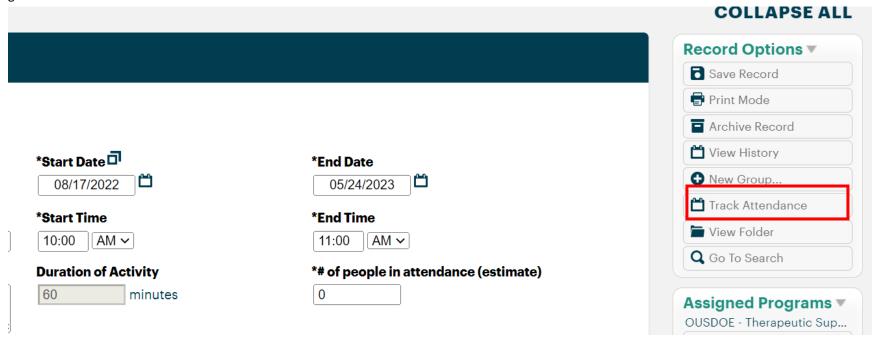


# Registering Participants in Groups & Tracking Group Attendance

If the group is an ongoing class with the same participants each week, you will 'register students' and track their attendance. To do so, click the green '+Add' button under the 'Currently Registered Participants' section and select the participants you would like to add. You can select them from the list or search by their name by clicking 'Name' under the 'Add Search Field' dropdown.



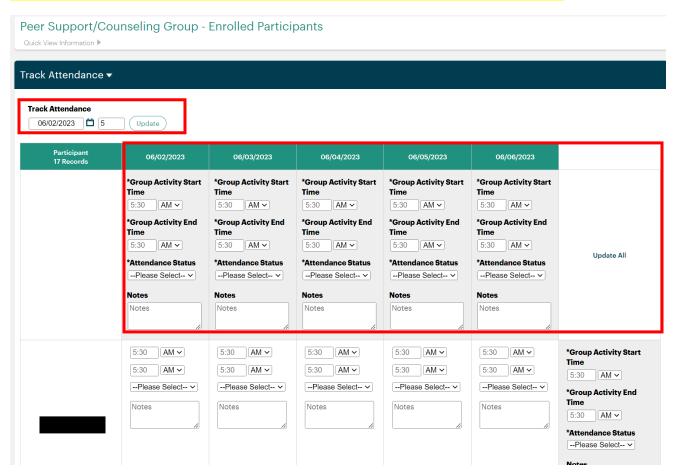
Once students are registered in the group activity/class, you will click 'Track Attendance' on the righthand side and it will bring you to the registration grid.



To fill out the registration grid, you can select the start date of the group and the number of days you would like to track attendance for at the top.

The first row of the registration grid is the template for all attendees, so you can fill that in with the start and end time for each day of attendance, and then mark the default attendance (present, absent, etc.) for all students. For example, you can mark 'present' for all using the first row and then go change absent students' attendance to 'absent', or you can mark 'absent' for all using the first row and go change present students' attendance to 'present'.

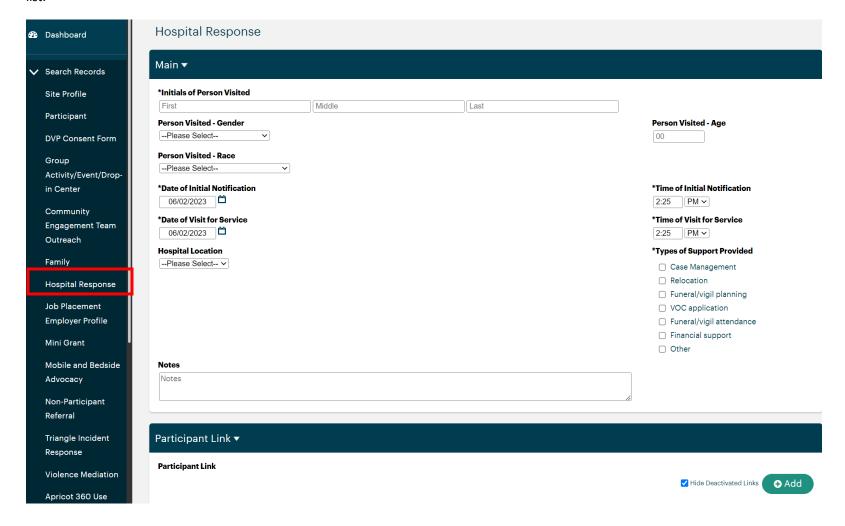
Please note—it is highly recommended that you record attendance weekly for ease of data entry.



#### Hospital Response

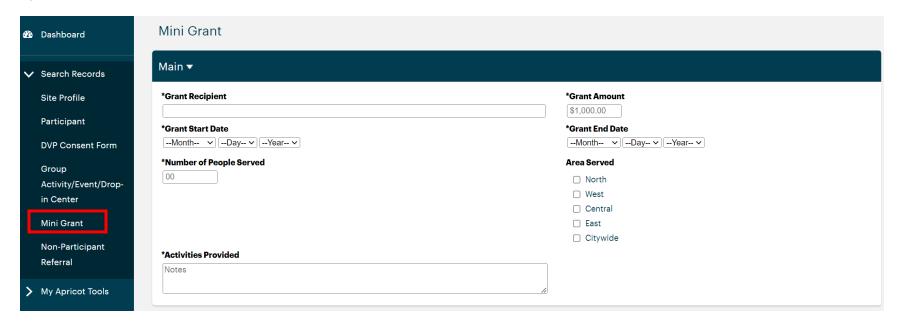
To enter a hospital response record, navigate to 'Search Records' on the righthand side, click 'Hospital Response', and click the '+New Hospital Response' on the righthand side.

To link this form to a participant that you are serving in an ongoing way, click the green '+Add' button at the bottom and select the participant from the list.



#### Mini-Grant

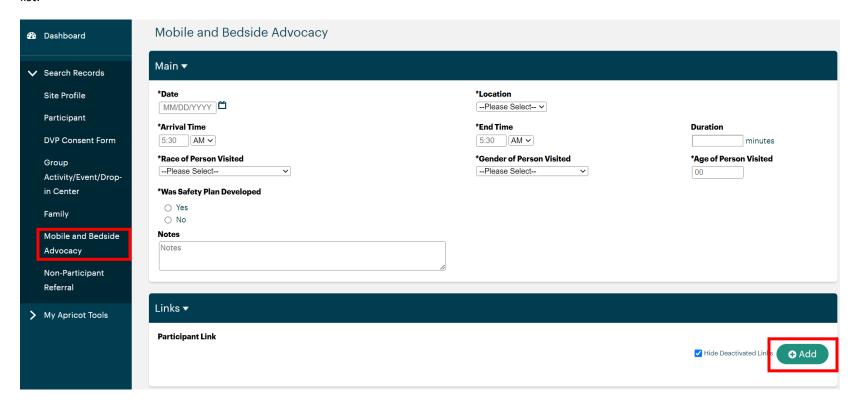
To enter a Mini-Grant that was awarded, navigate to 'Search Records' on the righthand side, click 'Mini-Grant', and click the '+Mini-Grant' on the righthand side.



#### Mobile and Bedside Advocacy

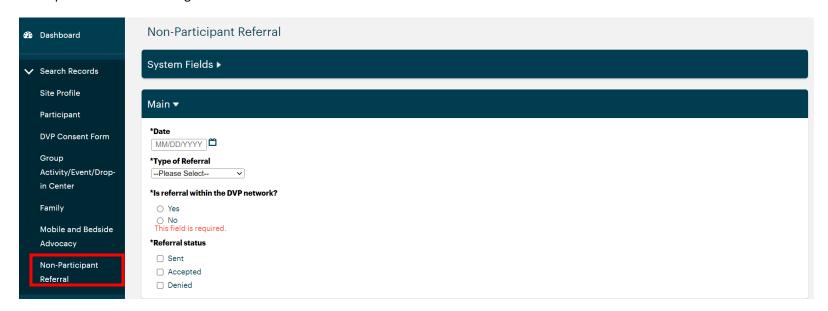
To enter a Mobile and Bedside Advocacy form, navigate to 'Search Records' on the righthand side, click 'Mobile and Bedside Advocacy', and click the '+Mobile and Bedside Advocacy' on the righthand side.

To link this form to a participant that you are serving in an ongoing way, click the green '+Add' button at the bottom and select the participant from the list.



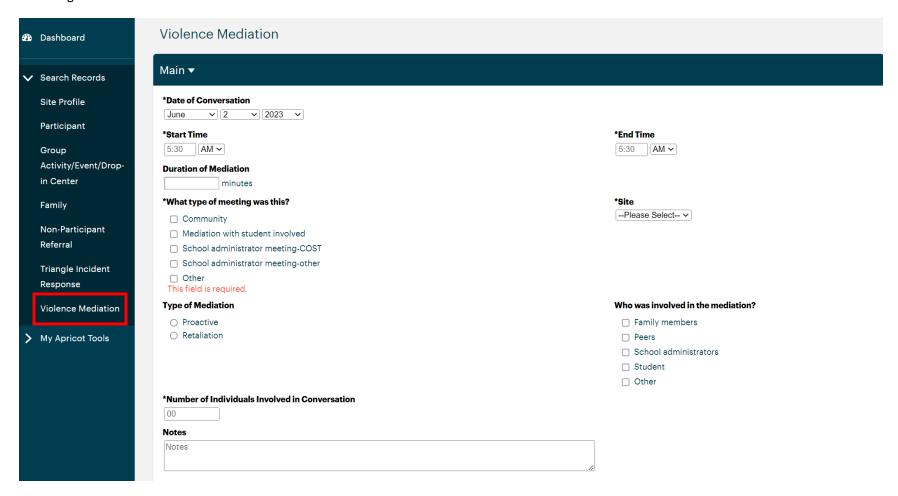
#### Non-Participant Referral

For referrals that are done during outreach or for individuals who are not ongoing participants and do not have a Participant record, you will enter a Non-Participant Referral form. To do this, navigate to 'Search Records' on the righthand side, click 'Non-Participant Referral', and click the '+Non-Participant Referral' on the righthand side.



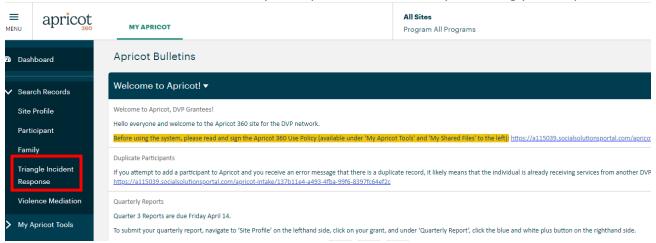
#### Violence Mediation

To enter a Violence Mediation form, navigate to 'Search Records' on the righthand side, click 'Violence Mediation', and click the '+Violence Mediation' on the righthand side.

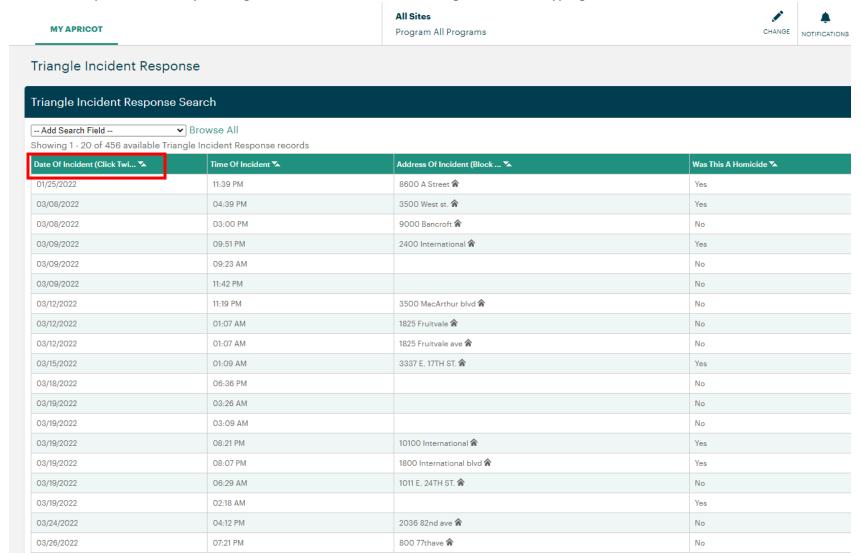


# Triangle Incident Response

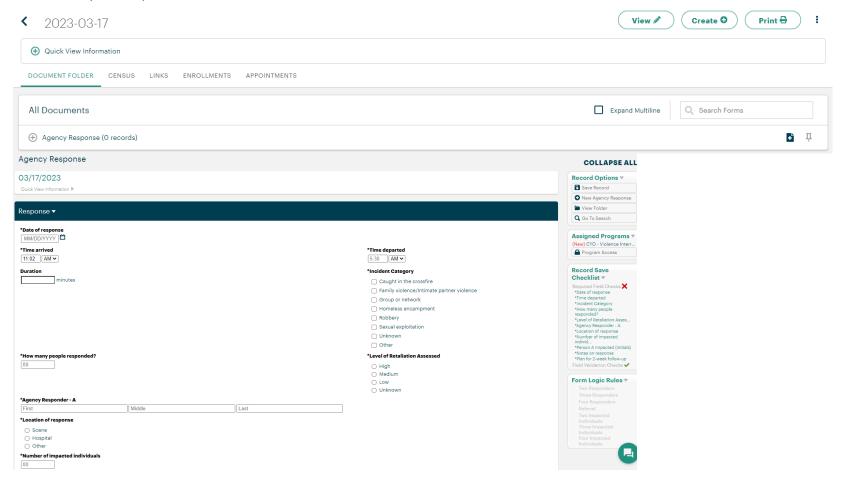
To locate Triangle Incident Response records, navigate to "Triangle Incident Response" on the left side of the screen under 'Search Records'. You will first find the incident you responded to and then you will log your response.



Click the 'Date of Incident' column **twice** to sort by most recent date and find the incident you responded to and click on it. You can also search by the address by clicking 'Add Search Field' and selecting address and typing that in.



Once you find the incident, it will take you to the incident folder. You will then click on blue and white plus button on the righthand side to add your response.



To link this form to a participant that you are serving in an ongoing way, click the green '+Add' button at the bottom and select the participant from the list.

You can also return to your "Agency response" form and update it with new information as it becomes available (referrals, two-week plan, etc.).

