Frequently asked questions around the Participant Results Sheet (PRS)

What is the Participant Results Sheet (PRS) and how does it relate to my CMR?
The Participant Results Sheet complements the existing reporting of the CMR in providing the outcomes agreed upon in the contract between the delegate agency and DCI not only in a summative fashion but for each participant served.

Why are you asking for this information and how will the data be used?
The changed reporting requirements are the result of the next step towards full implementation of the Results Based Accountability model in all processes of the Department of Community initiatives including its relations with delegate agencies. It is a step towards allowing not only to tell how many people the department and delegate agencies are working with are better off because of the services they received, but also to get a better idea of what part of the community these residents are located in. This will allow us to identify parts of the community that are currently underserved by current efforts of DCI and the delegate agencies. It will also allow for the identification of gaps in service provision to the community. For more on Results Based Accountability see http://www.resultsaccountability.com/ or http://www.raguide.org/.

What is the information in the PRS I need to provide for each of my clients/program participants?
The PRS captures the following information for each participant:

1) Enrollment Date – The Year and Month the Participant was enrolled in the program in the format YYYYMM (i.e. 200806 for July 2008). In cases where the client was already enrolled prior to the start of the current contract period enter the Year and Month the participant actually was enrolled in.
2) Exit Date – The Year and Month a participant exited the program, either due to achievement of the targeted goals or dropout before any or all outcome targets could be achieved. Feature in the format YYYYMM (i.e. 200806 for June 2008). Leave blank until a participant exits the program.
3) Participant Last Name – Last name of the enrolled participant. In case of enrollment of an entire family into a program feature the head of household. In case of programs for children feature the child's name the actual outcomes of the program are aimed at.
4) Participant First Name – First name of the enrolled participant. In case of enrollment of an entire family into a program feature the head of household. In case of programs for children feature the child's name the actual outcomes of the program are aimed at.
5) Street Number – Street number of the address for the participant. In case of enrollment of an entire family into a program feature the address of the head of household. In case of programs for children feature the address data for the caregiver who enrolled the child into the program.
6) Street Name – Street name of the address of the participant. Include street direction if applicable (i.e. N, W etc.) as well as the type of street if known (i.e. St., Dr., Ave, etc.). In case of enrollment of an entire family into a program feature the address of the head of household. In case of programs for children feature the address data for the caregiver who enrolled the child into the program.

7) Apartment Number – Apartment Number of the address of the participant. Feature only if the participant lives in an apartment. Otherwise leave blank. In case of enrollment of an entire family into a program feature the address of the head of household. In case of programs for children feature the address data for the caregiver who enrolled the child into the program.
8) City – Name of the city the participant resides in. In case of enrollment of an entire family into a program feature the address of the head of household. In case of programs for children feature the address data for the caregiver who enrolled the child into the program.
9) ZIP Code –five digit ZIP Code of the address of the participant. ZIP+4 data may be featured if available to the program. In case of enrollment of an entire family into a program feature the address of the head of household. In case of programs for children feature the address data for the caregiver who enrolled the child into the program.
10) Council District – Number of the council district the participant resides in. In case of enrollment of an entire family into a program feature the address of the head of household. In case of programs for children feature the address data for the caregiver who enrolled the child into the program.
11) Outcomes 1-3 – The header on the PRS sheet needs to feature the name of each outcome included and must match with the outcome names in the CMR to allow for comparison. If there are more than three outcomes a participant can achieve in the program contact Sebastian Schreiner (sebastian.schreiner@sanantonio.gov). For each outcome feature the Year and Month in the format YYYYMM (i.e. 200807 for July 2008) when the outcome was achieved. If the outcome is irrelevant for that specific participant feature “NA” to indicate “Not Applicable”. If the outcome is meant to be achieved but hasn’t been to date leave the field blank.

Which measures need to be filled in the PRS under outcomes?

The PRS is designed to capture the outcomes proposed and agreed upon between the delegate agency and DCI. All outcome measures (who is better off) from the BSPP featured in the CMR need to be included in the PRS. All participant outcomes need to be featured in a separate outcome column in the PRS. Assign the same name to the column for an outcome measure as it is featured in the CMR. Once an outcome is achieved the Year and Month of the achievement are marked in the PRS. If a specific outcome is not applicable to a participant mark it as “NA”.

How to handle participants who dropped out of the program before any outcomes were achieved?

Enrolled participants who do not complete the program need to remain on the PRS. Record the exit date (date dropped from the program) of the participant in the column “Exit Date” in the format YYYYMM (i.e. 200807 for July 2008). These participants are not to be removed from the PRS since they were originally enrolled with the intent of reaching a defined outcome and are needed for the assessment of calculated measures such as program completion rates.

How to handle participants enrolled prior to the start of the fiscal year?

Feature the participants with their respective real start dates in the program; i.e. a participant who was enrolled in May 2008 who is still active in FY08/09 would be featured with the enrollment entry of 200805.

How to handle participants in multi-year programs for whom outcomes won't be achieved in the same fiscal year?
Feature the participants with their respective start dates. The participants will get "rolled over" into the next fiscal. The procedure is to be coordinated between the delegate agency and the contract monitor.

Who do I submit my PRS to?
The PRS is submitted to the same contract monitor assigned a specific delegate agency.

How often will I need to provide the data?
The PRS is to be submitted to the contract monitor responsible monthly together with the CMR for the same month.

What are the monthly cut-off dates to submit the PRS?
The due dates for submission are identical to the submission dates for the CMR.

Do I need to start over the data in the sheet every month?
No, the data in the PRS is cumulative. That means you start filling it in for the first month with the data for that month. The reporting for the second month will then feature all the participants already featured in the first month, any outcomes to date that have been achieved with them AND new participants who enrolled during the second months and any outcomes to date that have been achieved with them. The third month then features all participants from months one and two including all achieved outcomes to date AND participants who enrolled during the third month and any outcomes to date achieved with them. In effect the latest submitted version of the PRS always contains all participants to date for the fiscal year and their corresponding outcomes. To achieve that copy the entire content from the past month worksheet to the worksheet for the current month before adding information for the most current month. Contact your contract monitor if you have any questions about the data roll-over procedure from month to month.

Who will have access to the PRS data?
The individual level data will only be visible to a select group of people at DCI, namely the associated contract monitors in the division, the respective supervisors and division managers, the office of quality assurance, some technical management information systems (MIS) staff, the DCI director's office, lead staff in contracts and evaluation staff.

Where and how will the data be kept/stored?
The individual level data will be stored in secured folders on a secure DCI drive and linked to the SharePoint site managed by the Department of Community Initiatives. Unlike the CMRs the PRS will not be directly stored in SharePoint but linked to the site. Data access will be restricted to the group of people named above.

What about confidentiality?
Summary data derived from the PRSs of the delegate agencies will be used in work with the community on the summary (i.e. ZIP code or council district) level. No data that will allow for the identification of individuals will be visible or presented to parties outside of the Department of Community initiatives without consent from the respective delegate agency.

I don't want to send confidential information on my clients via email. How are you protecting data submissions from unauthorized access?

You can encrypt and pack your PRS prior to submission using 7-ZIP (www.7-zip.org). Follow the instructions for encryption featured at http://www.medicalnerds.com/how-to-encrypt-zip-files-securely-using-7zip/. Submit the encrypted file via email to your contract monitor and either send the password for decryption in a separate email or provide it to your contract monitor in separate phone call. A good practice is to agree on a standard password for encrypted submissions with your contract monitor upfront and re-use that password for each monthly submission. Contact your contract monitor if you have any questions about this procedure.

What if I have legal concerns to provide information on my individual clients/participants?

If you have legal concerns about your ability to provide the information asked for in the PRS, specifically around names and addresses of participants, contact your contract monitor. Cite the law(s) you are referring to that prevents you from being able to comply in an official statement from your agency and provide it to the contract monitor. The contract monitor will forward that statement to the appropriate social services manager for review. If a claim is found to be legitimate the reporting requirements in the PRS can be reduced to not feature name and exact address of a participant. Name and street address in those cases will be replaced with a unique identifier that allows the delegate agency to identify the individual but prevents DCI from doing so. A geographic locator (ZIP and Council District) as well as participant outcome information still is required for each participant.