



FCSS SOCIAL INCLUSION INDICATORS (FSII) USER REFERENCE GUIDE

Revised for FSII v4 – 2023 February

CONTENTS

PLEASE CLICK ON ANY QUESTION BELOW TO GO DIRECTLY TO THAT SECTION.

INTRODUCTION.....	1
GETTING STARTED: ACCESSING FSII	1
Step 1	1
LOGIN E-MAIL AND PASSWORD.....	1
Step 2	2
Step 3	3
Step 4	4
SELECTING A FORM.....	7
Step 5	7
Step 6	8
Step 7	9
Step 8	10
Step 9	11
AFTER DATA ENTRY	12
SESSION TIMEOUT	14
LOGGING OUT.....	14
ONGOING FSII DATA ENTRY SCHEDULE.....	15

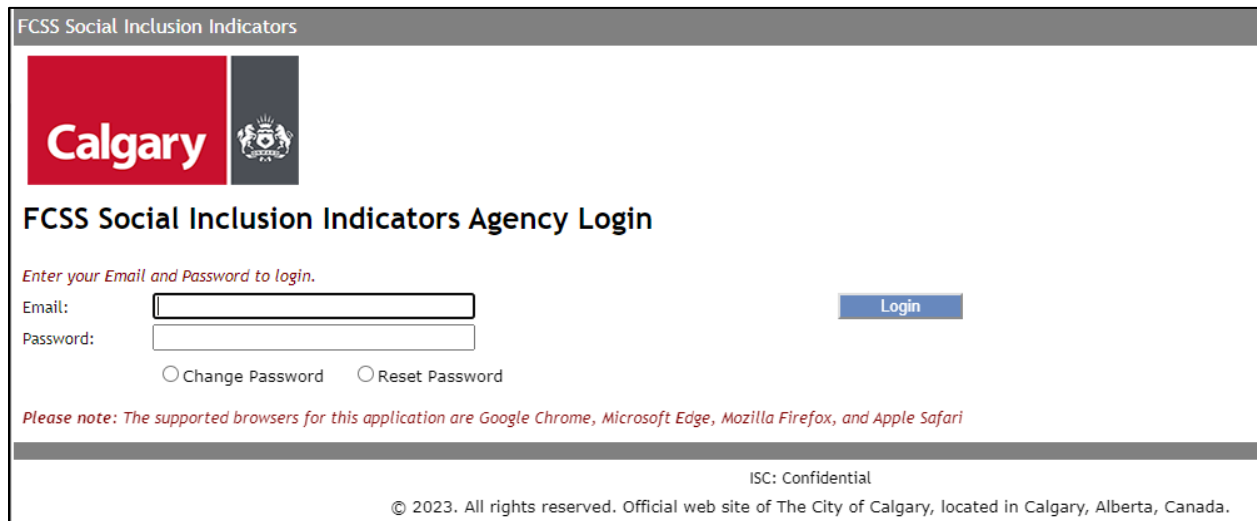
INTRODUCTION

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>.




The screenshot shows the login page for the FCSS Social Inclusion Indicators Agency. At the top, it says "FCSS Social Inclusion Indicators" and features the Calgary logo and the City of Calgary crest. Below this is the title "FCSS Social Inclusion Indicators Agency Login". A red instruction reads "Enter your Email and Password to login." There are two input fields: "Email:" and "Password:". To the right of the "Email:" field is a blue "Login" button. Below the "Password:" field are two radio buttons: "Change Password" and "Reset Password". A red note states: "Please note: The supported browsers for this application are Google Chrome, Microsoft Edge, Mozilla Firefox, and Apple Safari". At the bottom, it says "ISC: Confidential" and "© 2023. All rights reserved. Official web site of The City of Calgary, located in Calgary, Alberta, Canada."

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.

FCSS Social Inclusion Indicators



FCSS Social Inclusion Indicators Agency Login

Enter your Email, then click 'Reset' to reset your password.

Email:

Change Password Reset Password


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

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Step 2

Login to the site.

FCSS Social Inclusion Indicators



FCSS Social Inclusion Indicators Agency Login

Enter your Email and Password to login.

Email:

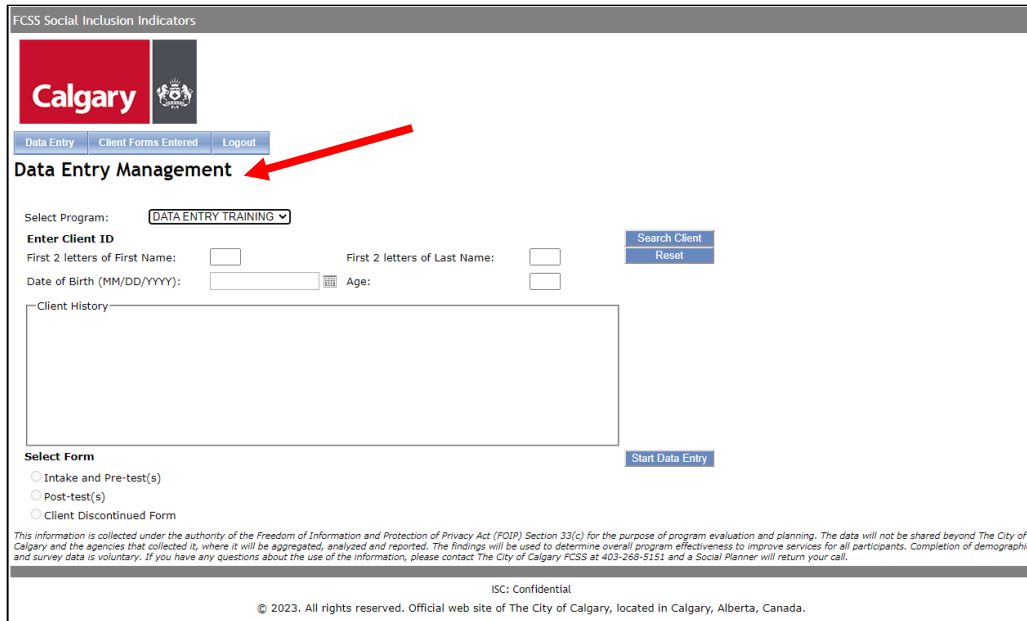
Password:

Change Password Reset Password

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

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



FCSS Social Inclusion Indicators

Calgary

Data Entry Client Forms Entered Logout

Data Entry Management

Select Program: DATA ENTRY TRAINING

Enter Client ID

First 2 letters of First Name: First 2 letters of Last Name:

Date of Birth (MM/DD/YYYY): Age:

Search Client

Reset

Client History

Select Form

Intake and Pre-test(s)

Post-test(s)

Client Discontinued Form

Start Data Entry

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.

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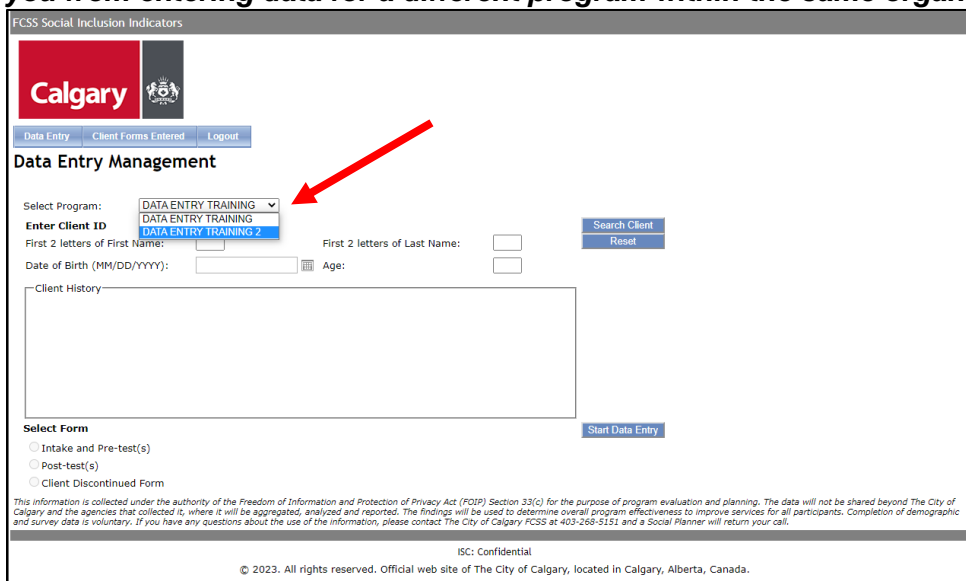
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Each organization will see all the programs associated with it. For instance, if an organization operates four FCSS-funded programs, staff with access to FSII will be able to see all four programs in the dropdown menu. Under each program, you will 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.*



FCSS Social Inclusion Indicators

Calgary

Data Entry Client Forms Entered Logout

Data Entry Management

Select Program: DATA ENTRY TRAINING

Enter Client ID

First 2 letters of First Name: First 2 letters of Last Name:

Date of Birth (MM/DD/YYYY): Age:

Search Client

Reset

Client History

Select Form

Intake and Pre-test(s)

Post-test(s)

Client Discontinued Form

Start Data Entry

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.

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Once the program has been selected, enter the first 2 letters of the clients first and last name and EITHER the date of birth or the client’s age and press the “Search Client” button located on the upper right-hand side of the page. Please make every effort to carefully 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 cursor 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 first entered) 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.”



Data Entry Client Forms Entered Logout

Data Entry Management

Select Program: DATA ENTRY TRAINING

Enter Client ID

First 2 letters of First Name: Ca

First 2 letters of Last Name: Ga

Date of Birth (MM/DD/YYYY): 06/01/1998

Age:

Search Client
Reset

Client History
There is no history for this client.

Start Data Entry

Select Form

- Intake and Pre-test(s)
- Post-test(s)
- Client Discontinued Form

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.



Data Entry Client Forms Entered Logout

Data Entry Management

Select Program: DATA ENTRY TRAINING

Enter Client ID

First 2 letters of First Name: Ca

First 2 letters of Last Name: Ga

Date of Birth (MM/DD/YYYY): 06/01/1998

Age:

Search Client
Reset

Client History

Survey Name	Type	Registration/Test/Discontinue Date	Submission Date
Intake / Registration - Demographic Questions	INTAKE	09-01-2022	02-17-2023
Children - Grades 4-6 - Ability to Cope Effectively with Challenges	PRE	09-01-2022	02-17-2023

Start Data Entry

Select Form

- Intake and Pre-test(s)
- Post-test(s)
- Client Discontinued Form

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.”

Select Program: DATA ENTRY TRAINING

Enter Client ID

First 2 letters of First Name: Ca First 2 letters of Last Name: Ga

Date of Birth (MM/DD/YYYY): 06/01/1998 Age:

Client History

Survey Name	Type	Registration/Test/Discontinue Date	Submission Date
Intake / Registration - Demographic Questions	INTAKE	09-01-2022	02-17-2023
Children - Grades 4-6 - Ability to Cope Effectively with Challenges	PRE	09-01-2022	02-17-2023

Select Form

Intake and Pre-test(s)

Post-test(s)

Client Discontinued Form

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.



Program DATA ENTRY TRAINING
Agency FSII Data Entry Training
Client ID CAGA1998-06-01 SURVEY 002

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)

[Previous](#) [Next](#) [Reset](#)

Survey 1 of 1

[Cancel](#)

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.



[Data Entry](#) [Client Forms Entered](#) [Logout](#)

Data Entry Management

Select Program: DATA ENTRY TRAINING

Enter Client ID

First 2 letters of First Name:

First 2 letters of Last Name:

Date of Birth (MM/DD/YYYY):

Age:

[Search Client](#)

[Reset](#)

Client History

There is no history for this client.

Select Form

- Intake and Pre-test(s)
- Post-test(s)
- Client Discontinued Form

[Start Data Entry](#)

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.

The screenshot shows the top portion of a web form. At the top left is the Calgary logo. Below it, a grey bar contains the following text: Program DATA ENTRY TRAINING, Agency FSII Data Entry Training, and Client ID CAGA1998-06-01. On the right side of this bar, the text SURVEY 001 is displayed. Below the grey bar is a black header with the text INTAKE/REGISTRATION DEMOGRAPHIC QUESTIONS. Underneath, there is a section titled Voluntary demographics to be collected by all programs at intake. The first field is Registration Date (when client started in the program) (MM/DD/YYYY), which is currently empty. Below it is the Age field, which contains the number 24.

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.

This screenshot shows the same intake form as the previous one, but with more fields visible. The registration date field is still empty. A red arrow points to this field. Below the registration date field is the Age field, which contains the number 24. Further down, there are fields for Gender (with radio buttons for Male, Female, Transgender, and Other), Grade in School (if applicable), and Indigenous/Aboriginal identity (with radio buttons for Not applicable, First Nations, Metis, Inuit, Non-Status, Bill C-31 Status, and No answer).

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) [dropdown]
 Other Population Group: [text field]
 Language [dropdown: English]
 Other language spoken most often at home that is not listed here [dropdown: German]
 Born In Canada? Yes No
 If not born in Canada, Country Of Birth [dropdown: Germany]
 If not born in Canada, number of years in Canada [text field: 2]
 What neighbourhood do you live in? [dropdown: Whitehorn]
 What are the first 3 digits of your Postal Code? [text field: 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? [dropdown]
 What are the first 3 digits of your Postal Code? [text field]
 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: [text field]
 Total number of people under age 18 in household: [text field]
 Ages of children in household:
 Child 1 [text field] Child 2 [text field] Child 3 [text field] Child 4 [text field]
 Child 5 [text field] Child 6 [text field] Child 7 [text field] Child 8 [text field]

Survey 1 of 2

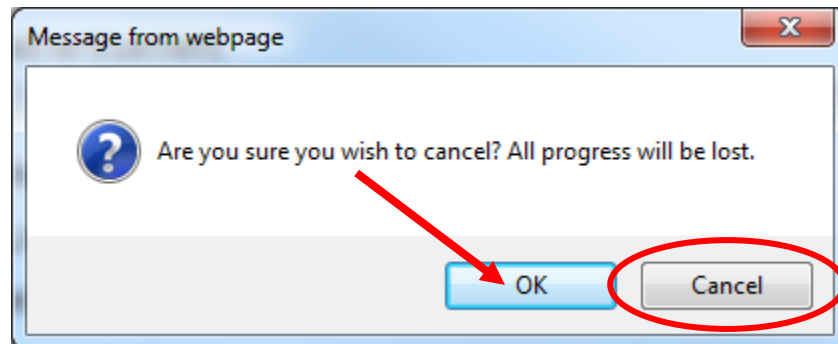
Previous Next Reset Cancel

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

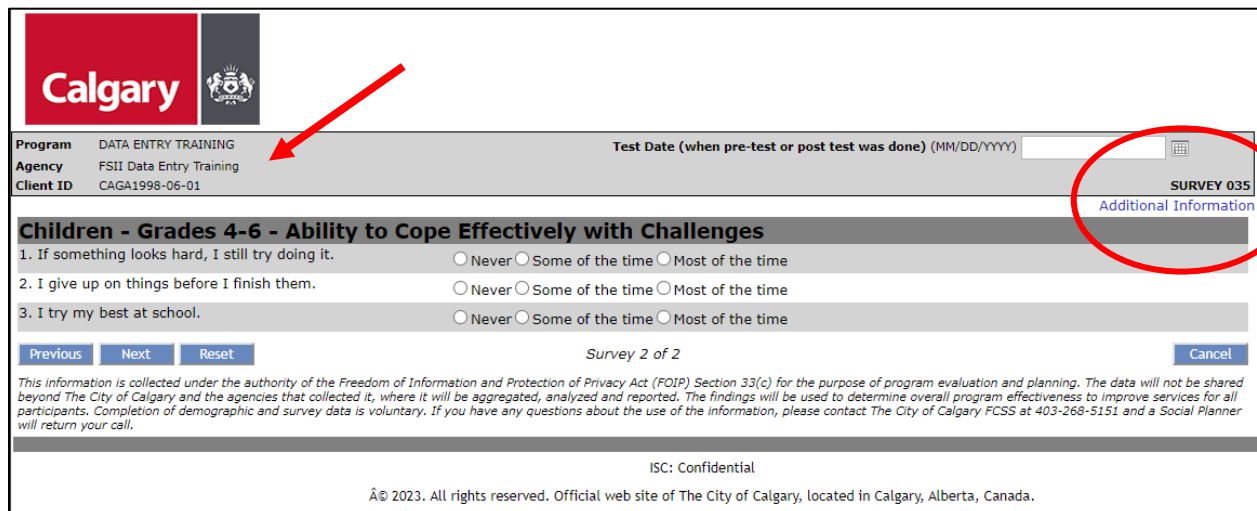
If you wish to go back to a previous survey, you can simply press the “Previous” button located to the left of the Next Button at the bottom of each page. You can also reset the whole page by pressing the “Reset” button located to the right of the Next button.

If you want to cancel this entry for a client 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 all data will be lost. 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.

Calgary

Program: DATA ENTRY TRAINING Test Date (when pre-test or post test was done) (MM/DD/YYYY): 09/01/2022

Agency: FSII Data Entry Training

Client ID: CAGA1998-06-01 SURVEY 035

CHILD & YOUTH POSITIVE DEVELOPMENT

"Emotional well-being" generally refers, in a nutshell, to emotional stability and happiness and the absence of mental illness, and, in the youth development literature, the ability to distinguish right from wrong, accept responsibility for actions and mistakes, and act in ways that reflect understanding of group or family membership. The ability to distinguish right from wrong and act accordingly is highly dependent on the parents' ability to model and instill basic rules about right and wrong from early childhood, the child's level of cognitive development, and the extent to which other development outcomes have been achieved, including sense of competence (belief in one's own abilities), sense of connectedness or belonging (the feeling that one is part of a larger family or community), sense of control over one's own fate (which leads to a sense of self-efficacy, the belief that one can change one's life through one's own actions, in adolescence), and self-esteem. Emotional well-being is fostered by secure relationships with parents; development of self-reliance, and sense of social agency; and the ability to make friends. It can be encouraged through gradual expansion of freedom through limits, opportunities to develop independence and responsibility, and participation in service activities.

Sense of identity is also often grouped under emotional well-being. It is generally agreed that sense of identity does not truly develop until adolescence, although the foundations are laid in early and middle childhood. Positive identity in adolescence is defined to include, at minimum, the following components: high self-esteem, a sense of self-efficacy (or personal power to effect change); a sense of purpose; and a positive view of one's personal future (or optimism). Adolescents with a sense of positive identity move forward to integrate this sense of identity with their understanding of society and, consequently, to develop a sense of belonging and feelings of connectedness with the larger culture. A strong sense of identity is associated with positive interpersonal relationships, psychological and behavioural stability, and productive adulthood. Among, ethnocultural and ethnoracial minority youth, disconnects between home and school values and cultures coupled with racism can jeopardize the development of self-esteem and positive sense of identity. Encouraging or restoring a secure ethnic identity based at least in part on culture of origin can enhance self-esteem and foster personal resilience: "[M]inority youth do better in school when they feel strongly anchored in the identities of their families, communities and peers, and when they feel supported in pursuing a strategy of selective or additive acculturation." The ability of ethno-racial minority youth to cope with peer pressure and discrimination and thereby develop and maintain a sense of belonging and engagement is associated with self-esteem, positive sense of identity, and overall feelings of empowerment.

Children - Grades 4-6 - Ability to Cope Effectively with Challenges

1. If something looks hard, I still try doing it. Never Some of the time Most of the time

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.***

Calgary

Program: DATA ENTRY TRAINING Test Date (when pre-test or post test was done) (MM/DD/YYYY): Please enter a valid Test Date. Test Date should not be a future date.

Agency: FSII Data Entry Training

Client ID: CAGA1998-06-01 SURVEY 035

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.

Number of children under 18 in household: Please enter only numbers from 0-20

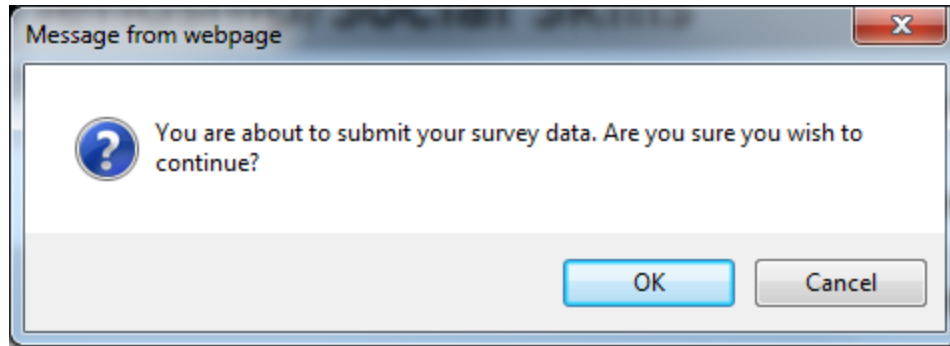
Ages of children in household:

Child 1 Child 2 Child 3 Child 4

Child 5 Child 6 Child 7 Child 8

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.

Data Entry
Client Forms Entered
Logout

Data Entry Management

Select Program: DATA ENTRY TRAINING ▼

Enter Client ID

First 2 letters of First Name: First 2 letters of Last Name:

Date of Birth (MM/DD/YYYY): Age:

Client History

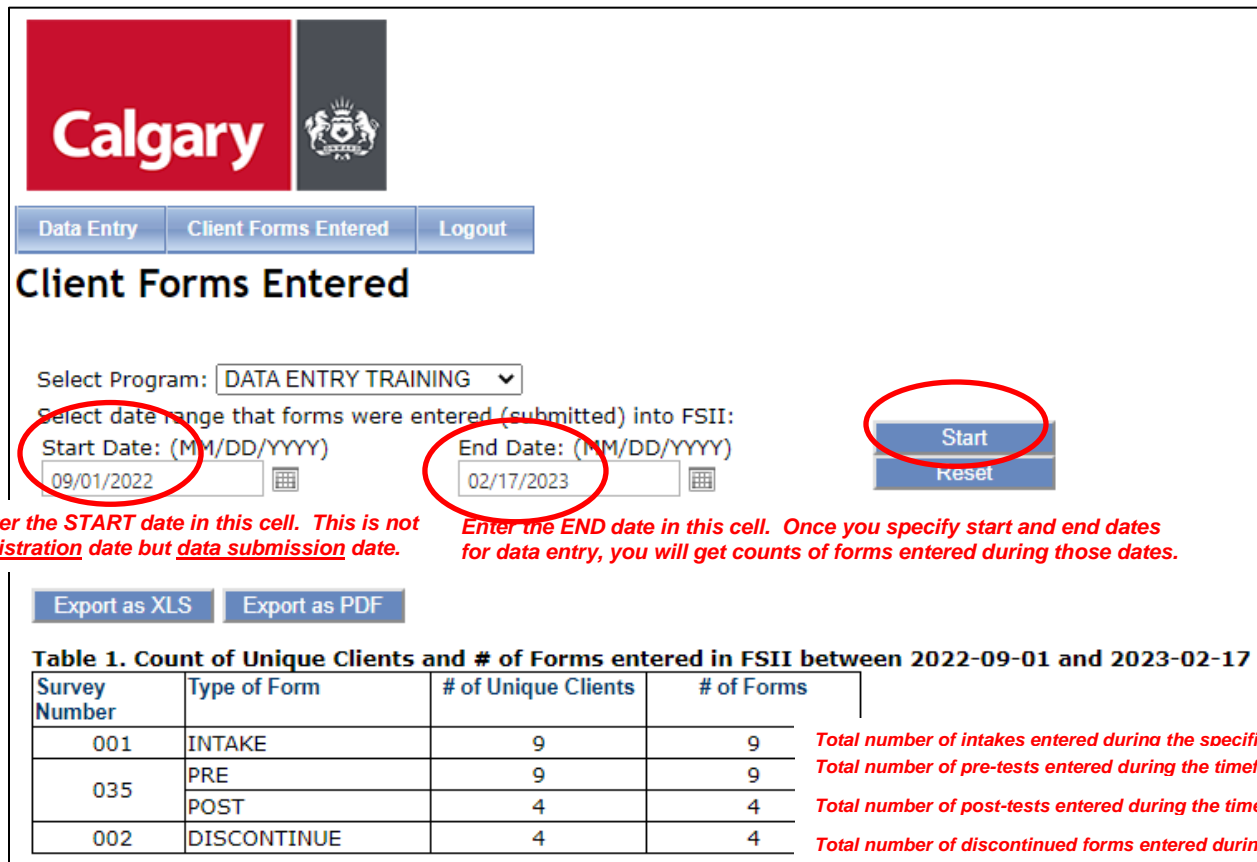
Survey Name	Type	Registration/Test/Discontinue Date	Submission Date
Intake / Registration - Demographic Questions	INTAKE	09-01-2022	02-17-2023
Children - Grades 4-6 - Ability to Cope Effectively with Challenges	PRE	09-01-2022	02-17-2023

Select Form

Start Data Entry

- Intake and Pre-test(s)
- Post-test(s)
- Client Discontinued Form

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.”



Enter the **START** date in this cell. This is not registration date but **data submission** date.

Enter the **END** date in this cell. Once you specify start and end dates for data entry, you will get counts of forms entered during those dates.

Table 1. Count of Unique Clients and # of Forms entered in FSII between 2022-09-01 and 2023-02-17

Survey Number	Type of Form	# of Unique Clients	# of Forms
001	INTAKE	9	9
035	PRE	9	9
	POST	4	4
002	DISCONTINUE	4	4

Total number of intakes entered during the specified timeframe.

Total number of pre-tests entered during the timeframe.

Total number of post-tests entered during the timeframe.

Total number of discontinued forms entered during the timeframe.

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

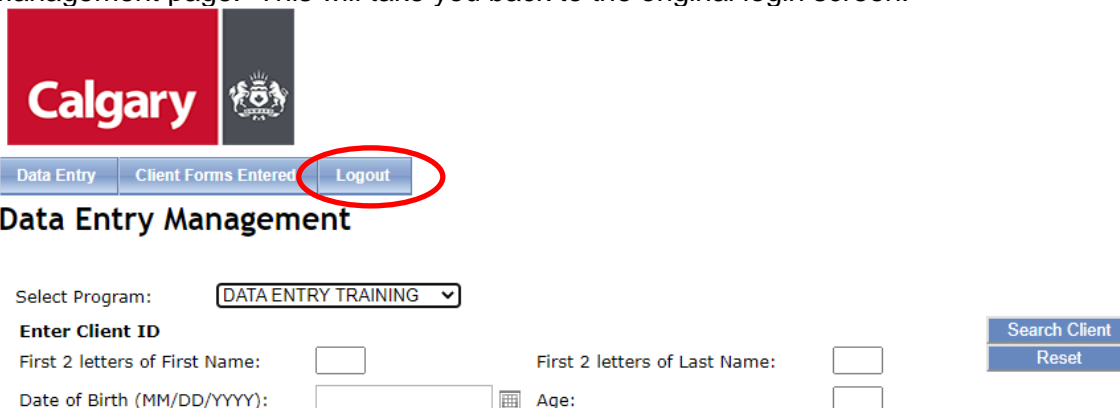
If FSII is idle for 30 minute or more, you will get a “network access error message” (see below). In this case, you are required to log in again. Any forms that were started but not submitted will be lost and will need to be re-entered if your session expires. Please ensure you complete and submit a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



The screenshot shows the Microsoft Forefront Threat Management Gateway 2010 interface. At the top, it displays the Microsoft logo and the text "Forefront Threat Management Gateway 2010". Below this, a dark grey banner contains the message "Network Access Message: The page cannot be displayed". Underneath, the "Explanation" states: "The Web server connection was closed." A section titled "Try the following:" lists three bullet points: "Refresh page", "Check spelling", and "Contact website". A "Technical Information (for support personnel)" section follows, listing "Error Code 64: Host not available" and "Background: The connection to the Web server was lost."

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.



The screenshot shows the "Data Entry Management" page. At the top left, there is a red "Calgary" logo and a black crest. Below these are three buttons: "Data Entry", "Client Forms Entered", and "Logout". The "Logout" button is circled in red. Below the buttons, the page title "Data Entry Management" is displayed. The form includes a "Select Program:" dropdown menu with "DATA ENTRY TRAINING" selected. Under "Enter Client ID", there are input fields for "First 2 letters of First Name:", "First 2 letters of Last Name:", "Date of Birth (MM/DD/YYYY):", and "Age:". To the right of these fields are "Search Client" and "Reset" buttons.

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.