



# **FCSS SOCIAL INCLUSION INDICATORS (FSII) FREQUENTLY ASKED QUESTIONS (FAQS)**

**Revised for FSII v3 – 2016 Feb 29**

# CONTENTS

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

<b>FSII FOIP STATEMENT .....</b>	<b>1</b>
<b>HOW FSII DATA ARE USED .....</b>	<b>1</b>
<b>IF YOUR QUESTION IS NOT ANSWERED IN THE FAQs .....</b>	<b>1</b>
<b>GENERAL FSII DATA COLLECTION QUESTIONS .....</b>	<b>2</b>
What is FSII? .....	2
Who should complete the questionnaires (intakes, pre-tests, and post-tests)?.....	2
Why do you want pre-tests and post-tests for clients? What are “matched pairs”?.....	2
What is a Theory of Change?.....	2
What is the intention of the “vulnerable population” definitions? How does this impact FCSS funding, programming, and reporting expectations? .....	2
Why are there no questions for children younger than those in Grade 4? .....	3
What are the reporting requirements for programs that are only partially funded by FCSS Calgary? .....	3
How you do ensure the identity of clients remains anonymous? .....	3
If a program has only one or two contacts with a client, would this warrant an intake, pre-test, and post-test? .....	3
Can agency staff add questions in addition to those required by FCSS that are in FSII (e.g., about a client’s experience in the program)? .....	3
When selecting survey questions for a program, do we need to use the entire set of questions in a survey or could we choose just one or two survey questions? .....	3
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? .....	4
Why does my program use only a few indicator surveys instead of all that might relate to my program? .....	4
How long should we keep old surveys? When should old surveys be discarded? .....	4
Who do I call if I have questions about the surveys or my data collection plans? .....	4
Who do I contact for help with FSII data entry? .....	4
What is the difference between registration date, test date, and data submission date? .....	5

**SIGNING UP FOR AND ACCESSING FSII..... 6**

How do I access FSII? ..... 6

I can't remember my password. How do I get it reset? ..... 6

I have to change my temporary password but am having trouble doing that. What am I doing wrong?..... 6

Do I have to use Internet Explorer? ..... 6

**SUBMITTING FORMS – GENERAL INFORMATION ..... 6**

What do I do if information is missing from the intake, pre-tests, or post-tests?..... 6

My program is not on the drop-down list for my agency. What do I do? ..... 6

My program name has changed. How should I submit the data? ..... 7

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? ..... 7

How do I know if my survey went through and is in FSII?..... 7

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? ..... 7

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?..... 7

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? ..... 7

What happens if I only have a client's age? Can I leave 'date of birth' empty? ..... 8

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?..... 8

I have clients who have completed our counselling program and are ready to enroll in our outreach program. What should I do? ..... 8

Some of the questions in FSII have changed but I have some old surveys to enter. How do I enter them?..... 9

Why do I have to enter an intake and pre-test together?..... 9

I can only see certain surveys for my program. Why can't I see the rest of them?..... 9

How do I engage clients to complete FSII questionnaires without making them feel burdened? 9

What if I can't get my data entered by the 15th of the following month? .....10

**INTAKE FORMS .....10**

How do I enter or change the registration and the test date on the intake, pre-test, and post-test forms?.....10

When should I submit an intake form for my client? .....10

Do I submit an updated intake form to report changes to a client’s demographic information (e.g., marital status, neighbourhood, etc.)? .....11

If a client has lived in Canada for less than one year, how do I enter that? .....11

We are about to do the annual registration for our program. Do I re-enter intake forms for all of our clients? .....11

How do I enter the Client ID for twins? .....11

How do I fill out the “Grade in School” question?.....11

What does “Indigenous / Aboriginal Identity” mean? .....12

I find the “Indigenous / Aboriginal Identity” question difficult to answer. If my clients do not identify as Indigenous / Aboriginal, how do I answer this question? .....12

My clients do not know what neighbourhood they live in. What to I do? .....12

What does “Population Group” mean? .....12

What is a “visible minority”? .....12

Why does FCSS Calgary want to know the racial background or country of origin of my clients? .....12

Why is FCSS Calgary asking about the “activity limitations” of my clients? .....13

How do I fill out the “Ages of children in household” question?.....13

**POST-TEST FORMS .....13**

Some programs run for years. How often do I fill in post-tests?.....13

I need to put in a post-test but the form does not unlock on the data entry page. What is happening? .....13

What happens if you entered a blank post-test into FSII but now have another post-test for that client with data in it?.....13

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? .....14

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? .....14

**CLIENT DISCONTINUED FORMS .....14**

When do I submit a client discontinued form? .....14

If I discontinue a client, can I back date the intake form and pre-test?.....15

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?.....15

If a program has a break of one or two months (during the summer for instance), should I discontinue the client?.....15

**ANALYTIC AND TECHNICAL QUESTIONS .....15**

Can we see the data that we have entered into FSII? .....15

I enter data into my own database. Is there any way to connect to FSII to save doing data entry twice? .....15

What is the difference between a Program Activity Report, a Program Impact (Horizontal) Report, and a Collective Impact (Vertical) Report?.....16

Why does FSII show fewer clients than we have in our program?.....16

Why there is such an emphasis on having 25 matched pre-test/post-test pairs?.....16

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? .....17

Why does your report show a higher client count than we had during the reporting period? .....17

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 Horizontal 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? .....17

Examples of Matched Pairs and Valid Reponses .....18

How can I provide ongoing feedback about how the data collection process is working for my program (e.g., identifying challenges and solutions)?.....18

**APPENDIX A. THEORY OF CHANGE – DETAILED INFORMATION.....19**

## **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 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.

## **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 impact of participation in programs aimed at increasing social inclusion.

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 electronically, 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 findings 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 agencies using FSII to understand the collective impact of prevention programs for all agencies in Calgary using the same indicator survey. They also help each program using FSII assess their own contribution to the collective results. By tracking the measurable results of participation in prevention programs, The City and agencies can improve their programs on an ongoing basis in order 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 403-268-5151 or at [FCSS@calgary.ca](mailto:FCSS@calgary.ca) and a Social Planner will respond.

## **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](mailto:FCSS.Indicators@calgary.ca).

## GENERAL FSII DATA COLLECTION QUESTIONS

### 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.

### Who should complete the questionnaires (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).

### Why do you want pre-tests and post-tests for clients? What are “matched pairs”?

In order to evaluate the program (as described in the Theory of Change), FSII links a client’s pre-test with the latest post-test for that client. 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 compare the results before and after program participation. This means you can’t measure the impact your program had on the client.

### What is a Theory of Change?

A Theory of Change is the cornerstone of FCSS Calgary’s contract with an agency for delivering a specific program. For each program that is funded, FCSS requires a one-page Theory of Change (TOC) submitted on a TOC Template. The template includes the full legal name of the agency; the program name; the need for the program to serve a particular population; the long-term goal the program aims to achieve; the strategy being used to achieve the program goal; the rationale for using that strategy (citing best or promising practice research); the indicator surveys that will be used to measure program effectiveness; and footnotes for all references cited. More detailed information about Theories of Change is provided in [Appendix A](#).

### What is the intention of the “vulnerable population” definitions? How does this impact FCSS funding, programming, and reporting expectations?

FCSS Calgary’s two funding priorities are Increasing Social Inclusion among vulnerable populations and Strengthening Neighbourhoods. 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 Theory of Change.

## **Why are there no questions 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.

## **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.

## **How do you 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 agencies.

## **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 that has a Theory of Change.

## **Can agency 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. However, those extra questions cannot be added to FSII and will not be included in FSII analysis or FCSS Calgary reporting. Additional questions would be for your program staff only.

## **When selecting survey questions for a program, do we need to use the entire set of questions in a survey or could we choose just one or two survey questions?**

You have to use the whole set of questions in a survey, no exceptions, and with no changes to the questions or answers. 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.



## **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?**

We really do want to have all (100%) of your clients complete pre-tests and post-tests. The number of pre-tests and post-tests entered into FSII creates your annual program participant statistics. If client surveys are not entered into FSII, they don't count towards your annual totals.

- The timing for completing post-tests depends on individual program cycles, as outlined in the program's Theory of Change.
- For programs with large numbers of clients, especially those with membership-based drop-in programs, the surveys you use should be added to the annual registration form so you can at least get an annual measure of change among program participants.
- For continuous entry (year-round) programs, a pre-test can be administered early on. Post-tests can be completed at regular intervals during the year (e.g., every four or six months) and again when the client is discharged from or completes 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 and their FCSS Calgary Social Planner (with input from FSII research staff). The surveys chosen are the "best fit" to measure the results of each program's strategy as described in the program's Theory of Change. The results contribute to the collective impact achieved by all FCSS-funded programs using the same surveys. The impact of the individual program is analyzed using the program impact (horizontal) reports.

## **How long should we keep old surveys? When should old surveys be discarded?**

It depends on the "file management and archiving policy" of your agency. We suggest you keep all surveys at least until all of 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 of the participants in ongoing programs with annual registration.

## **Who do I call if I have questions about the surveys or my data collection plans?**

If you are uncertain about which indicators surveys you should be using, refer to the program's Theory of Change. 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 Social Planner.

## **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](mailto:FCSS.Indicators@calgary.ca).

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

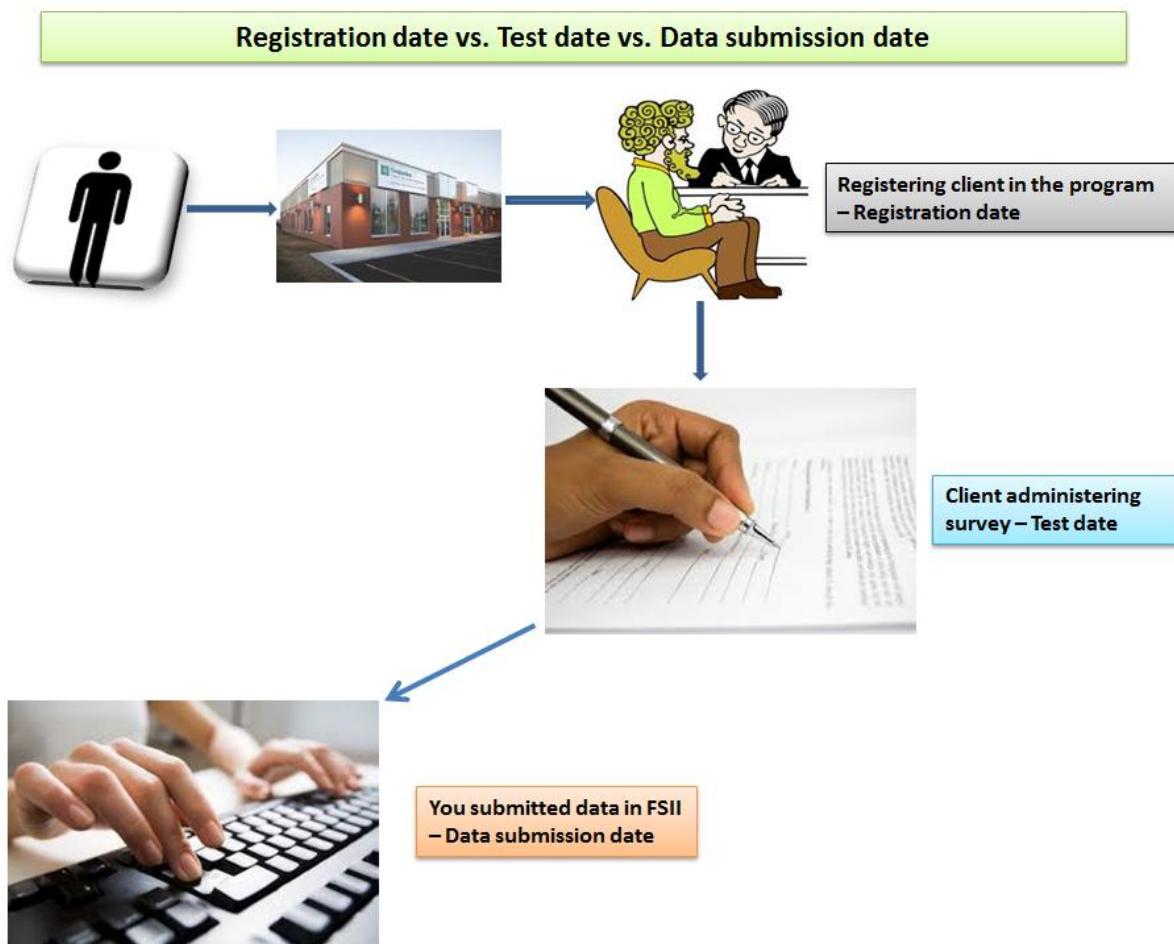
The registration date is the day a client enrolls in your program or the day you start providing services to a client.

The test date is the day you administer the pre-test or post-test surveys. In some cases, the registration date and pre-test survey date may be the same—if you administer the pre-test on the day of registration. However, it is often better to administer the pre-test once you have established sufficient rapport with the client. This means that early on 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.



[Back to Top](#)

## SIGNING UP FOR AND ACCESSING FSII

### How do I access FSII?

The link to FSII is <https://fsii.calgary.ca>.

### 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 have at least eight (8) characters and include at least one letter, one number, and one special character (such as \$, %, !, or #).

### 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 previous question about resetting a password. 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 #).

### Do I have to use Internet Explorer?

Internet Explorer is the most reliable browser to use with FSII. However, FSII will also work with other browsers such as Google Chrome, Mozilla Firefox, Safari, or Opera.

[Back to Top](#)

## SUBMITTING FORMS – GENERAL INFORMATION

### 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.

### My program is not on the drop-down list for my agency. 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 Social Planner to determine why it is not shown in FSII on the drop-down list for your agency.

### **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 Social Planner.

### **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.

### **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.

### **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 new any 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.

### **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.

### **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.

## 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.

## 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.

## **Some of the questions in FSII have changed but I have some old surveys to enter. How do I enter them?**

The wording in some survey questions or answers in FSII might have been changed slightly when FSII was updated but the meaning has not. For example, if the client answered “no” on the old survey, yet they answered “false” in the new one, enter the new answer in the same spot as it was on the old survey. The ‘old’ and ‘new’ answers are linked in FSII. You can download the latest version of the FSII “All Surveys” file from the “Agency Resources” page of the FCSS Calgary website at [www.calgary.ca/fcss](http://www.calgary.ca/fcss).

## **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 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 or, preferably, once you have built sufficient rapport with them to ask them to “think back to before they started the program” when completing pre-tests. 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 approved for use and listed in the program’s Theory of Change. 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 Social Planner to confirm which surveys are to be used.

## **How do I engage clients to complete FSII questionnaires 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:

- 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.

## 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. If you enter data after the 15th of the month, it will be stored in FSII but will not be reflected on any reports produced the 16th of that month.

Having a data entry deadline helps programs keep on top of their data entry, especially when they have many clients. The City of Calgary generates Program Activity Reports from FSII on the 16th of every month. This lets FCSS Calgary Social Planners monitor data entry and provide feedback to program managers when concerns arise. The City also produces quarterly Program Activity Reports to show data entry for time periods that align with the operating cycles used by many programs. If you fail to enter all of your client data on time, your Program Activity Report will show lower client numbers than you actually served.

The City 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 (Horizontal) Reports for each program are generated one to four times a year, depending on the operating cycle described in a program's Theory of Change. Once a year, Annual Collective Impact (Vertical) Reports are generated for each survey used in FSII. 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 June 30, it will negatively affect the Annual Collective Impact (Vertical) 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. This shows how poor data entry practices can have implications for your FCSS funding contract.

[Back to Top](#)

## INTAKE FORMS

### 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 indicator surveys. Alternatively, you can type the date following the format: MM/DD/YYYY.

### When should I submit an intake form for my client?

Submit an intake form every time you open a client file or register a client for a program. Do not submit 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 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.

## **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.

## **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.)

## **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.

## **How do I enter the Client ID for twins?**

If your client has a twin, 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 agencies.

## **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.



## **What does “Indigenous / Aboriginal Identity” mean?**

Indigenous / Aboriginal people 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 people 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, non-status, or if they have Bill C-31 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.

## **I find the “Indigenous / Aboriginal Identity” question difficult to answer. If my clients do not identify as Indigenous / Aboriginal, how do I answer this question?**

This question is applicable to all clients. If your client does not identify as Aboriginal, 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.

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

The following website provides the neighbourhood name based on your client’s home address:

<http://www.calgary.ca/ layouts/cocis/calgarymap/calgarymap.aspx?lon=-5598&lat=5656528&zoom=2&sideBar=3#>

## **What does “Population Group” mean?**

Population Group is meant to address 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., Caucasian, Aboriginal, African/Caribbean, Chinese, Filipino, South Asian, Southeast Asian, West Asian, and so on). This question is not about nationality or ethnicity; therefore writing in answers such as Asian is not appropriate. It is important for agencies 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—regardless of their diverse backgrounds.

## **What is a “visible minority”?**

A visible minority person is defined as “persons, other than Aboriginal Peoples, who are non-Caucasian in race or non-white in colour.” This is the 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—regardless of their diverse backgrounds.

## **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—and which are not—regardless of their diverse backgrounds.

## **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.)

[Back to Top](#)

## **POST-TEST FORMS**

### **Some programs run for years. How often do I fill in post-tests?**

For programs with ongoing enrollment or registration, it is important to complete a post-test for your clients at least once a year. Otherwise, there will not be any collective impact results from your program to include in FCSS Calgary's annual reporting to Council and the community. Nor will there be any program impact data for your FCSS-funded program.

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 uncertain when post-tests are to be done for your program, ask your program manager. If they are unsure, have them check with their FCSS Calgary Social Planner.

### **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.

### **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](mailto: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](#)

## **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 Social Planner.

### **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](mailto: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.

[Back to Top](#)

## **ANALYTIC AND TECHNICAL QUESTIONS**

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

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

### **I enter data into my own database. Is there any way to connect to FSII to save doing data entry twice?**

Programs with many clients (e.g., more than 200) can use automated data transfer or what we call “Batch Transfer.” This allows data from an agency's database to be transferred directly into FSII. Only agencies with their own Information Technology staff will be able to do this because computer programming will have to be done on the agency side to match the agency database entries to the FSII codebook. If you are interested in using Batch Transfer, please e-mail [FCSS.Indicators@calgary.ca](mailto:FCSS.Indicators@calgary.ca) and we will provide you with the requirements for using this service. Until Batch Transfer is set up for qualifying agencies, program staff will have to continue submitting all their data to FSII in the usual way.

## **What is the difference between a Program Activity Report, a Program Impact (Horizontal) Report, and a Collective Impact (Vertical) Report?**

Program Activity Reports (PARs) are run monthly and 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 Social Planners.

Program Impact or Horizontal 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 quarterly or semi-annually based on the program cycle described in your program's Theory of Change. They are also produced annually for all programs using FSII. Your FCSS Calgary Social Planner uses these reports to identify possible issues and discuss continuous quality improvement options with your program manager.

Collective Impact or Vertical Reports are generated annually to show the combined impact for each survey used in FSII (e.g., Survey 4, Survey 10, Survey 20, Survey 44, Survey 57, and so on). All programs using a survey have their data pooled to show the overall impact of FCSS-funded programs. Collective impact "data groups" are now meeting with FCSS Calgary Social Planners to review collective outcomes for various surveys and to compare them to their own program impact results. Agencies are learning from each other about how to approach data collection and data entry, and how to improve program delivery for their shared long-term goals.

## **Why does FSII 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 2014 as start date and 30 March 2014 as an end date, the system will show the number of client forms you have entered during this period. You may have way 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 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 data in them, 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.

**Why does your report show a higher client count than we had during the reporting period?**

This happens if clients were registered before the reporting period but their post-tests were entered into FSII during the reporting period. Even if they were no longer in the program, 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 we can compare the latest post-test to the client's pre-test, no matter how long ago the pre-test was completed and entered into FSII. Therefore, if a client did a pre-test a year or more ago but recently completed a post-test that you entered into FSII during the reporting period, your records would show fewer registered clients than FSII would.

**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 Horizontal 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 (Horizontal) 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.

Theoretically, there should be 30 valid responses (valid pairs)—if all your clients answered all the questions on the pre-tests and post-tests. However, it is often true that 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 and screenshot on the following page provide examples of how this works.

## Examples of Matched Pairs and Valid Responses

Pre-Test			Post-Test		
Q7	Q8	Q9	Q7	Q8	Q9
1	1	1	2	2	2
2	2	2	3	3	3
2	4	2	2	5	4
99	2	99	4	4	5
2	2	99	3	2	2
99	3	2	4	3	3
2	99	2	5	2	4
1	99	1	2	4	99
2	1	2	2	99	3
2	1	3	1	99	2
99	1	4	99	2	99
2	99	99	2	3	3
1	99	2	2	99	4
2	1	1	3	2	99
99	2	99	4	4	3
2	99	2	5	3	2
2	99	99	2	99	99
99	2	2	3	3	3
3	99	99	5	4	99
n=14	n=12	n=13	n=18	n=15	n=14

In the table to the left, all of the “99” codes are “blank” responses. By adding the number of blue cells in each column, you get the number of responses with data (the ‘n’ number). In the post-test columns, the **bold red numbers** show where the post-tests for a question have a different number of responses than do the “matched” pre-tests for the same question. For data analysis, the “valid responses” are the lowest number of matched pairs with data: Q7 has 14, Q 8 has 10, and Q9 has 10.

Survey No	034-Children-Grades 4-6 Self Esteem,.....				
Program Intake Forms Matched to Both Pre-Tests and Post-Tests for this Survey					
35					
#	Question Code	Valid Responses	Question Code	Valid Responses	
1	cest1	22	yest1	12	
2	cest2	18	yest2	11	
3	cest3	22	yest3	9	
4	cest4	19	yest4	15	
5	cest5	7	yest5	13	

There are 35 “matched pairs” in the survey results shown above, meaning 35 clients had pre-tests and post-tests entered into FSII. However, only 22 clients answered question cest1 in both their pre-test and post-test and only 12 clients answered question yest1 in both their pre-test and post-test.

### How can I provide ongoing feedback about how the data collection process is working for my program (e.g., identifying challenges and solutions)?

Your FCSS Calgary Social Planner will receive and respond to any feedback you provide.

[Back to Top](#)

## Appendix A. Theory of Change – Detailed Information

A Theory of Change is the cornerstone of FCSS Calgary's contract with an agency for delivering a specific program. For each program that is funded, FCSS requires a one-page Theory of Change (TOC) submitted on a TOC Template, which states the following:

**Full Legal Agency Name and Program Name:** These will be used for the FCSS contract and both the FSII and FIMs databases.

**Need:** Short paragraph with relevant statistical information about the population to be served. Use footnotes to cite the sources used (see below).

**Goal:** A sentence that clearly states the long-term outcomes the program is expecting to achieve (not the goals of the agency). Be brief and specific: To...

**Strategy:** List the specific strategies that will be used by the program to achieve the goal: who is the program aimed at (target audience), what will be done (program content), how it will be delivered, and when. Include information on frequency, duration, and program cycle (e.g., runs two hours per day three days per week in quarterly cycles; runs once a week for three hours from September to December and January to June).

- FCSS Social Planners need detailed information in order to choose Program Reporting Cycles so the Research Team can generate Program Impact (Horizontal) Reports (one to four times per year) and Program Activity Reports (monthly and quarterly). Note that agencies can generate their own Program Activity Reports in FSII at any time.
- The key factor in choosing Program Reporting Cycles is that, for each cycle chosen for Program Impact (Horizontal) Reports, there must be 25 matched pre-tests and post-tests in order to generate a report. Consider if the program be able to complete at least 25 post-tests with participants during each cycle (quarterly, twice a year, school year, or annually for programs with ongoing registration). Post-tests completed during each cycle will be attached to the pre-tests completed previously (in the current or previous cycles).

**Rationale:** Cite research that supports why the strategy being used is a best or promising practice for achieving the goal, preferably from sources in addition to the FCSS best practice Research Briefs. Refer to research cited in the FCSS Briefs for a deeper understanding of why to use a particular approach. Use footnotes to cite the sources used (see below).

**Indicators:** Identify which surveys will be used to measure the change sought in the goal. Refer to the actual survey questions to see if they make sense for the program and what it is trying to achieve with the strategy being used. Refer to the online **FSII v3 Surveys** to review the actual survey questions. See the "Agency Resources" page of the FCSS Calgary website at [www.calgary.ca/fcss](http://www.calgary.ca/fcss).

**Footnotes for References:** All references for research cited in the Needs and Rationale sections must be included as footnotes on the one-page TOC. The reference format to be used is shown in the file **Theory of Change Examples\_Sample Footnotes\_Indicators** available online. That document also provides actual examples of sections in a TOC, sample footnotes from various sources, and a list of indicator **survey numbers and names** that can be copied and pasted into the TOC Template available from your FCSS Social Planner.