FCSS Social Inclusion Indicators (FSII)

User Reference Guide

Revised for FSII v4 – 2023 February
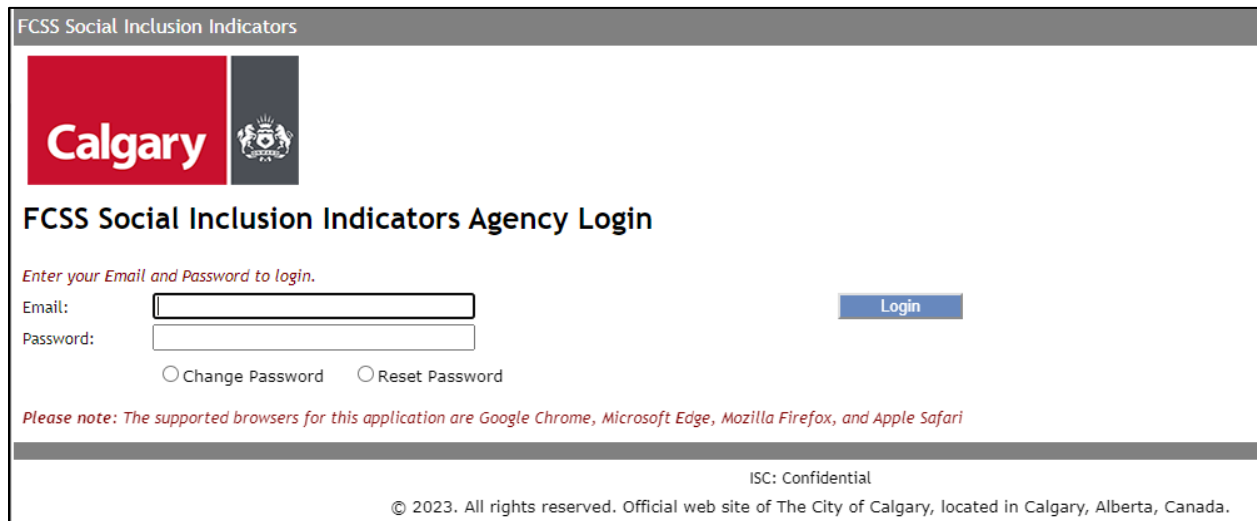
CONTENTS

INTRODUCTION

The FCSS Social Inclusion Indicators (FSII) application allows users to add a client's data in a clean and easy to follow manner. Users are able to see a client's prior history and can run a client count report to show how many forms have been entered into FSII for that client during a given period of time (date range). FSII version 4 has been updated to reflect some changes to the indicator surveys and FSII itself. This User Guide provides you step-by-step instructions for how to use FSII v3.

GETTING STARTED: ACCESSING FSII

Step 1

To access FSII, please go to https://fsii.calgary.ca.

FCSS Social Inclusion Indicators

Calgary 🏛️

FCSS Social Inclusion Indicators Agency Login

Enter your Email and Password to login.

Email: _____

Password: _____

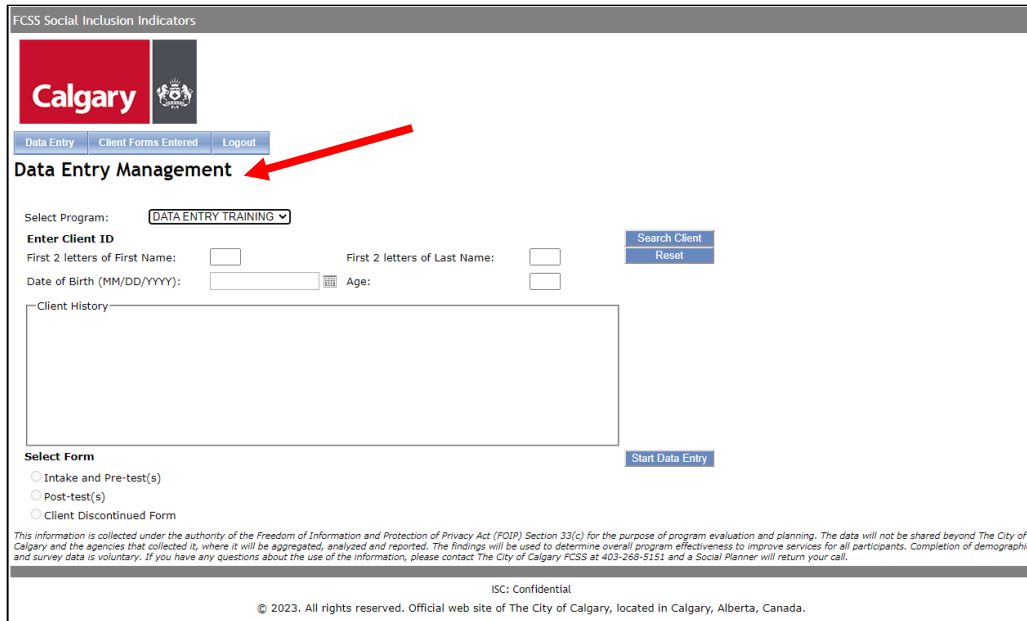○ Change Password   ○ Reset Password

Login

Please note: The supported browsers for this application are Google Chrome, Microsoft Edge, Mozilla Firefox, and Apple Safari

ISC: Confidential

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LOGIN E-MAIL AND PASSWORD

Login requires an e-mail address and password. The e-mail address is the one registered with FCSS for FSII data entry. It may be either a personal e-mail address or a general e-mail address used by several people who enter data into FSII. In order to get access to FSII, your program manager needs to complete this form. They need to provide the agency name, your name and e-mail address, and your telephone number.

Once your e-mail address is registered, a temporary password will automatically be sent by FSII to that e-mail address. This password will need to be changed the first time you logon to FSII. Your new password must have at least eight (8) characters and include at least one letter, one number, and one special character (such as $, %, !, or #). If you forget your password you can reset it yourself by entering your e-mail address, selecting the reset password box and hitting the "login" button. A new temporary password will be sent to your e-mail address. If you have difficulty, please contact FCSS.Indicators@calgary.ca.

Step 2

Login to the site.

After you have logged in, a new screen will appear that is called "Data Entry Management."

Each organization will see all the programs associated with it. For instance, if an organization operates four FCSS-funded programs, staff with access to FSII will be able to see all four programs in the dropdown menu. Under each program, you will only be able to fill out the surveys that have been approved for use in the program's Theory of Change. If a program changes indicators in the future, this will be reflected in FSII once the Theory of Change is updated.

Step 3

Select the program you are going to use to enter client data.

Helpful Hint: If your organization has more than one program, it is important that you are careful when selecting your program name from the drop-down list. FSII cannot prevent you from entering data for a different program within the same organization.

Once the program has been selected, enter the <u>first 2 letters of the clients first and last name</u> and <u>EITHER the date of birth or the client's age</u> and press the "Search Client" button located on the upper right-hand side of the page. Please make every effort to <u>carefully</u> complete all three Client ID fields (first name initials, last name initials, and date of birth or age) to produce the most secure and consistent client ID number now and when entering data in the future.

Helpful Hints: You do not have to press the tab key to move between fields. Once filled in, FSII will move your curser to the next field to help with your data entry!

Similarly, you do not have to enter initials in upper case as FSII automatically makes them upper case once entered.

Client search is not case sensitive. You can search for your client using upper or lower case letters.

Please be consistent in entering initials and date of birth (or the age <u>first entered</u>) every time you search for your client in FSII. Whatever initials and date of birth (or age) you use the first time you enter the client in FSII, you MUST use the same initials and date of birth (or age) EACH TIME for that client. If you make an error, you will not be able to find the client history even if client is already in FSII.

Step 4

After clicking Search Client, the "Client History" box will show if there are any forms for this unique client entered under your program in FSII. If the client has no data in the system, the client history box will say "There is no history for this client."

If there is client data, the Client History box will display the survey name, survey type (i.e., an intake form, pre-test, post-test, or client discontinued form), the registration date, test date, client discontinued date, and data submission date.

This client history will help you when entering client data because you can see what type of surveys have been entered and when they were entered into FSII. Since surveys can be misplaced by accident or collected several times during the year, this information will help you decide whether to continue entering information for this client or move onto a new client.

Helpful Hints: If at any time, you wish to start on a new client, press the "Reset" button located at the upper right hand corner of the page and it will clear all fields.

After you have reviewed your client's history and see they have an intake, a pre-test, and post-test from a previous date and you have a new intake and pre-test that must be entered, you must first complete a discontinued form for this client before you can enter a new intake and pre-test. Once you have searched the client history, select "Client Discontinued Form" and then press "Start Data Entry." If you just need to enter another post test, select "post-test(s)" and press "Start Data Entry."

When submitting a "Client Discontinued Form," you are required to enter the client discontinued date. If you are going to enter new data for that client right after completing this form, be sure to make the discontinued date an earlier date than the new intake and pre-tests. After you submit the Client Discontinued Form, you will be taken back to the Data Entry Management page, where you can simply choose the "Intake and Pre-Test(s)" forms for this client.

CLIENT DISCONTINUED DATE

It is assumed that all clients will complete a post-test. However, it is recognized that some clients may drop out from or stop attending a program for some other reason. In this case, the program staff must enter the following information.

Client discontinued date (MM/DD/YYYY)

Survey 1 of 1

SELECTING A FORM

Now it is time to select the form you will enter into FSII. If you are entering a new intake and a one or more pre-tests, you must enter all forms together. This is a data quality control measure.

Step 5

After you have searched your client's history, choose one of the following forms to complete.

If you are entering data for a new client, the only form that you will be able to choose is the "Intake and Pre-Test(s)" forms. Once you have chosen a form, press the "Start Data Entry" button on the lower right hand corner of the page.

At the top left of the intake form, you will see the program name, agency, and Client ID. On the top right, you will see the number of the survey you are completing.

You will also notice that the "Registration Date" field is empty on the intake page. You must fill in this date before you can move past the intake page. **If you do not enter the registration date, FSII won't let you to go to the next page.**

The registration date on the intake form may be different than the test dates on the pre-tests and post-tests.

The "age" field in the intake form is automatically filled in from the date of birth or age you entered while searching for your client on the Data Entry Management page.

Step 6

Continue to enter all intake data for your client in the appropriate fields.

Helpful Hints: Some of the fields on the intake form and other surveys are locked. These fields will unlock if a previous question is answered in a certain way.

An example of this is the Born in Canada question. If you choose "Yes," you would not be able to type in the Country of Birth and number of years in Canada. If you choose "No," then you are able to type in data for those fields. You will find locked fields in many surveys.

Population Group
This question is about racial identity and lets us know how many clients are **Caucasian, Aboriginal** or belong to a **visible minority**(neither Caucasian nor Aboriginal).

Population Group *(formerly Ethnocultural Background)*	[▼]
Other Population Group:	[ ]
Language	English ▼
Other language spoken *most often* at home that is not listed here	German
Born In Canada?	○ Yes ◉ No
If not born in Canada, Country Of Birth	Germany ▼
If not born in Canada, number of years in Canada	2
What neighbourhood do you live in?	Whitehorn ▼
What are the first 3 digits of your Postal Code?	T1Y

There are other open-ended questions too, such as "Other Population Group."   Please be consistent when entering this type of response. It is best to type the first initial in Upper Case followed by all lower case letters (e.g., as in 'Germany' shown above).

Step 7

Once you have completed the Intake form, press "Next" located at the bottom of the page.

What neighbourhood do you live in?	[▼]
What are the first 3 digits of your Postal Code?	[ ]

Do you have any *difficulty* hearing, seeing, communicating, walking, climbing stairs, bending, learning or doing any similar activities?
○ Yes, sometimes ○ Yes, often ○ No

Does a physical condition or mental condition or health problem *reduce the amount or the kind of activity* you can do?
○ Yes, sometimes ○ Yes, often ○ No

How did you find out about this program:
○ 211   ○ referred by another program
○ City of Calgary website   ○ school
○ No Answer   ○ word of mouth
○ Other   ○ Don't Know
○ advertisement

Additional questions for adults and minors living independently
Marital Status:
○ Married   ○ Divorced
○ Living Common-Law   ○ Single, never married
○ Widowed   ○ Don't Know
○ Separated

Total number of adults (18 or older) in household:	[ ]
Total number of people under age 18 in household:	[ ]

Ages of children in household:
Child 1 [ ] Child 2 [ ] Child 3 [ ] Child 4 [ ]
Child 5 [ ] Child 6 [ ] Child 7 [ ] Child 8 [ ]

[Previous] [Next] [Reset]   *Survey 1 of 2*   [Cancel]

This information is collected under the authority of the Freedom of Information and Protection of Privacy Act (FOIP) Section 33(c) for the purpose of program evaluation and planning. The data will not be shared beyond The City of Calgary and the agencies that collected it, where it will be aggregated, analyzed and reported. The findings will be used to determine overall program effectiveness to improve services for all participants. Completion of demographic and survey data is voluntary. If you have any questions about the use of the information, please contact The City of Calgary FCSS at 403-268-5151 and a Social Planner will return your call.

Once you press "Next," FSII will take you to the surveys your program is required to complete.

If you wish to go back to a previous survey, you can simply press the "Previous" button located to the left of the Next Button at the bottom of each page. You can also reset the whole page by pressing the "Reset" button located to the right of the Next button.

If you want to <u>cancel this entry for a client</u> and start fresh from the Data Entry Management page, you can simply press "Cancel" in the bottom right hand corner of each survey page. A pop-up box will appear asking you if you are sure you wish to cancel because <u>all data will be lost</u>. Press "OK" if this is what you want to do. If you hit cancel by mistake on a survey, just hit "cancel" in the pop-up box and it will keep you on the same page.
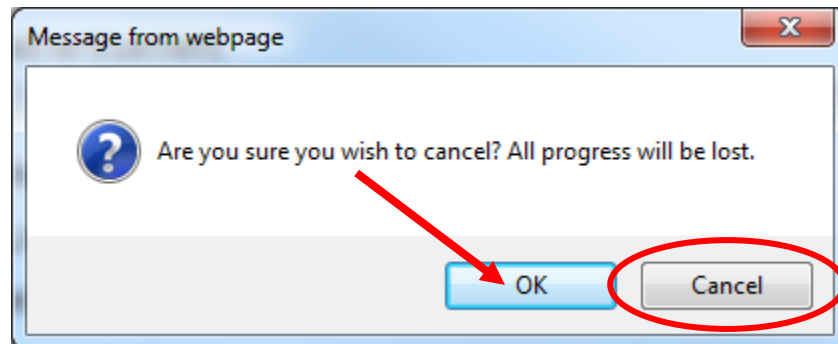
Step 8

Once you have completed the intake form, you will now complete the rest of your pre-tests. The name of the survey and the survey number are located at the top of each page.
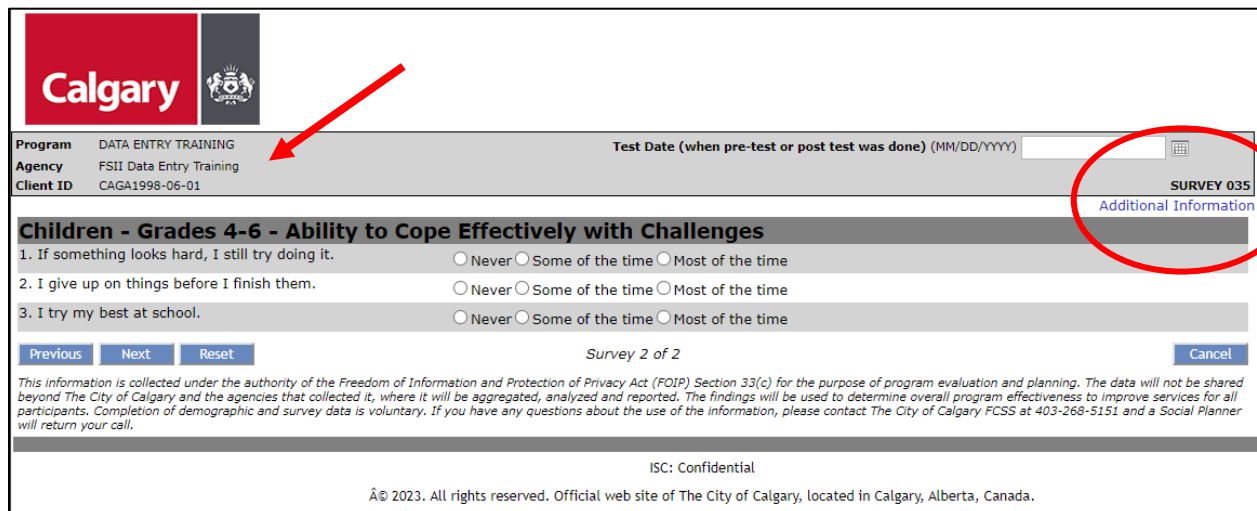
If you would like more information about the survey you are completing, click on the "Additional Information" link. This will open a box with some background information about the survey. The information box can be opened and closed by simply pressing the "Additional Information" link again on the survey or when the information box is open.

Finally, on the upper right hand side of each survey page, you will find the "Test Date" field. The test date must be entered into this field. If you do not enter the test date, you cannot submit the data. ***The Test Date may be the same as the Registration Date or it may be a later date.***

If you have made some data entry errors, they will be shown to you before you are able to proceed with the next survey. An example of an error message appears below.

Step 9

Once you have entered the last surveys you are required to complete, press "Next" and you will see a pop up screen that says that you are about to submit your survey data. It asks if you are sure you wish to continue. If you are ready to submit, please press OK. If not, simply press Cancel and you can go back into your surveys to make changes before submitting.
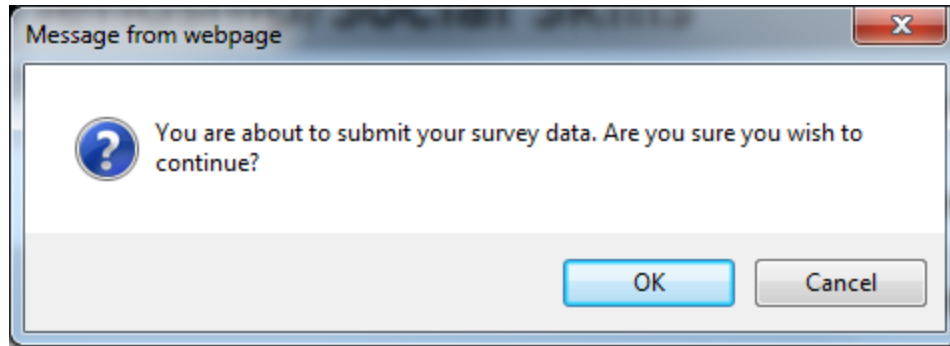
Once you press OK, you will be taken back to the Data Management page where you will be able to see the client history you just entered into FSII. This is also the start page! This is where you can either press "Reset" to start data entry for a new client or, if you have post-tests or a client discontinued form for the client you just entered data for, you can simply select the form you need to complete and follow the same directions as above!

AFTER DATA ENTRY

FSII lets you see client counts and the number of different forms entered for each of your programs. You will find the "Client Forms Entered" tab for this report at the upper left hand side of the Data Management page.
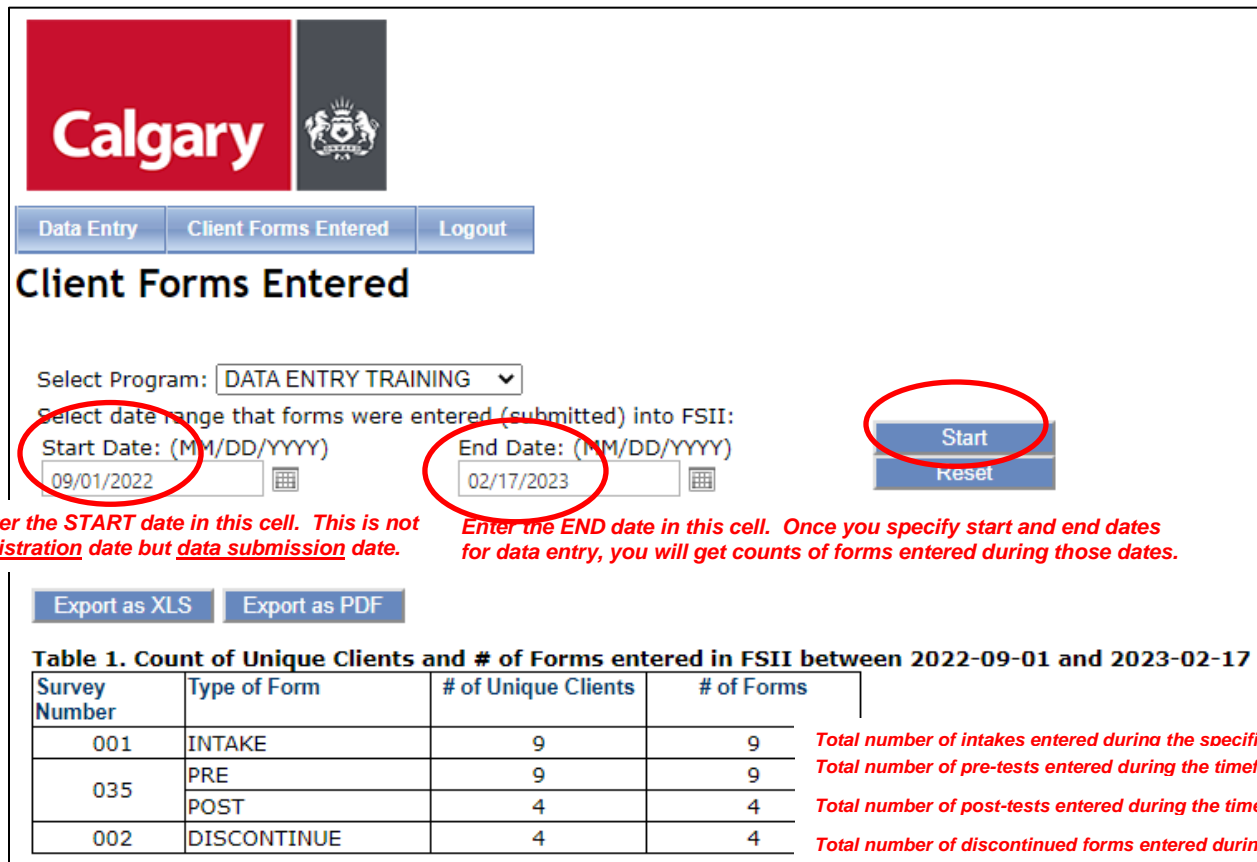
Once you have clicked on the "Client Forms Entered" tab, select the "Program" from the drop-down menu and choose the "Start Date" and "End Date" for the submissions you would like to review. Then press "Start." After pressing Start, you will see two tables: "Forms Submitted" and "Surveys Entered."

The first table—**Forms Submitted**—counts the number of "unique clients" who had intakes, pre-tests, post-tests, and client discontinued forms entered within the date range you chose. This counts the number of **individual clients** who had data entered in each of those categories during the specified timeframe. It does not count the number of forms entered.

The second table—**Surveys Entered**—counts the number of "forms" submitted and is organized by indicator survey numbers. The number of intakes, pre-tests, post-tests, and client discontinued forms entered are found in this table because a unique client may have multiple forms submitted (e.g., if the program uses more than one survey).

Any surveys entered for clients either before or after the date range selected will **not** be shown in these tables.

Helpful Hints: You can find counts of forms using the "Client Forms Entered" tab by specifying data entry dates only. FSII cannot count forms by registration dates or test dates. Therefore, it may not make a sense to compare the counts you get from FSII to the ones you get from your FCSS Calgary Social Planner or FSII Analyst.
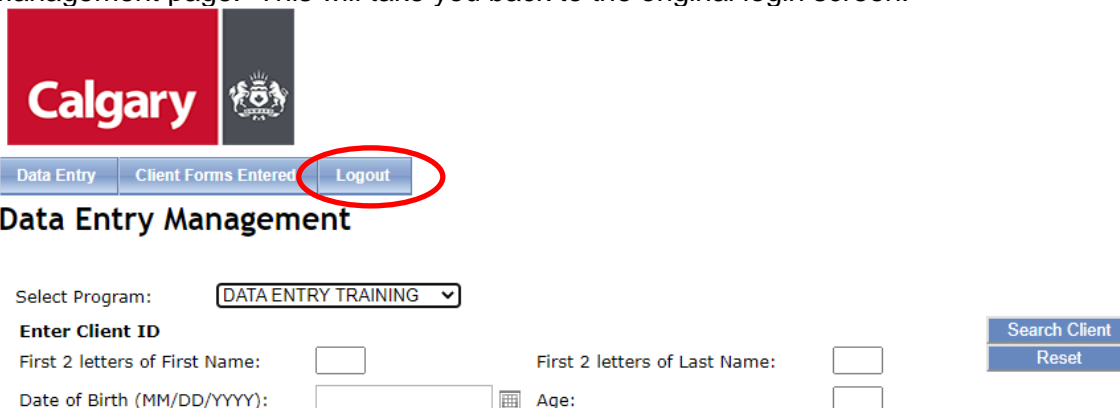
SESSION TIMEOUT

If FSII is idle for 30 minute or more, you will get a "network access error message" (see below). In this case, you are required to log in again. Any forms that were started but not submitted will be lost and will need to be re-entered if your session expires. Please ensure you complete and submit a form before you take a break.

LOGGING OUT

In order to logout, select the "Logout" button on the top left hand corner of the Data Entry Management page. This will take you back to the original login screen.

ONGOING FSII DATA ENTRY SCHEDULE

Indicator surveys collected each month must be entered into FSII by the 15th of the following month. For example, surveys collected between April 1 and April 30 must be submitted by May 15. If you fail to submit all the surveys collected each month by 15th of the following month, the quarterly Program Activity Report produced for your FCSS Calgary Partnership Specialist may show fewer clients than your program actually served.