Oakland Fund for Children and Youth

Cityspan User Manual:
FY 2012-2013

What's New in this Cityspan Manual 2012-2013?

- **New Program Director and Site Coordinator Contact information fields on the home page when you log in. And if you provide services from multiple site locations under one OFCY grant, a requirement to enter multiple site contact information.**

- **The way Scope of Work – Activities are projected!**

- **Specific instruction for Co-located school on how to name activities, events and progress report narratives.**

- **Clarification for Early Childhood grantees on who can count as a participant.**

- **Monthly attendance due by the 10th of the following month**

- **Simple Solutions for Inaccurate Cityspan Data.**

- **More screenshots!**

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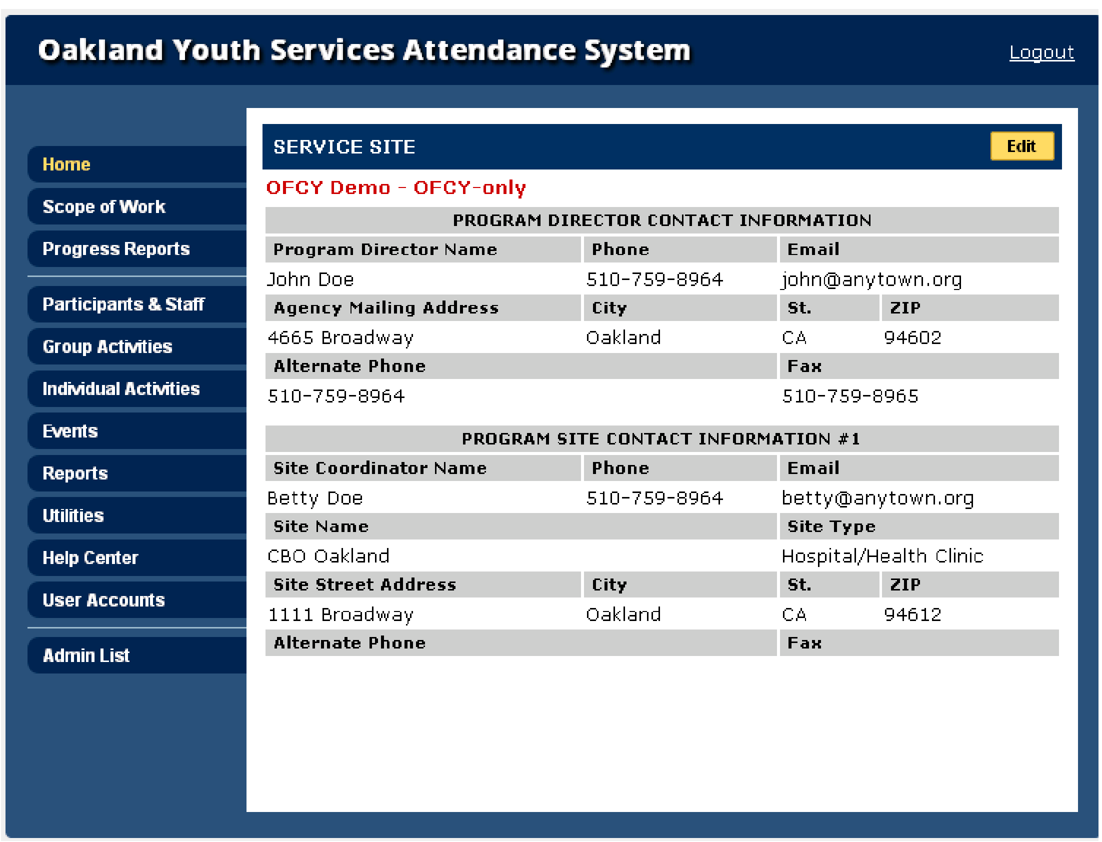
1)Logging In:

Log onto Cityspan with the same username and password you have been using. You will see the option to go to your 2011-2012 Program or your 2012-2013 Program. The left blue menu tabs for: **Scope of Work (SOW)** and **Progress Reports** are different depending on which Program year you enter. Here is the difference:

Left Menu Tabs	**What it is**
Scope of Work 2011-2012 Progress Reports 2011-2012	Your data for the FY 2011-2012; these tabs will remain available until you close out the 2011-2012 year with OFCY.
Scope of Work 2012-2013 Progress Reports 2012-2013	Includes the existing data entered during the OFCY grant application. All the forms under these two tabs will be unlocked; make adjustments to the data entered here, based on the contract negotiations that finalize your OFCY FY 2012-2013 program plan.

- ➔ **<u>Please make sure that the current contact information for your agency/program on the home page is complete and accurate</u>**.

- ➔ **<u>NEW</u>:** The contact information on the home page is split up between PROGRAM DIRECTOR CONTACT INFORMATION and PROGRAM SITE CONTACT INFORMATION. Also if your program provides services funded by a single OFCY grant at multiple sites, it is required that you enter each additional Program Site Contact Information on the home page. Please click edit to make the appropriate changes.



SUMMARY OVERVIEW
Setting up FY 2012-2013 Contract

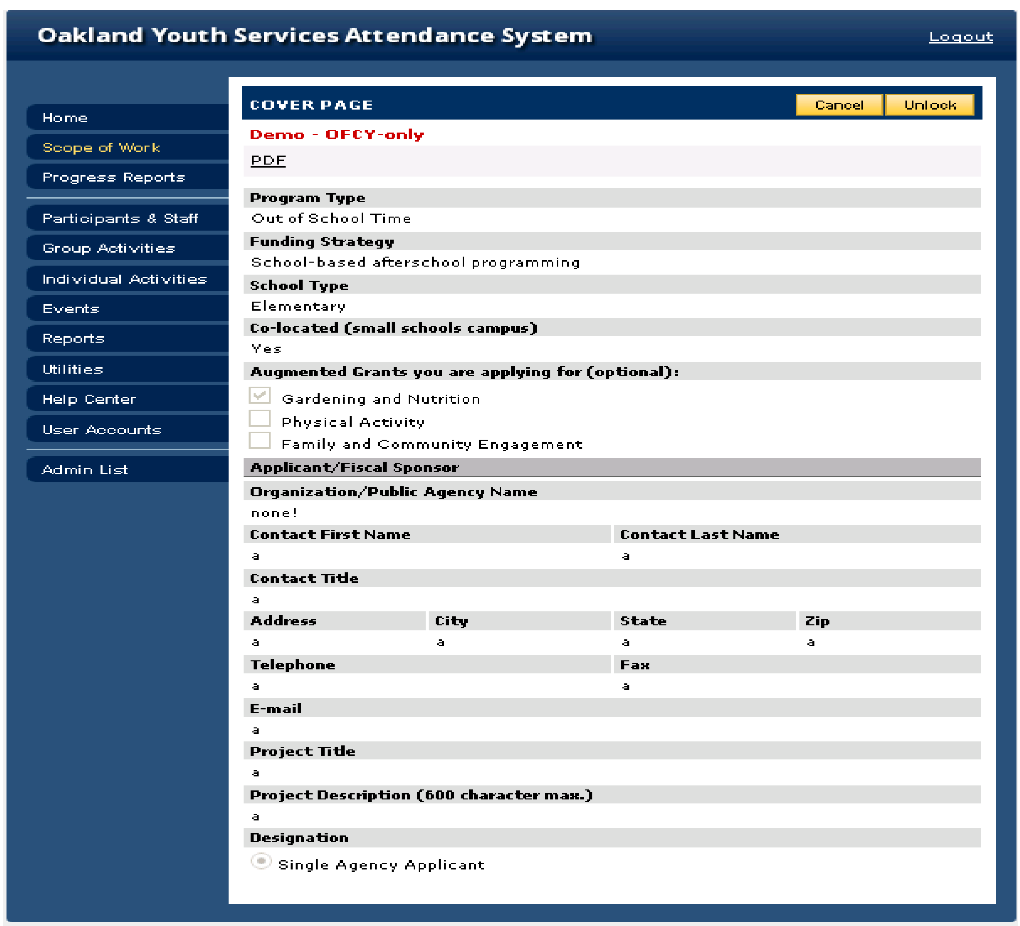
The second tab on the left side menu is the 'Scope of Work' (SOW) tab. Under SOW, your program information needs to be updated including contact information, demographic data, budget and activities.

To get started, go to "OFCY FY 2012-2013" and then go to the **Scope of Work** tab.

2) Cover Page

The Cover Page includes the same data entered during the 2010-2013 Proposal process. If you need to make edits and corrections you must do so now. Updating and submitting your Cover Page will open the budget so that you can make budget modifications accordingly.

1. Select **Cover Page**
2. Make changes
3. Click 'Submit'

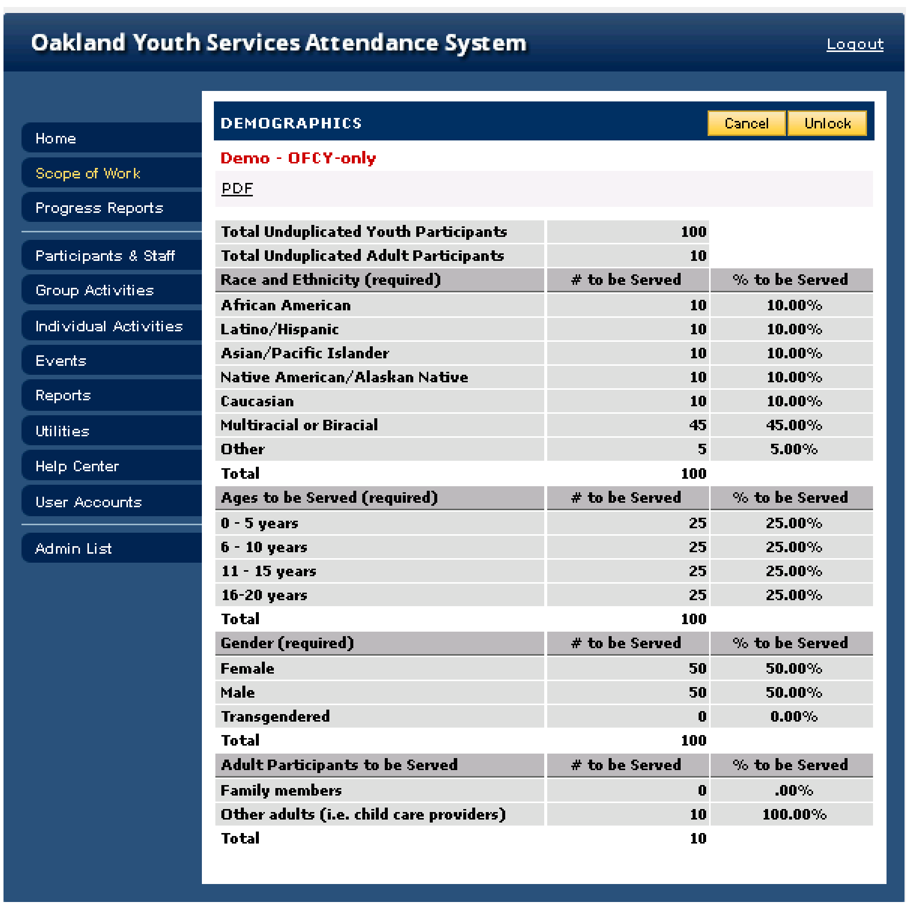


3) *Updating* Demographics Form

All programs must update and submit the **Demographics** form. OFCY requires that programs report the 'Total Unduplicated YOUTH Participants' you expect to serve. Completing your 'Scope of Work' requires that you complete a demographics projection first for the participants you expect to serve in the OFCY funded program.

1. Select **Demographics**
2. Make changes- (Note: Make sure the "Total Unduplicated Youth Participants" is the total number of children & youth you expect to serve throughout FY 2012-2013 program year. Meeting this projection will be based on the number of youth participants you enter into the database throughout the year, enrolling them into activities, and marking them present for attendance. Reminder: when you enter a **new** participant into the database – you select whether the participant is a "youth" or an "adult" (See Searching Existing and Adding New Participants & Staff on page 12).
3. Click 'Save' and 'Submit'

REMINDER: Each of the demographic categories (Race/Ethnicity, Age, Gender) add up to the "Total Unduplicated Youth Participants" – YOUTH you are planning to serve. The "Total Unduplicated Youth Participants" number that you enter on the Demographics form will appear on your 'Scope of Work Activities' form and will be used to calculate your projected Youth Cost per Unit of Service.



Oakland Youth Services Attendance System

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Scope of Work

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DEMOGRAPHICS

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Demo - OFCY-only

PDF

Total Unduplicated Youth Participants	100	
Total Unduplicated Adult Participants	10	
Race and Ethnicity (required)	# to be Served	% to be Served
African American	10	10.00%
Latino/Hispanic	10	10.00%
Asian/Pacific Islander	10	10.00%
Native American/Alaskan Native	10	10.00%
Caucasian	10	10.00%
Multiracial or Biracial	45	45.00%
Other	5	5.00%
Total	100	
Ages to be Served (required)	# to be Served	% to be Served
0 - 5 years	25	25.00%
6 - 10 years	25	25.00%
11 - 15 years	25	25.00%
16-20 years	25	25.00%
Total	100	
Gender (required)	# to be Served	% to be Served
Female	50	50.00%
Male	50	50.00%
Transgendered	0	0.00%
Total	100	
Adult Participants to be Served	# to be Served	% to be Served
Family members	0	.00%
Other adults (i.e. child care providers)	10	100.00%
Total	10	

EARLY CHILDHOOD PROGRAMS ONLY

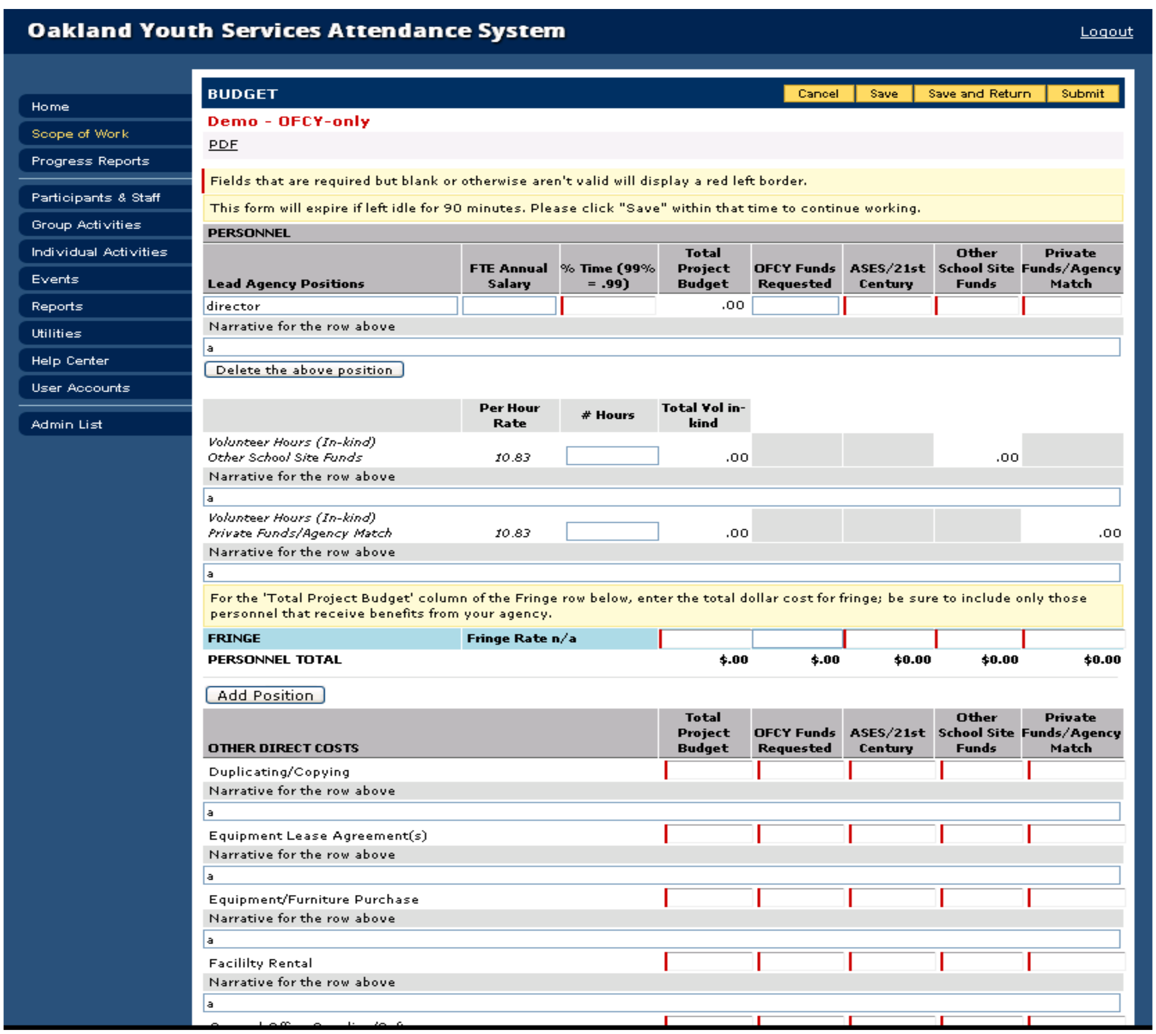
Parents/Caregiver as Participants: If your program serves parents/caregivers of child(ren) 0-5 directly with or without the child(ren) present, include the young children in the "Unduplicated Youth Participants" count using the "0-5" age category. You are serving the child by virtue of serving the parent/caregiver.

4) Budget

The Budget form includes the same line items that were completed during your last contract negotiation with OFCY but without the dollar amounts. If you need to make edits and corrections you can do so now. You may also 'Save and Return' and skip to other areas of the online SOW. **As you complete your Budget, please remember to factor in the 4.5% increase in funding from last year's award amount.** If you have questions, please contact your Grant Monitor.

Please refer to your contract attachment, Schedule N, for the City of Oakland's Cost of Living Wage Ordinance.

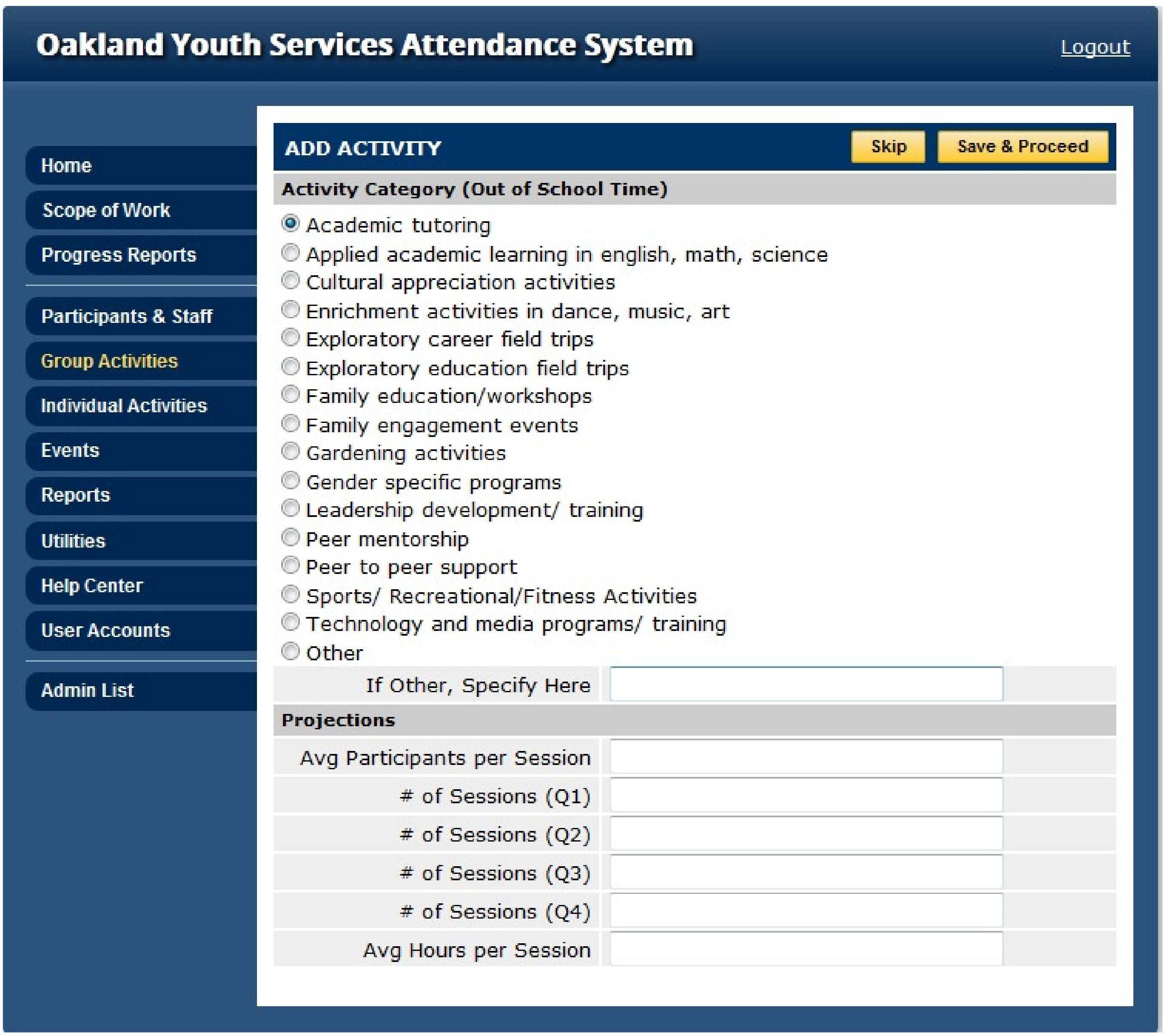
1. Select **Budget**
2. Make changes (reminder: 'Total OFCY Funds Request' must be 4.5% higher than last year's award amount, if you have questions please contact your Grant Monitor.)
3. Click 'Save' and 'Submit'



5) Activities (Scope of Work)

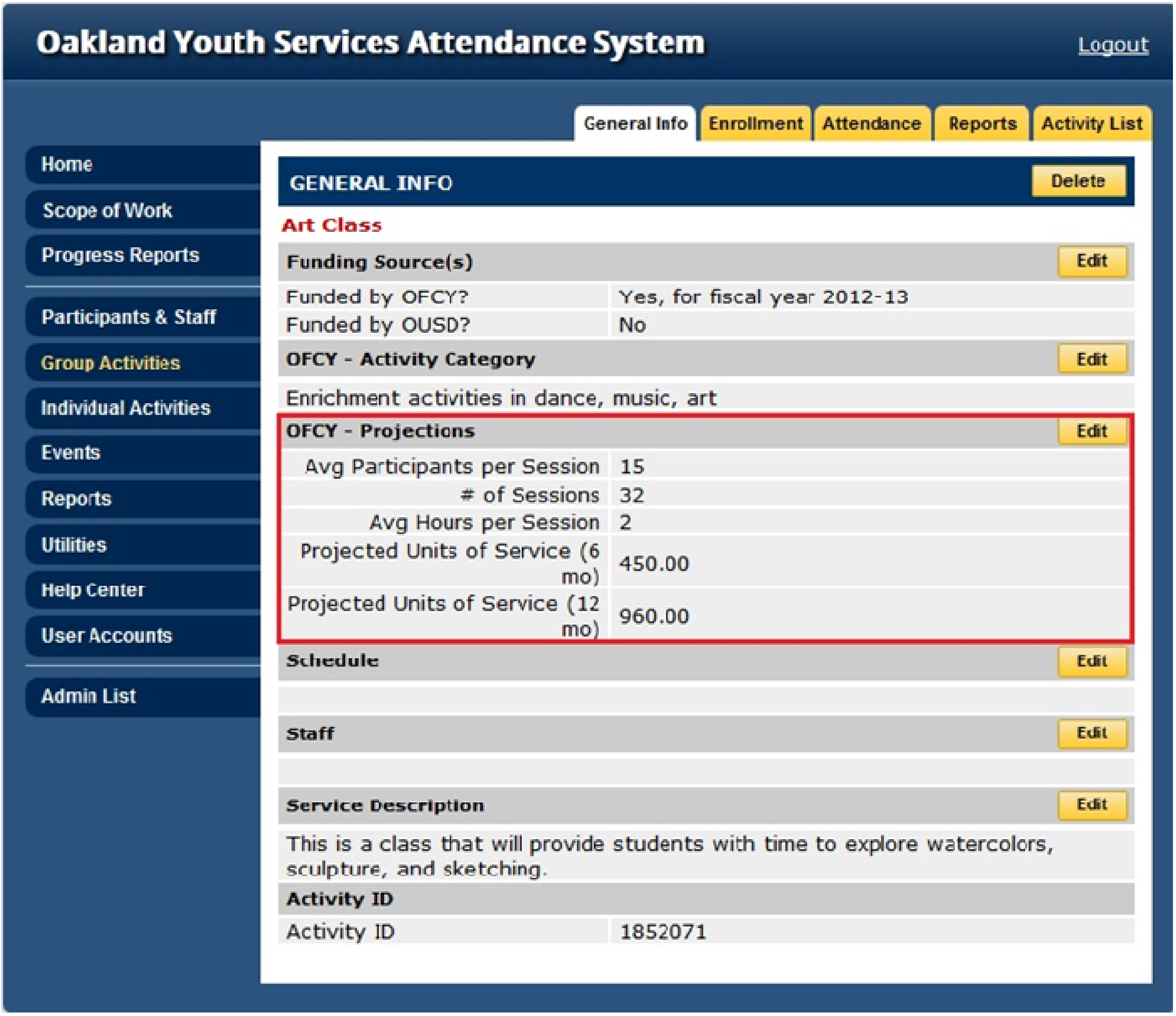
The way the Projected Units of Service are calculated has been simplified for the 2012-2013 grant year. It is no longer necessary for you to manually calculate your annual UOS projections on the Scope of Work page.

First, modify and/or create all your activities and events for the 12-13 year under the GROUP ACTIVITES, EVENTS AND INDIVIDUAL ACTIVITIES tabs. (For detailed instructions on how to modify or create GROUP ACTIVITES, EVENTS AND INDIVIDUAL ACTIVITIES, go to pages 11-12.) The previous fiscal year's activities have been carried over for your convenience and are easily identifiable by the tag [2012-2013]. For each new service you are creating, select the best category. Please limit the use of OTHER as a category. If you have questions about which category a specific activity falls into, please contact your Grants Monitor. During every activity/event set up you will need to project the average session participants, # of sessions per quarter, and average hours per session.

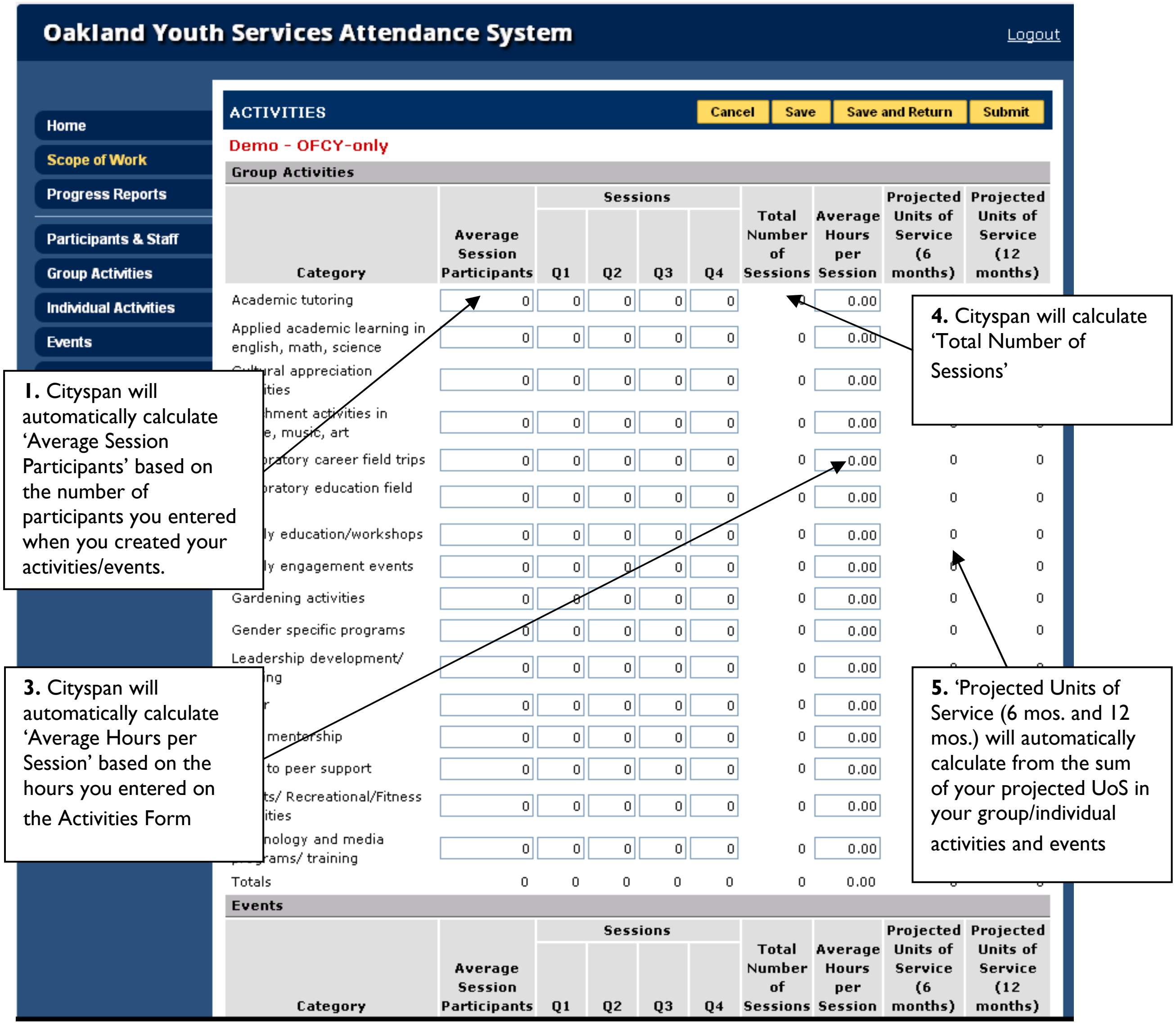


Cityspan will use this information to calculate projected Units of Service at the 6 month and 12 month mark (see below) by each activity using the following formulas:

Projected UoS (6 months) = avg participants x # of sessions (Q1 + Q2) x avg hrs per session
Projected UoS (12 months) = avg participants x # of sessions (Q1 + Q2 + Q3 + Q4) x avg hrs per session



Cityspan will then sum up the Units of Service projections and quarterly # of sessions by category on the Scope of Work Activities page (see below). Cityspan will also calculate the average session participants and average hours per session by category on the Scope of Work Activities page (see below). **Please review the Scope of Work Activities page and click Submit when you have finished creating all your activities and events.** Once the Activities form is completed and submitted, the projections for the FY 2012-2013 program year will be locked and you will not be able to create new activities.



Once your Activities form (SOW) has been submitted, you CANNOT make changes to it or add new activities without talking to your Grant Monitor at OFCY. The 'Activities' form is LOCKED in the database once it is submitted because it is intended to represent your contracted agreement ~ which is generally not to be altered once your contract has been finalized. You have the option of Modifying your SOW/Activities two (2) times each contract year. The deadline to request a SOW Modification is the last day of the 3rd quarter. All SOW Modification requests must be submitted to your grant monitor in writing (email).

If your Grant Monitor agrees that the SOW should be modified he/she will UNLOCK this section of the database in order for you to make changes and add new activities/events. (This also includes making changes to projections for numbers of participants to be served.)

You can still make changes and edits to your activity schedules and enrollment that fall under the categories. This data will not be locked.

Group Activities

Group Activities are activities or services that involve a group of participants that your program is tracking closely throughout a period of time. A group can be a service that occurs only one time, or it may occur on an on-going basis.

All participants must be entered into the database so they can be counted for attendance.

To view Group Activities:

1. Select **Group Activities**
2. Either select an existing activity to "Edit" (i.e., Schedule, Lead Staff, etc.) or click the Add Activity tab to create a new Group Activity
3. Enter the Activity Name and Select the appropriate funding source(s)
4. Click 'Save & Proceed'
5. Proceed through each step of the wizard, clicking 'Save & Proceed' with each step. Note that every field in the Group Activities must contain a selection in order for group activity entry to be complete.

REMINDER: The projected Units of Service for each group activity will calculate automatically based on your projected number of participants, # of sessions and average hours per session.

FOR CO-LOCATED SITES: When creating an activity, please name your activities using the following format: **SCHOOL NAME: GROUP ACTIVITY NAME**. This will help distinguish the two schools even though their progress reports are consolidated,

Event Activities

Event Activities are activities that do not require individual participants to be entered into the database or individual attendance to be taken. Service activities that meet the following descriptions should be entered as an Event if:

- The activity involves a large number of people (50 or more), such as an assembly;
- Individual attendance is not taken, everyone involved is not entered into the database as an OFCY participant;
- The activity involves an entire school or entire classrooms on a less than regular basis.

To view Event Activities

- Select **Events**
- Either select an existing activity to "Edit" (i.e., Schedule, Lead Staff, etc.) or click the Add Events tab to create a new Event
- When adding a new event enter the Activity Name and Select the appropriate funding source(s)
- Click 'Save & Proceed'
- Proceed through each step of the wizard, clicking 'Save & Proceed' with each step.

REMINDER: The projected Units of Service for each event will calculate automatically based on your projected average session participants, # of sessions, and average hours per session.

FOR CO-LOCATED SITES: When creating an activity, please name your activities using the following format: **SCHOOL NAME: EVENT NAME**. This will help distinguish the two schools even though their progress reports are consolidated,

Individual Activities

Individual Activities require that participants are entered into the database so that their individual service time can be entered each time the activity takes place. These activities are services provided to individual participants that your program is tracking closely throughout a period of time and can occur only one time, or may occur many times, on an on-going basis, and are services that occur one-on-one between participants and OFCY funded program staff. Examples include services such as mentoring, case management and counseling.

Reminder: The projected Units of Service for each Individual Service will calculate automatically based on your projected number of participants, # of sessions and average hours per session.

- ➔ **Caution: Never delete Activities from the database.** There is no limit to the amount of historical data that is stored in the system.

FOR CO-LOCATED SITES: When creating an activity, please name your activities using the following format: **SCHOOL NAME: INDIVIDUAL ACTIVITY NAME**. This will help distinguish the two schools even though their progress reports are consolidated,

6) Searching Existing and Adding New Participants & Staff

Participants and Staff are being carried over from the previous year. First, search the database **before** adding a new record.

Searching:

1. Select **Participants & Staff**
2. Enter the name of the participant or staff. Searches can be made using the first or last name or the Client ID or by viewing by 'View By Type: Youth/Adults/Program Staff'
3. Select participant and edit data accordingly
4. Click 'Save' and return to 'Participants & Staff'
5. To repeat follow steps 1-4.

Adding New:

1. Select **Participants & Staff**
2. Click 'Add Person' (yellow tab)
3. Select 'Person Type' : Youth Participant (Anyone age 20 or younger); Adult Participant; Program Staff
4. Enter: First and last name, then 'Add Person'
5. Click 'View Record' – Complete the registration (important data to input: DOB, Grade, Zip Code (Oakland), and Ethnicity

   If Adding Staff: Follow steps 1-4. No more information is required for OFCY only programs; OUSD sites have additional required information for staff.

6. Click 'Save' and return to 'Participants & Staff'
7. To repeat follow steps 1-6.

- ➔ **Caution: Never delete program Participants or Adults or Staff from the database.** If participants, adults or staff leaves the program, make them inactive, but DO NOT delete them or all of the services they provided will be deleted.
- ➔ **Note:** It is very important that you enter all required demographics information (DOB, Grade, Zip Code (Oakland), and Ethnicity for each participant. The system will not allow you to move forward without completing the required fields.

***<u>Early Childhood programs ONLY</u>: Who can you count as Participants?**

Parents/Caregiver as Participants: If your program has activities that directly serve parents/caregivers of very young children, you should enroll that adult as well as any young children that were <u>present</u> at the activity. In addition if your program has activities that directly serve parents/caregivers without children present you should include the young children in the "Unduplicated Youth Participants" count – use the "0-5" age category for this purpose – you are serving the child by virtue of serving the parent/caregiver.

Teachers and Childcare Professionals: If your activity only has Teachers and/or Childcare Professionals present who in turn will serve children 0-5 in the future with the knowledge and skills gained through the activity, only the adults can be counted as a participant. The children that will be served in the future cannot be counted unless it is through an official activity of the grantee. A good example of this is a training workshop where only adults are present. The adults can be enrolled but the future children that will be served cannot be enrolled and counted.

<u>INACTIVE STATUS</u>

Making Youth or Adult Participants Inactive:

1. Select **<u>Participants & Staff</u>**
2. Click 'View Youth or Adult Participants'
3. Select the Participant
4. From 'Participant's Intake' tab, next to Status, mark the 'Inactive'
5. Click 'Save' and return to 'Participants & Staff'
6. To repeat follow steps 1-5.

Making Staff Inactive:

1. Select **<u>Participants & Staff</u>**
2. Click 'View Program Staff'
3. Select the Staff
4. From 'Form 1' tab, next to Status, mark the 'Inactive'
5. Click 'Save' and return to 'Participants & Staff'
6. To repeat follow steps 1-5

Enrollment

Enrolling Participants

1. Select **<u>Group Activities</u>**

2. Under 'View Activities', select the 'Group Activity' for enrollment
3. Click 'Enrollment' tab
   (A schedule for the group will need to have been created before enrollment can be entered. Select either 'Group Activities', 'Events' or 'Individual Activities'. Select the activity, under 'General Tab', and under 'OFCY Projections' click 'Edit')
4. Click 'Enroll Participants' (yellow tab)
5. Enter the name of the participant and select 'participant type' (youth or adult participant, program staff, OUSD Students or Non-OUSD Students)
6. Click 'Find Person'
7. Check 'Enroll' box
8. Click 'Next Step'
9. Enter 'Enroll Date' (participants will be enrolled according to the dates indicated. Dates will automatically appear as the first date scheduled for the group – you may change these dates per participant if participants started at later dates)
10. Click 'Next Step'
11. Click 'Done'
12. To repeat follow steps 1-11.

Reminder: If any of your participants have already been enrolled in other groups that meet at the same time as this group, you will see **"Schedule Conflicts"** for these participants. YOU MAY SELECT THE PARTICPANTS TO OVER-RIDE THE CONFLICT if you do in fact want the participants to be enrolled in more than one activity at a time (participants may have the option of choosing from different activities on a given day)

Enrollment History

- To **drop this participant** from this activity, select the "Edit" link and enter a drop date. This action will remove attendance records that belong to this participant for this activity that are dated after the drop date.
- To **change the enrollment start date**, select the "Edit" link and enter an alternate date. This action will remove attendance records that belong to this participant for this activity prior to the start date.
- To **undo the drop** of this participant, select the "Edit" link and remove the drop date. This will only work on the latest enrollment period.
- To **completely remove a participant** from this activity and **delete all attendance records** associated with this participant, select the "Un-enroll" link. Note: You should only un-enroll participants if the participant was mistakenly enrolled in this activity. When a participant is rightfully enrolled and only attends a portion of this activity, it is strongly recommended that you use the "Drop" function to maintain their attendance data.

Dropping Participants

1. Select **Group Activities**
2. Click the activity under the 'View Activities' tab
3. Click 'Enrollment' (yellow tab)
4. Find the participant*
5. Click 'Edit' (on the right of the participant's name)
6. Under "Action", click Edit
7. You may enter a Drop Date here and Save (reasons are optional - not required)
8. Click 'Return'

*To 'Bulk Drop' follow steps 1-4 above. You may also 'Bulk Drop' participants, by selecting 'Bulk Drop.' Enter a drop date that does not precede dates with valid attendance data otherwise this will result in the deletion of the data. You may select 'All' or select one participant to drop.

Re-enrolling Participants

1. If the participant Re-enrolls back into this activity at a later date, you may come back to the page by following steps 1-6 above, enter a "Re-enrollment Date", and under "Action" select Re-enroll

Reminder: Participants will only appear on Attendance taking rosters for dates that they are enrolled.
NEVER DELETE participant attendance! If participants leave a group, use the Drop Date feature described above, or don't take their attendance for days they are not present.

Attendance

Taking Attendance ~ By Individual Group:

1. Select **Group Activities**
2. Click the 'Activity' under the 'View Activities' tab
3. Select the Group you will be taking attendance for
4. Go to 'Attendance' (yellow tab)
5. Select the Date
6. Mark participants present (pres.) or absent (abs.). (Note: There is now an 'All Present' or 'All Absent' feature)
7. Click 'Save' and 'Return'

Taking Attendance ~ By Date:

You can take attendance ONE TIME per participant, per day and for every group activity that they are enrolled in on that date, the system will mark them present automatically.

1. Select **Group Activities**
2. Click 'View by Date'
3. Select the Date
4. Mark participants present (all pres.) or absent (all abs.)
5. Click 'Save' and 'Return'

Note: if a participant has any variation of attendance other than All Pres. or All Abs. they will be marked as having Mixed Attendance. This column is read-only and can not be selected. Mixed attendance means that the participant has a combination of present, absent, and/or unknown attendance for that date.

Reminder: If participants attend activities but skips one to leave early, you can mark him/her absent for that date. If in your program, all participants essentially attend every activity they are enrolled in as long as they are present that day, this above attendance taking feature will reduce the data entry demand.

Units of Service for Groups are calculated based on participants being marked **present only**. The following **DOES NOT COUNT** toward your attendance data:

Participant is enrolled in a group, but:

- No attendance taken (there is no mark for present or absent)
- Marked absent

OFCY calculations are based on positive attendance data, participants marked present only.

For <u>Event</u> Attendance

1. Select **<u>Events</u>**
2. Click the 'Event' under the 'View Events' tab
3. Go to 'Attendance' (yellow tab)
4. Click 'Add'
5. Enter the Date of the Event (Visit)
6. Enter the Total Attendees (the number of people that were present)
7. First Time Attendees (the number of people present that were new to this event. If it is a one time only event, Total Attendees # will be the same as First Time Attendees)
8. Total Staff Attendees (number of OFCY program funded staff present that conduct the event)
9. Enter Time Spent (the total minutes the event lasted. Ex.1 hr = 60 min)
10. Click 'Save' and 'Return'

For <u>Individual Activities</u> Attendance

1. Select **<u>Individual Activities</u>**
2. Click the 'Individual Activity' under the 'View Activities' tab
3. Go to 'Attendance' (yellow tab)
4. Click 'Add'
5. In Step 1, select the activity (the selected activity may default)
6. In Step 2, select the staff conducting the activity, date of visit, and minutes*
7. In Step 3, find the participation (search by viewing by last name initial or by finding their name or entering Client ID)
8. In Step 4, click 'Add Record' or 'Add Record and Hold Name' [Note: 'Add Record and Hold Name' if you want to enter multiple contacts for this participant without Finding Person over again]
9. Add Record
10. Select 'Click here to Edit Details'
11. Enter 'Individual Visit Notes' (optional)
12. Click 'Return'

*If you don't see the Staff person assigned to the activity, click 'Cancel' and then follow steps 1-6 on 'Searching Existing and Adding New Participants & Staff' on page 9.

Reminder: Staff must also be assigned to an activity in order for their name to be found.

- ➔ **<u>NEW: ATTENDANCE DUE BY THE 10TH OF THE FOLLOWING MONTH</u>**: Attendance should be regularly entered by staff in timely manner. At a minimum, all attendance should be entered on a monthly basis by the 10th day of the following month. For example, April attendance should be fully entered by May 10th; September attendance should be fully entered by October 10th. If the 10th falls on a weekend or holiday, please have all attendance entered in by the last work day before the weekend or holiday. OFCY will be running monthly actuals versus projection reports to track progress toward service goals (units of service & # of participants served).

7) Maintaining User Accounts

Each OFCY grantee should have one person who is in charge of User Accounts. This is the only person that needs to have access to the 'User Accounts' tab located at the bottom of the left blue menu.

When the person in charge of User Accounts is logged on, this person can create new database users for your program and manage existing users' access levels.

➔ **Caution:** You do not want multiple people to have access to User Accounts. When a person has access to User Accounts, they can create new users, change passwords for existing users or delete users.

1. Go to 'User Accounts'– left blue menu

   - **Current User –** The person who is currently logged on
   - **Signatory –** The only person for your program that can Sign Off to submit your quarterly report and invoice. See Notes on Signing Off and Submitting Quarterly Reports and Invoice on page 15.
   - **Power Users –** People who are users of your OFCY database AND have access to the User Accounts tab (when they log on, they have the User Accounts tab available)
   - **Regular Users –** People who are users of the database and do not have access to User Accounts.
   - **Attendance User –** People who only have access to individuals and group and events.

2. To make edits, Update the list of Power and Regular Users – (if necessary) Click on each name and confirm each users' access levels to make edits:

   ➢ **Contract Management –** offers access to the tabs Scope of Work and Progress Reports, see levels below.

   ➢ **Service Management –** offers access for service data entry (for attendance and events/activities).

		Power Users	Regular Users	Current User	Attendance User	No Access Users
Contract Management	**Scope of Work**	✓	✓	✓	✘	✘
--------------------	**Progress Report**	✓	✓	✓	✘	✘
Service Management	**Service Data Entry**	✓	✓	✓	✓	✘
	User Accounts	✓	✘	✘	✘	✘

➔ **Caution:** You do not want people to have access to the database that are no longer staff. If people no longer need access to the database – give them <u>No Access</u> for both Contract Management System and Service Management System.

8) Quarterly Reports & Invoice

This section will cover notes on signing off and submitting Quarterly Reports & Invoicing. For each quarter of the fiscal year, you will need to submit a report and invoice.

Quarterly Reports

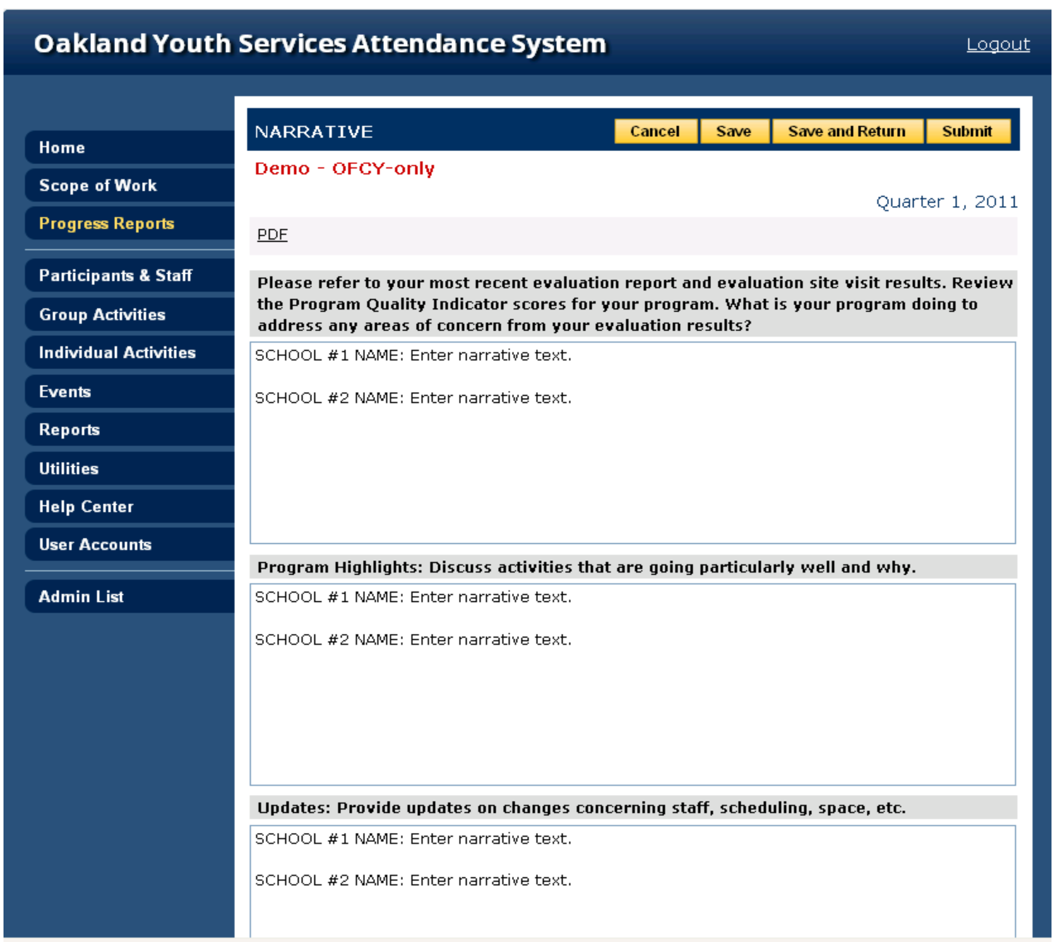
Refresher!

Go to "Progress Reports" (left blue menu)

There are four sections to complete:

Narrative: Enter a response for each of the narrative questions listed. You can type your responses in a Word document, then copy and paste into the text box when you're done to avoid losing information should you get timed-out. You will need to enter a response for every question before you can submit the Narrative section. You can Save what you've entered and return to the section later at any time. Save your work! Press 'Submit' when you are done entering narrative responses. Once you submit, you cannot go back to edit your narrative section.

FOR CO-LOCATED SITES: Each school should start their narrative in the following format: **SCHOOL NAME: NARRATIVE TEXT**. This will help distinguish the two schools even though their progress reports are consolidated.



Stats: On the Stat report, you will see a summary of the data you have entered ***within*** the reporting period only, that is: the quarter you are viewing. Services that occurred outside the date range of the quarter you are viewing will not be included in the Stats report. Also, actual service information from activities that are not marked "funded by OFCY" will not be included in the Stats report. For each service, you will see the current status of **Actual Units of Service** provided for the quarter, in relation to the **Projected Units of Service** for the quarter. Make sure all the services your program has provided have been entered so that your **Actual Units of Service** is accurate. If not, go back and finish entering service data. Once done, press 'Submit'. Once you submit, your Stat report is locked and will no longer update.

Invoice

Enter all expenses incurred, per line item, for this quarter. You must press 'Save' each time you want your data to update on the invoice – calculations occur based on what you've entered only when you SAVE. You can update information and Save as often as you want, until you Submit. Once you submit, you cannot go back to edit your invoice.

Signature

Signoff: Signatory does not need to be logged in, to signoff. Any user can signoff, using the Signatory accountholder's password as the e-signature.

Who is the Signatory for our program?

Go to: "User Accounts" (left blue menu), you will see the designated Signatory for your program. You can only change your program's Signatory by contacting OFCY directly before Cityspan can make the change.

What is an Electronic Signature?

The e-signature is the Signatory accountholder's password.

Match Report

Third Quarter Match Reporting Requirements

Third Quarter Report and invoice must include record of the matching funds your OFCY program has utilized.

1. Go to "Progress Reports" (left blue menu)
2. Under "**Quarter 3**", click on <u>**Match**</u>
3. Enter "Source" (source of your matching funds)
4. "Amount" (amount of matching funds your OFCY program has received from the source)
5. Click Add to update your Total Amount and to create an additional Service Record
6. Repeat until all of your match sources and amounts are entered - Save
7. When done (your minimum match requirement should be met), click <u>Submit</u>

Notes: Cityspan will only unlock individual Progress Report forms if the Quarter has not yet been signed. If it is signed, you must ask for OFCY approval. If you have questions, ask your Grant Monitor.

9) Data Security & Confidentiality

The City of Oakland and Cityspan have a Data Sharing Agreement. A summary of important points from this agreement are listed below:

1. The City of Oakland does not have access to individually identifiable information for anyone. OFCY City staff can only access reports that summarize the service activities that have been entered into the database; these reports do not include information that can identify participants.
2. The OFCY evaluators do not have access to individually identifiable information for anyone. The OFCY evaluator will receive only data that has been stripped of any identifying information.
3. OFCY programs have access to a limited set of student information from OUSD, and only for students enrolled in their program.
4. Each Grantee owns their data. Neither the City of Oakland, nor Cityspan, owns the data.
5. Cityspan provides for the protection of confidential information with the most advanced security technology available, and meets all applicable rules, regulations, and laws, including but not limited to, Federal Privacy Regulations (45 CFR Part 46, 45 CFR 160 and 164 [HIPAA Regs.], 42 CFR Part 2, etc.)

10) Contact Us For

Cityspan and OFCY Programmatic Assistance:
Terry Hill, OFCY Grants Monitor, thill@oaklandnet.com or 510-238-6380
Debra Chester, OFCY Grants Monitor, dchester@oaklandnet.com or 510-238-7496

Cityspan Database & Technical Assistance:
Cityspan Help Desk at 866-469-6884 (toll-free); Mon-Fri, 8AM-5PM, Pacific Time

11) Simple Solutions for Inaccurate Cityspan Data

The following are three common causes and solutions for inaccurate Cityspan Reports.

1. Attendance data has not been entered. At a minimum, all attendance should be entered on a monthly basis by the 10th day of the following month.

   Solution

   1. Click on yellow attendance tab and verify attendance data status: Green = Complete, Red = Incomplete
   2. Enter attendance data

2. Activity category not selected or marked in the wrong category. If the Category was not selected when the activity was set up then it will not appear on your quarterly reports. The list of Service Categories appears under each Service Format (Individual, Group and Event). Your strategy (Early Childhood, School-based and Community-Based After School, Summer, Wellness and Healthy Transitions, or Older Youth) determines which Activities categories list you will see.

   Each OFCY funded activity that your program operates is based on the categories listed. Your agency's numerous activities are rolled into their respective categories and are then used to determine how your program arrives at projection targets.

   Solution:

   1. Go to either the Group, Individual or Event blue tab on left

2. Select the Activity(s) in question and verify the category has been selected and is correct
3. If incorrect, select the yellow Edit tab at top of page
4. Select correct category
5. Select Save and Submit

3. OFCY was not identified as the Funding Source at the time the Activities were created.

Solution:

1. Select the Activity or Event that is not showing up in the quarter report
2. Select "Edit"
3. Mark the program as "Funded by OFCY" for the correct fiscal year
4. Click "Save & Proceed"