FCSS Social Inclusion Indicators (FSII)

Frequently Asked Questions (FAQs)

Revised January 2025

CONTENTS

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

FSII FOIP Statement

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 organization 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.indicators@calgary.ca and a Research Social Planner will respond.

How FSII Data are Used

Non-identifying demographic information is collected and entered into The City of Calgary's FCSS Social Inclusion Indicators database (FSII) for the purpose of understanding basic information about the population served by preventive social support programs. Survey data are collected at the start and end of a program, or at periodic intervals for ongoing programs, for the purpose of assessing the alignment to FCSS outcome areas and how programs are collectively impacting social inclusion in Calgary.

The program operator will ask for the first two letters of the participant's first and last name as well as their date of birth or age. These are collected on the intake demographics survey and for any social inclusion indicator surveys used by the program. Once this information is entered into the FSII database, it is encrypted using the MK5 algorithm to generate a 35-digit identification number which cannot be accessed by data users. This cannot be reverse engineered to produce initials and a birth date or age so no individual client can ever be identified from the information entered into the FSII database. A sequential 'client number' is also generated to enable data cleaning prior to data analysis. The identification number generated by the encryption process cannot be accessed or viewed by any FSII data user. However, it allows basic demographic information and any initial indicator surveys to be matched to indicator surveys completed after program participation.

The results are aggregated to show the average score for responses before and after program participation and the statistical difference between those aggregate scores. Results are analyzed for 'client groups' such as all people in Calgary who completed one survey or all participants in any given program. Individual client results are not reported.

The findings help The City of Calgary and organization using FSII to understand the collective impact of prevention programs for all organization in Calgary using the same indicator survey. They also help each program using FSII assess their own contribution to the collective results. This data does not represent an evaluation of individual programs, as each survey only measures a singular component aligned to FCSS mid-term outcomes. Other program impact data, including the Year End Report and optional evaluation data provided by organizations are also considered when assessing program impact. While the primary purpose of FSII data is not to inform funding decisions, it is one of the measures used to determine if programs are increasing the social inclusion of Calgarians experiencing vulnerabilities.

FSII data is also used for continuous improvement. By tracking the measurable results of participation in prevention programs, The City and organizations can improve their programs on an ongoing basis to better serve Calgarians.

If you have questions about the use of the information entered into FSII, please contact The City of Calgary FCSS at FCSS.indicators@calgary.ca and a Research Social Planner will respond.

Overview of FSII

What is FSII?

FSII is the short name for the "FCSS Social Inclusion Indicators" database, which is used to collect and analyze demographic and statistical data on the effects of program participation. It is used for programs funded by FCSS Calgary that aim to increase social inclusion among vulnerable Calgarians.

Why do we need to do pre-tests and post-tests for clients? What are "matched pairs"?

FSII links a client's pre-test with their latest post-test to evaluate changes before and after they participated in the program. When a client's pre-test is matched to their latest post-test, you have a "matched pair" for the client in FSII. If a client did a pre-test but not a post-test, there is no "matched pair" so you can't measure the impact your program had on the client.

What are the reporting requirements for programs that are only partially funded by FCSS Calgary?

Any program that is fully or partially funded by FCSS Calgary must report on all of the clients who participate in the program.

Why does my program use only a few indicator surveys instead of all that might relate to my program?

Surveys are selected by your program manager in your program's funding application. Selections are reviewed and confirmed by your FCSS Calgary Partnership Specialist with input from a Research Social Planner. The surveys chosen are the "best fit" to measure the results of each program's strategy as described in the program's ToC. The results contribute to the collective impact achieved by all FCSS-funded programs using the same surveys.

Why are there no surveys for children younger than those in Grade 4?

Children in Grades K to 3 have limited literacy skills, and special efforts beyond the capacity of most programs would be needed to collect reliable and valid data from them. Interventions that benefit younger children are generally aimed at their parents, who complete intakes, pre-tests, and post-tests that are analyzed using FSII.

Do we need to use the entire set of questions in a survey, or could we choose just one or two survey questions?

You must use the whole set of questions in a survey, no exceptions, and with no changes to the questions or response options. Many of the questions in FSII are from national surveys and Calgary data may eventually be compared with national data to produce reports relevant to Calgarians. Consistency is critically important to ensure that valid information goes into and is analyzed using FSII for FCSS Calgary to report on the collective impact of funded programs.

Can organization staff add questions in addition to those required by FCSS that are in FSII (e.g., about a client's experience in the program)?

You may add other questions to the FSII intake, pre-tests, and post-tests you administer to your clients for your program's own evaluation purposes. However, those extra questions cannot be added to FSII and will not be included in FSII analysis. If you collect other program impact data outside of FSII, we encourage you to share the results with us in your Year End Report to help demonstrate your program's impact.

Back to Top

Collecting Client Data

Who should complete the surveys (intakes, pre-tests, and post-tests)?

Program clients in the target population of the FCSS-funded program or service for which you are measuring impact due to program participation (generally, for no less than three months) will be the people completing survey questions (intakes, pre-tests, and post-tests).

If a program has only one or two contacts with a client, would this warrant an intake, pre-test, and post-test?

"Contacts" should not complete an intake, pre-test, or post-test. Brief contact with a client is collected in the year-end report submitted to FCSS Calgary by each funded program. "Contacts" include telephone inquiries; drop-ins; one-time assistance with forms; referrals; clients attending one-time information or education sessions; clients attending community events; clients who do not have a client file opened; clients for whom no clinical assessment is required; and so on. The impact of that kind of brief contact cannot be measured because the client is not participating in a longer-term program.

Do we really need to have all (100%) of our clients complete pre-tests and post-tests? Could we just use a sampling approach instead?

It is important to have as many of your clients complete pre-tests and post-tests as possible. The more clients you survey, the stronger your program impact results, and the collective impact results will be. As well, the number of pre-tests and post-tests entered in FSII creates your annual program participant statistics. If client surveys are not entered into FSII, they don't count towards your annual totals.

When should I administer intake forms?

Administer an intake form every time you open a client file or register a client for a program. Do <u>not</u> complete an intake form for a "contact" who is seen only once or twice for information or referral. If a client left your program and you completed a client <u>discontinued</u> form but now they have returned, you will need to complete a new intake form and pre-test for them. You do not need to complete another intake form and pre-test for an existing client who was <u>not discontinued</u>.

When should I administer pre- and post-tests?

The timing depends on individual program cycles. Pre-tests can be completed early on when clients begin the program.

Post-tests can be completed about four to six months after the pre-tests. For long-term programs, post-tests can be completed at regular intervals during the year (e.g., every six months) and again when the client is discharged from or completes the program. It is important to complete a post-test for your clients at least once a year. Otherwise, there will not be any results from your program to report on.

Many programs with annual registration (like seniors' programs) ask clients to complete a post-test when they renew their membership. Other programs complete post-tests in the late spring for programs that take a break in the summer and resume each fall.

If you are unsure about the best schedule for your program to administer pre- and post-tests, please speak with your program manager. If they are unsure, have them check with your program's FCSS Calgary Partnership Specialist.

How do I engage clients to complete FSII surveys without making them feel burdened?

The key is to help your clients understand the value of doing evaluation work (e.g., helping this program remain effective, helping our funders support this program, helping us understand you so that we can better help you). Programs use a variety of creative ways to do this. For example:

- Some afterschool programs build the evaluation into program activities by rotating youth leaders to help lead the group in completing the surveys.
- Some counselling programs get their clients settled from their immediate crisis before asking them to "think back to before they started counselling" to answer the pre-test questions.

Other programs have clients complete the intake form and pre-tests at the very beginning of their program, similar to what happens in a doctor's office. They explain the information is required right away to help them better understand the client's needs so they can help them in the best possible way.

How long should we keep old copies of completed surveys? When should old surveys be discarded?

It depends on the "file management and archiving policy" of your organization. We suggest you keep all surveys at least until all the client's forms have been entered into FSII. This could be after the completion of a time-limited program or when all post-tests have been entered for all participants in ongoing programs with annual registration.

Who do I contact if I have questions about the surveys or my data collection plans?

If you have any questions about either the indicator surveys selected for your program or the data collection plan for your program, please have your program manager call their FCSS Calgary Partnership Specialist.

Who do I contact to provide ongoing feedback about how the data collection process is working for my program (e.g., identifying challenges and solutions)?

Please have your program manager contact their FCSS Calgary Partnership Specialist.

Back to Top

Accessing FSII

How do I access FSII?

The link to FSII is https://fsii.calgary.ca. You can request an account be created by completing this form: https://fsiiaccountrequest.questionpro.ca

Which web browser should I use?

FSII will also work with most browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, or Opera. Please ensure pop-ups are allowed for the site.

I have to change my temporary password but am having trouble doing that. What am I doing wrong?

Be sure to follow the instructions given for the question about resetting a password.
Your new password must be a minimum of 8 characters (no spaces), contain at least one uppercase alphabetical character (A to Z), at least one lowercase alphabetical character (a to z), at least one number (0 to 9), and at least one special character (such as, $, %. !, or #).

I can't remember my password. How do I get it reset?

You can reset your password yourself. On the login page, enter your e-mail address, select the "reset password" button, and hit the login button. You will receive an e-mail shortly thereafter with a temporary password. You will need to change the password the first time you attempt to log on to FSII again. Your new password must be a minimum of 8 characters (no spaces), contain at least one uppercase alphabetical character (A to Z), at least one lowercase alphabetical character (a to z), at least one number (0 to 9), and at least one special character (such as, $, %. !, or #).

Back to Top

Entering Data in FSII: General

My program is not on the drop-down list for my organization. What do I do?

Please check with your program manager to: (1) make sure the program name has not been changed, (2) see if the program will be added to FSII at a later date, or (3) learn if the program was deactivated in FSII (e.g., because it has either been discontinued altogether or is no longer funded by FCSS). If your program manager doesn't have an explanation for why the program is not listed, please have them contact their FCSS Calgary Partnership Specialist to determine why it is not shown in FSII on the drop-down list for your organization.

My program name has changed. How should I submit the data?

In the event your program name has changed, you should continue to enter your data using your old program name until FSII is updated. Then enter data under the new program name. All the data will be linked even though the name has changed. If you are still uncertain as to how to enter your data due to additional program changes, please speak with your programs manager. If they are unsure, have them contact their FCSS Calgary Partnership Specialist.

What do I do if information is missing from the intake, pre-tests, or post-tests?

Try to collect as much information as possible. However, you cannot force a client to complete all the fields. Encourage the client to fill in as much information as possible but, when you are entering the information into FSII, leave the field blank if a question has not been answered.

What is the difference between registration date, test date, and data submission date?

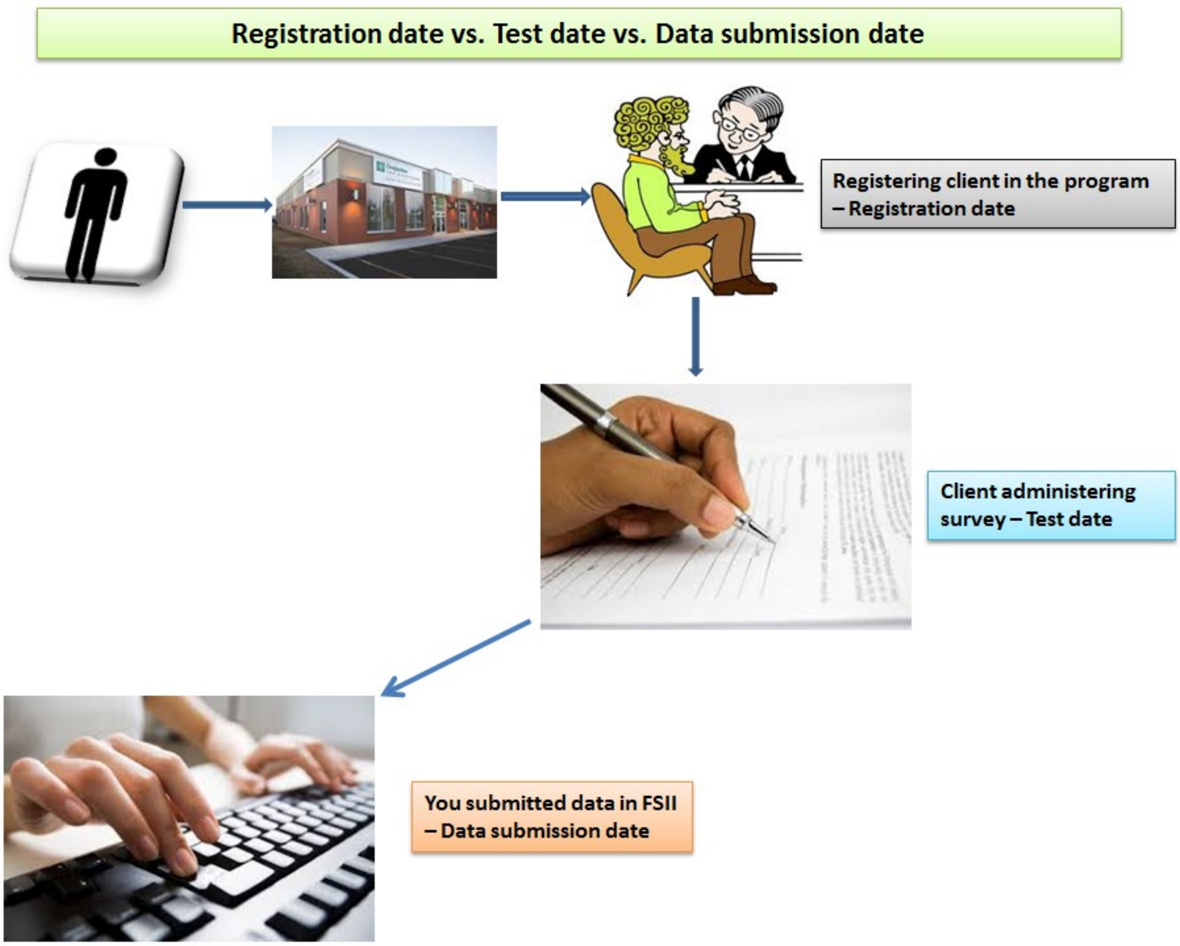
The registration date is the day a client enrolls in your program or the day you start providing services to a client.

The test date is the day you administer the pre-test or post-test surveys. If you administer the pre-test on the day of registration, the registration date and pre-test date will be the same. However, it is sometimes better to administer the pre-test once you have established sufficient rapport with the client. This means that early in the program, you can ask your client to "think back to when they decided to enroll in the program and answer the pre-test questions with that in mind." We call this a reflective pre-test.

The test date for post-tests must always be later than the registration date because we measure the change over time that comes from the client's participation in your program.

The data submission date is when you enter client information into FSII.

A simple illustration of these differences is shown below.



How do I enter or change the registration and the test date on the intake, pre-test, and post-test forms?

On the top of the intake form, you will see the calendar icon beside the registration date field. You can click on this icon to select the correct registration date or to change the registration date to reflect the date on your hard copy of the intake form. The test date can be changed by clicking on the calendar icon located at the top right-hand corner of all surveys. Alternatively, you can type the date following the format: MM/DD/YYYY.

How does FCSS Calgary ensure the identity of clients remains anonymous?

There is no field in FSII or on the intake form for client name. As soon as the Client ID is entered into FSII, it is encrypted using the MK5 algorithm, which generates a unique 35-character code. It is impossible for FCSS Calgary to use the client code to determine the initials and date of birth of any client served by FCSS-funded organization.

I searched for a client in FSII and there was no history—but I know I entered data for this client before. What is wrong?

FSII will search for any client who has had an intake form entered. It finds existing clients based on the initials and date of birth or age first entered. If you are 100% sure client data was entered, the initials and date of birth or age may have been entered incorrectly. Any errors in those fields means you will be unable to find the client's history when you search for them using the correct information. It is very important that the client's initials and date of birth or age are entered the same way each time you enter forms into FSII.

We have a client who completed some surveys last year. This client has now returned to the program and changed their last name, so the first two letters of the last name are now different. Is it possible to update or revise this in FSII?

No. You must use the same initials you first used for the client or FSII can't connect any new post-tests to the client's pre-tests. If you enter new initials for the client, FSII will treat this entry as a new and different client and will require an intake and pre-tests to be entered to continue.

What happens if I only have a client's age? Can I leave 'date of birth' empty?

It is always best to enter the actual date of birth rather than the client's age. If you don't have the client's date of birth, there are some important things to remember about using 'age':

- Even though you can use either the client's date of birth or age—you must use the same thing every time you add forms to FSII. The system creates a 35-digit encrypted identification code based on the 'date of birth' or 'age' and the two sets of initials entered for the client's first and last name.
- If you first entered 'age' for the client, you must use the 'age' field for that client every time—and it is very important to always use the exact same age you used the very first time you entered information into the 'age' field for the client. That way, FSII can always find the encrypted identification code for that client. Even if the client has had a birthday and now is a year older, it doesn't matter. Use the age you first used on ALL future submissions to FSII.
    - Example: If you entered age 10 in 2011, then do a post-test in 2012 and the client is now 11 years old, you must still enter "10" in the age field.
- If you enter a client's age then later find out their date of birth, you still have to use the 'age' field for this client. FSII will assume the date of birth is the first of January plus the year of birth if the 'date of birth' field is left blank. If you later enter the client's actual date of birth for a post-test, FSII will try to find a new client based on this newly completed field.

The date of birth was not available for a client during intake but is available now. Since the intake demographic information has already been entered into FSII, can I replace the age with the actual date of birth?

No, you can't replace 'age' with 'date of birth' once the data have been entered into FSII. If you have used 'age,' you always have to search for the client by using their age at registration.

- Example: If you entered age 10 in 2011, then do a post-test in 2012 and the client is now 11 years old, you must still enter "10" in the age field.

How do I enter the Client ID for twins?

If your client has a twin with the same first two letters of their first name, their Client ID should be determined using the first letter of their first name along with the next unique letter. The rest of the Client ID will be calculated the same as usual. For example:

- Colleen Oliver = CO OL and Corrine Oliver = CO OL therefore, as twins, you should use the following for their Client ID: CL OL and CR OL.

It is important to be consistent and apply this logic every time for these clients otherwise their data won't be able to be matched in FSII over time. You should make note of this in your client records and the client should also be told this is how to enter their client ID if they register in other programs or with other organization.

I have clients who have completed our counselling program and are ready to enroll in our outreach program. What should I do?

You would have entered the client's intake form and pre-tests for the counselling program. When the client finishes that program, enter the post-tests they complete and then do a client discontinued form. After that, you can enter a new intake and the pre-tests for the outreach program. By doing that, you will be able to measure the effectiveness of both programs the client participated in.

How do I know if my survey went through and is in FSII?

Once you "submit" your data and the page does not show any errors, FSII takes you back to the Data Entry Management page. That means your survey was successfully submitted to FSII.

Back to Top

Entering Data in FSII: Intake Forms

What is the intention of the "vulnerable population" definitions? How does this impact reporting expectations?

FCSS Calgary's funding priority is increasing social inclusion through programs and services, community development initiatives, and policy and systems change. FSII measures the impact programs have on increasing social inclusion among their clients. The intake registration form provides the demographic information that tells us about which populations are being served. This confirms whether or not the majority of program clients meet FCSS Calgary's funding criteria for reaching the target group of vulnerable Calgarians described in the program's application.

How do I fill out the "Grade in School" question?

Enter your client's current grade in school. If your client is not currently in elementary, junior high, or senior high school, leave this question blank as it is not applicable.

My clients do not know what neighbourhood they live in. What do I do?

The following website provides the neighbourhood name based on your client's home address (ensure the "community district" layer is clicked on):

https://maps.calgary.ca/CalgaryBoundaries/

What does “Primary population group” mean?

Population group is meant to understand the racial identity of your client and whether or not they belong to a visible minority group as listed on the intake form (e.g., White, Chinese, South Asian, African/Caribbean, Filipino, Latin American, etc.). It is important for organizations to help clients answer this question correctly. This helps FCSS Calgary to understand which vulnerable populations are being served by FCSS-funded programs and which are not.

What is a “visible minority”?

A visible minority person is defined as “persons, other than Indigenous Peoples, who are non-Caucasian in race or non-white in colour.” This is the term and description used by Statistics Canada.

Why does FCSS Calgary want to know the racial background or country of origin of my clients?

This helps FCSS Calgary to understand which vulnerable populations are being served by FCSS-funded programs and which are not.

What does “Indigenous Identity” mean?

Indigenous peoples are the present-day ancestors of the people who inhabited what is now called Canada before colonists came from countries, such as England and France. There are many different Indigenous peoples in Calgary. Some are members of the Métis Nation, Piikani Nation, and Tsuu T'ina Nation. Others may not be members of a specific Nation but instead may be considered status or non-status people. Usually, people who identify as Indigenous know if they are First Nation, Métis, Inuit, or non-status. Sometimes, in the case of adoption for example, Indigenous people who do not have this information may require help reconnecting to their identity and Nation.

If my clients do not identify as Indigenous, how do I answer this question?

If your client does not identify as Indigenous, then the correct answer for this question is “Not applicable.” You should not leave this question blank unless the client chooses to not answer this question.

If a client has lived in Canada for less than one year, how do I enter that?

FSII doesn’t accept months or decimal points for parts of years. Round the number up or down to get to the closest year that is not ‘zero.’ Examples: For less than one year, enter ‘1’; for two years, four months, enter ‘2’; for two years, six months, enter ‘3’ and so on. (Follow the same rule for the “Ages of children in household” question.)

Why is FCSS Calgary asking about the “activity limitations” of my clients?

This helps FCSS Calgary to understand which vulnerable populations are being served by FCSS-funded programs.

How do I fill out the "Ages of children in household" question?

FSII doesn't accept months or decimal points for parts of years. Round the number up or down to get to the closest year that is not 'zero.' Examples: For less than one year, enter '1'; for two years, four months, enter '2'; for two years, six months, enter '3' and so on. (Follow the same rule for the "If not born in Canada, number of years in Canada" question.)

Do I submit an updated intake form to report changes to a client's demographic information (e.g., marital status, neighbourhood, etc.)?

You do not need to submit an updated intake form to account for demographic changes. There should only be one intake survey entered for each client registered in your program.

We are about to do the annual registration for our program. Do I re-enter intake forms for all of our clients?

You do not need to submit a new intake form for existing clients in your program even if you are doing annual re-registration in the program. There should only be one intake survey entered for each client registered in your program. However, if a client left your program and you completed a client discontinued form but now they have returned, you will need to complete a new intake form and pre-test for them. You do not need to submit another intake form and pre-test for an existing client who was not discontinued.

A client sent in a late intake form with a post-test. I had already entered a blank intake form, the completed pre-test, and a discontinued form for the client. Is there a way to go back and enter the intake demographics and the post-test?

Since the client has already been discontinued, the best thing to do is to re-enter all information starting with the intake form and the pre-tests. Then enter the post-tests. FSII will not double count the client but it does count all forms that are entered so the forms will be double counted.

Back to Top

Entering Data in FSII: Pre-Test Forms

Why do I have to enter an intake and pre-test together?

FSII forces you to enter an intake and pre-test at the same time for new clients to help with data quality control. If you leave the pre-test questions blank when you enter the intake data, you cannot enter the pre-tests later. This means that FSII will not be able to evaluate how well your program worked for that client. It is really important to collect the all the client data needed first and then enter it at the same time.

However, this doesn't mean you have to administer the forms at the same time. You can have the client complete an intake form when they register. Then you can have them do the pre-tests on the first day of the program. No matter when the pre-tests are completed—right away or early on in the program—you must enter both the intake and the pre-tests into FSII at the same time.

I can only see certain surveys for my program. Why can't I see the rest of them?

Each program can only access the indicator surveys that were selected in their application and approved for use. If you think there is an error in the indicator surveys you are supposed to be using, please speak to your program manager. If the manager is unsure, have them contact their FCSS Calgary Partnership Specialist to confirm which surveys are to be used.

Back to Top

Entering Data in FSII: Post-Test Forms

I need to put in a post-test, but the form does not unlock on the data entry page. What is happening?

The post-test form gets unlocked only after an intake and pre-test is entered into FSII. If a client has no intake and pre-test forms in FSII, the post-test and client discontinued forms remain locked. If you want to enter post-tests for a client, you must first enter their intake and pre-tests.

Why does survey 99 appear although my program didn't choose it?

Survey 99, the Client Satisfaction survey launched in May 2023 and is now required for all programs using FSII. This survey will appear after entering a client's post-test(s). Please ask your clients these questions at the same time you administer their other post-test(s) so that responses can be entered at the same time.

What happens if you entered a blank post-test into FSII but now have another post-test for that client with data in it?

FSII will always compare the most recent post-test to the client's pre-test for that program so you should enter the latest post-test into FSII. A blank form is still counted as one-half of a "matched pre-test/post-test pair" but they cannot be used for analysis because one of the forms has no data to compare to the other survey. It's always best to enter pre-tests and post-tests that have actual data in them so the effects of program participation can be evaluated.

I am trying to enter a post-test for a client, but I think the person who did this job before me did not enter the intake and pre-test. What should I do?

If there is no intake and pre-test entered in FSII, you can't enter a post-test. If the client's intake and pre-test is on file in your office, you will need to enter the intake form and pre-test first and then enter the post-test. If the intake and pre-test are not available, you will need to have the client complete an intake form, then enter the intake and a blank pre-test into FSII. Then you can enter the post-test you have for the client. If this is not possible, you will have to enter a blank intake and pre-test and then enter the post-test you have for the client.

I am trying to enter a post-test but am not 100% sure what initials and date of birth I used before. I have tried changing the initials and reversing the month and day for the date of birth to see how it might have been entered before but have had no success. How can I enter the data in this case?

FSII will search for any client who has had an intake form entered. It finds existing clients based on the initials and date of birth or age first entered. If you are 100% sure client data was entered, the initials and date of birth or age may have been entered incorrectly. Any errors in those fields means you will be unable to find the client's history when you search for them using the correct information. It is very important that the client's initials and date of birth or age are entered the same way each time you enter forms into FSII. You should keep this information on your client file and on your data entry tracking sheet.

If you can't find what you used before, please e-mail FCSS.Indicators@calgary.ca. You will be asked to provide basic demographic information for a client but not their initials as FSII does not contain that information. An Analyst will try to find the client in FSII and deactivate the record so you can enter the client's intake, pretests, and post-tests again.

Back to Top

ENTERING DATA IN FSII: CLIENT DISCONTINUED FORMS

When do I submit a client discontinued form?

If you realized you made an error while entering the intake form or pre-tests, you should discontinue the client immediately. Then you can then enter the correct data—but the correct information has to be entered at least one day after the discontinued date (or the discontinued date has to be at least one day before the new intake and pre-test date).

When no error has been made with data entry, the protocol for using the client discontinued form is unique to each program. The general rule is to enter a client discontinued form when you close a file, discharge a client, or when a program ends, and the client is not expected to return to the same program in the near future. The discontinued form "resets" the pre-test/post-test cycle. Therefore, a client who has been discontinued will need a new intake form entered into FSII if they return to the program at a later date. In that case, the survey entered with the intake form will be considered a pre-test for data analysis purposes. If you are uncertain about how to use the client discontinued form for your program's clients, please ask your program manager. If they are unsure, have them contact their FCSS Calgary Partnership Specialist.

I have discovered an intake and pre-tests that were submitted under the wrong program. Should I enter the post-test under that program too or resubmit the intake, pre-tests, and post-tests under the right program?

First, discontinue the client from the wrong program. Then enter the intake, pre-tests, and post-tests in the right program.

If I discontinue a client, can I back date the intake form and pre-test?

No. The correct information has to be entered at least one day after the discontinued date (or the discontinued date has to be at least one day before the new intake and pre-test date).

Since I can't back date the intake form and pre-test after a client is discontinued due to data entry errors, I am worried I will have fewer matched pairs. How can I still show the exact number of clients we had within reporting period?

This is relevant if the client was registered during the reporting period. If a client is discontinued because of data entry errors, you will have one less "matched pre-test/post-test pair" for data analysis purposes. In this case, please e-mail FCSS.Indicators@calgary.ca. You will be asked to provide basic demographic information for a client but not their initials as FSII does not contain that information. An Analyst will try to find the client in FSII and deactivate the record so you can enter the client's intake, pretests, and post-tests again.

If a program has a break of one or two months (during the summer for instance), should I discontinue the client?

No, as long as this is a temporary break, and your clients are expected to come back once the program starts up again. However, it is best to do a post-test with all your clients before the break starts. That way, if some of the clients don't come back to the program, you still have pre-test and post-test information that can be used for data analysis.

Who do I contact for help with FSII data entry?

If you need any assistance with FSII data entry, please e-mail FCSS.Indicators@calgary.ca.

Back to Top

Analytic and Technical Questions

Why does the FSII Client Forms Entered page show fewer clients than we have in our program?

FSII shows you counts of clients registered and forms submitted based on data submission dates—not on registration dates. For instance, if you use 1 January 2024 as start date and 30 March 2025 as an end date, the system will show the number of client forms you have entered during this period. You may have more registrations during that period but only the forms entered into FSII during that date range will be shown. This is another reason it is important to stay up-to-date with data entry and make sure all data collected in any one month is entered into FSII by the 15th of the following month—throughout the year.

Why does the FSII Client Forms Entered page show a higher client count than we had during the reporting period?

This happens if clients' post-tests were entered into FSII during the reporting period, after they were no longer in the program. This is because it's the data entry date that is used for counting. FSII counts clients if they have post-tests submitted during the date range of the reporting period. This is done so you can keep track of how many forms you entered during a reporting period.

Can we see the data that we have entered into FSII?

Yes. Please e-mail FCSS.Indicators@calgary.ca to request an extract of your data. This will be raw data only and no analysis will be provided.

Back to Top

FCSS Reports

What is the difference between a Program Activity Report, a Program Impact Report, and a Collective Impact Report?

Program Activity Reports (PARs) are run quarterly to show how many clients were registered and the number of forms entered by each program using FSII. PARs show client counts to enable effective compliance monitoring by FCSS Calgary Partnership Specialists.

Program Impact Reports provide statistical analysis of the changes your clients report between their pre-tests and post-tests, as well as basic demographic information about your clients that is drawn from their intake forms. These reports are used to evaluate the impact your program had on the clients you serve. They are produced semi-annually and annually for all programs using FSII. Your FCSS Calgary Partnership Specialist uses these reports to identify possible issues and discuss continuous quality improvement options with your program manager.

Collective Impact Reports are generated annually to show the combined impact for each survey used in FSII (e.g., Survey 4, Survey 17, Survey 24 and so on). All programs using a survey have their data pooled to show the overall impact of FCSS-funded programs.

What if I can't get my data entered by the 15th of the following month?

Programs are expected to have entered all data collected in any month by the 15th of the following month.

Having a data entry deadline helps programs keep on top of their data entry, especially when they have many clients. This lets FCSS Calgary Partnership Specialists monitor data entry and provide feedback to program managers when concerns arise. The City of Calgary produces quarterly Program Activity Reports to show data entry for time periods that align with the operating cycles used by many programs. If you do not enter all your client data on time, your Program Activity Report will show lower client numbers than you actually served.

The City of Calgary also generates outcome reports to evaluate program effectiveness, which show the statistical difference between pre-test and post-test results for your clients. Program Impact Reports for each program are generated twice a year, in July and January. These reports show the results for each program. Collective Impact Reports are generated once a year, in January. These reports show the results for all programs that use the same FSII survey. The data is 'pulled' from FSII on the 16th of the month those reports are produced.

If you have not entered your data on time, your client numbers will be lower than they should be. If this happens at our year-end, which is December 31, it will negatively affect the annual Collective Impact Reports for the surveys your program uses. It will also have a negative effect on your annual Program Impact Results—and the numbers may be too low to even analyze the impact your program is having on any of the clients you serve.

Why there is such an emphasis on having 25 matched pre-test/post-test pairs?

We use statistical tests to measure the impact of program participation on your clients so we have to follow statistical rules for data analysis. Program participation in FSII is equivalent to sample size. Data have to be suppressed (i.e., not reported) for all survey questions with fewer than 25 matched pre-test/post-test pairs. In general, the higher the number of matched pairs on any questions with valid data in them (i.e., not blank responses), the lower the chance of error. This means there is a higher probability that the results are statistically significant. Conversely, fewer matched pairs means that error is increased and the chance that results are statistically significant is lowered.

A general misconception is that to reach 25 or more matched pairs, program staff can submit blank post-tests. This is not the case. With blank pre-tests or post-test, you will still have fewer than 25 valid responses because blank questions cannot be used for statistical analysis. Every program using FSII should have more than 25 clients who complete the program each year and have 25 or more valid matched pairs entered into FSII.

What is a "valid response"? Why is there so much discrepancy between the number of matched pre-test/post-test pairs and the number of valid responses?

Responses can only be analyzed where there are data for both the pre-test and the post-test. The responses analyzed are called "valid responses." All valid responses have matched pre-test/post-test pairs for that question—and both the pre-test and post-test have data in them, meaning that neither response is blank. If one or more questions on a survey are left blank, they cannot be counted as valid responses. Therefore, the number of valid responses for any question may be less than the number of total matched pairs for the question because some responses may have been left blank on the pre-test, the post-test, or both.

I have 30 clients who answered both pre-tests and post-tests. The Program Activity Report also shows 30 matched pairs. Despite having 30 matched pairs shown on the Program Impact Report, the z-scores and p-values are suppressed. The note below the table says there are less than 25 matched pairs. Why is there a discrepancy between the PAR, the first table, and the statistical results?

If you have 30 clients with pre-tests and post-tests entered into FSII, the Program Activity Report and the first table in the Program Impact Report will show that you have 30 matched pre-test/post-test pairs. The surveys will be "matched" and counted as a matched pair even if you submitted a blank pre-test, a blank post-test, or both for some clients.

If all your clients answered all the questions on the pre-tests and post-tests, there will be 30 valid matched pairs. However, often clients don't answer all of the questions. Since we compare the post-test score to the pre-test score, a "blank" response for any question would reduce the number of valid responses, meaning there would be fewer responses with data for the pre-test question and its "matched" post-test responses.

The table on the following page provides an example of how this works.

Examples of Matched Pairs and Valid Reponses

Client ID	Pre-Test Q3	Post-Test Q3	Valid Responses
001	1	2	Valid
002	2	3	Valid
003	2	2	Valid
004	**99**	4	**Invalid**
005	2	3	Valid
006	**99**	4	**Invalid**
007	2	5	Valid
008	1	2	Valid
009	2	2	Valid
010	2	1	Valid
011	**99**	**99**	**Invalid**
012	2	2	Valid
013	1	2	Valid
014	2	3	Valid
015	4	**99**	**Invalid**
016	2	5	Valid
017	2	2	Valid
018	**99**	3	**Invalid**
019	3	5	Valid
020	**99**	3	**Invalid**
021	2	1	Valid
022	4	5	Valid
023	2	**99**	**Invalid**
024	**99**	**99**	**Invalid**
025	1	4	Valid

In the table to the left, there are 25 "matched pairs" in the survey results for question 3, meaning 25 clients had pre-test and post-test suveys entered into FSII. However, the "99" codes are blank responses to question 3. When data is missing from either the pre-test or post-test, the results cannot be compared, and the response is invalid. Therefore, there are only 17 valid matched pairs.

Back to Top

If Your Question Is Not Answered in the FAQs

If your questions are not addressed in the FAQs, please e-mail FCSS.Indicators@calgary.ca.