



# First 5 Fresno County Persimmony Training Manual (Performance/Data Entry)

July 2011



# First 5 Fresno County Training Manual

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# I. Setting Up Persimmony

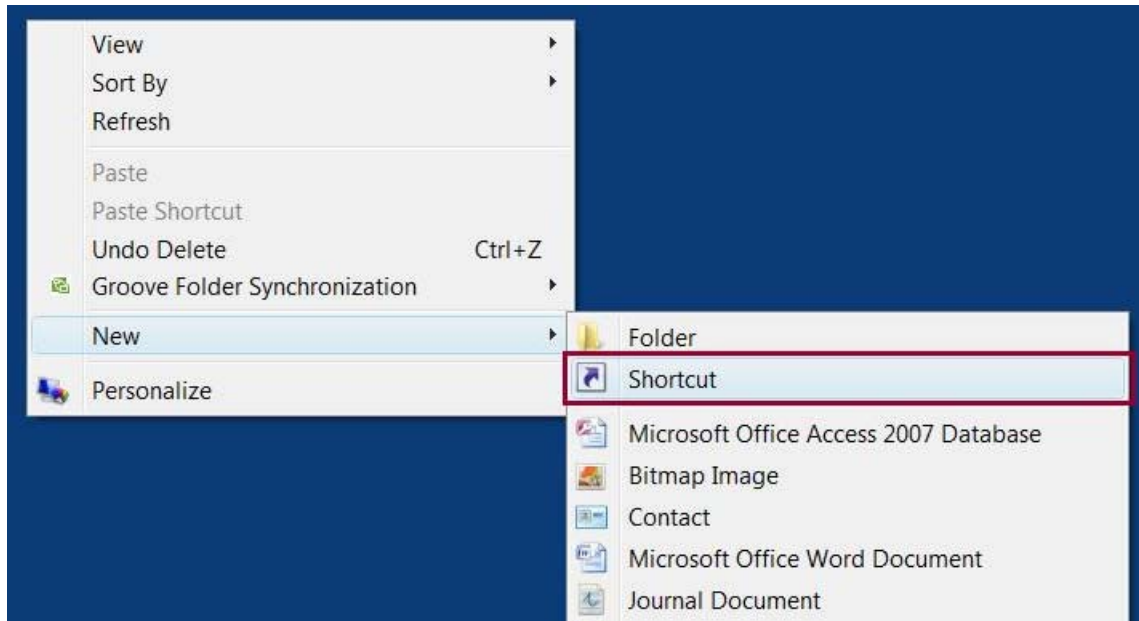


**\*\*Please be sure that before you commence data entry or a training via shadow session that you follow these steps.**

## Persimmony Shortcut Setup

### Steps:

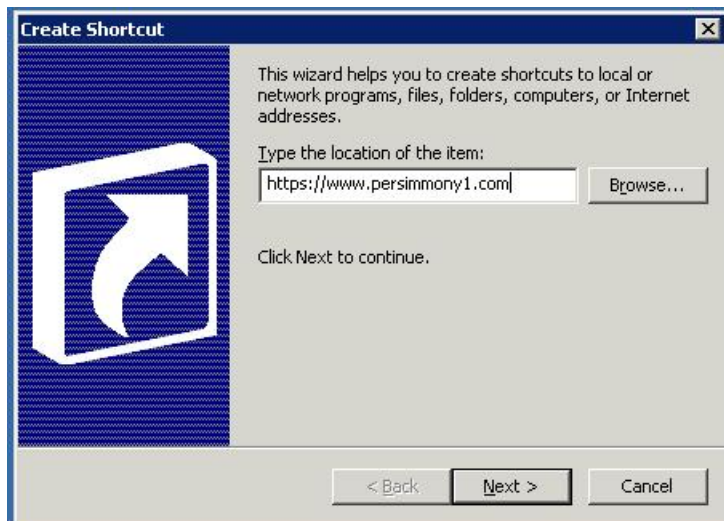
1. From the desktop, **right-mouse click on a blank area.**
2. A dialog box will appear. **Move the cursor over – New and left click on – Shortcut:**



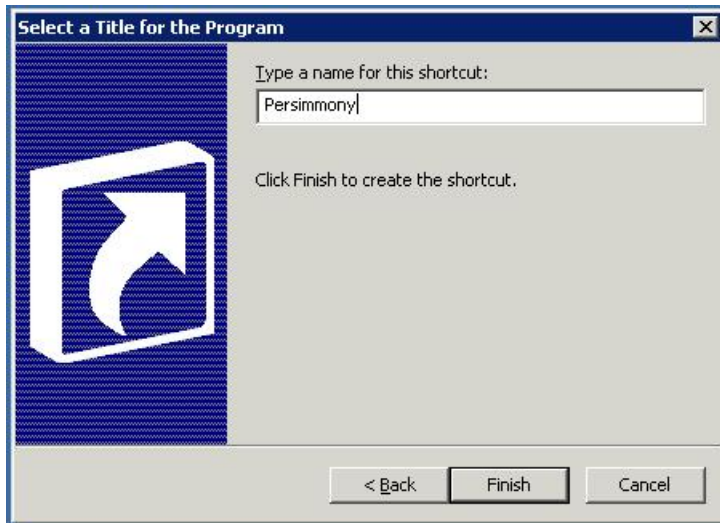
4. Type the URL for Persimmony in the box titled "Type the location of the item:" Hit Enter.

5. **Persimmony URL:** <https://www.persimmony1.com/>

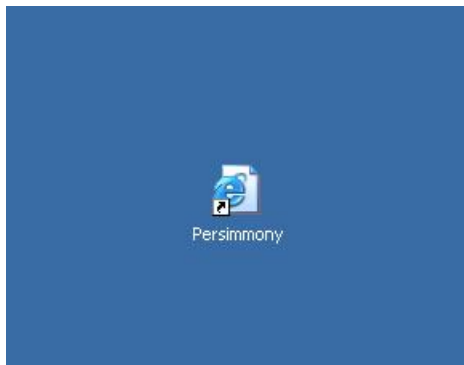
6. and click **Next** to continue.



7. Type a name for the shortcut "**Persimmony.**"



8. Click **Finish** and the new shortcut icon will appear on the desktop.

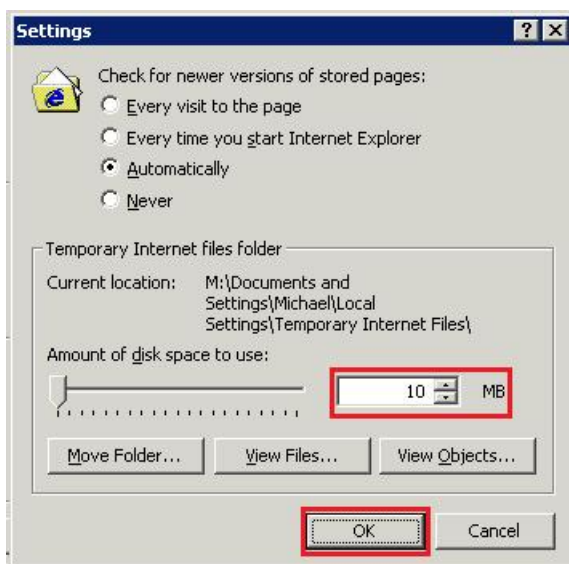


## Temporary Internet File Size

In order for the Persimmony software to run properly, please change the temporary internet files setting to 10MB.

### Steps:

1. Open Internet Explorer.
2. Click on **Tools – Internet Options**.
3. Click on **Settings** under the **Temporary Internet files**.



4. Change the file size to 10MB.

**You are now ready to go to the Persimmony site, logon and install the Citrix add on. Click on the Persimmony short cut you just created.**

## Citrix Client Install

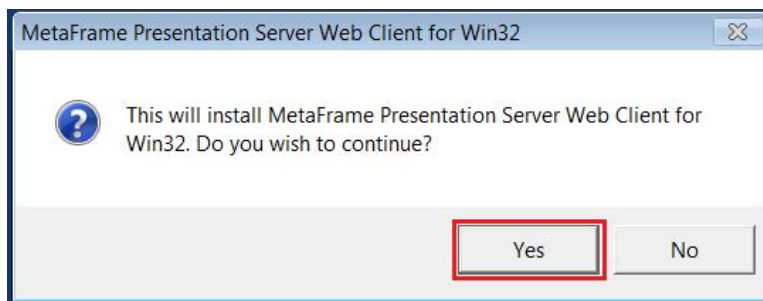
In order for the Persimmony software to run properly, Citrix must be installed. If the following error message appears, please load the Citrix add on as shown below:

### Steps:

1. Click on the MetaFrame **Presentation Server Client for 32-bit Windows** link.
2. The following box will appear; click on **Run**.



3. Click on **Yes**



4. Once the install is complete, close the browser and then click on the Persimmony shortcut located on the desktop to launch software.

## Persimmony Log In

### Steps:

1. To obtain access to Persimmony all users must request access from their Program Officer.
2. First time users are assigned a default password, which you are required to change after initial login and are also required to participate in a tutorial/training in order to obtain security access.
3. Click on the Persimmony icon located on the desktop.
4. Enter the assigned user name (not case sensitive) and password; (*YOUR USER NAME IS YOUR FIRST (SPACE) LAST NAME*).

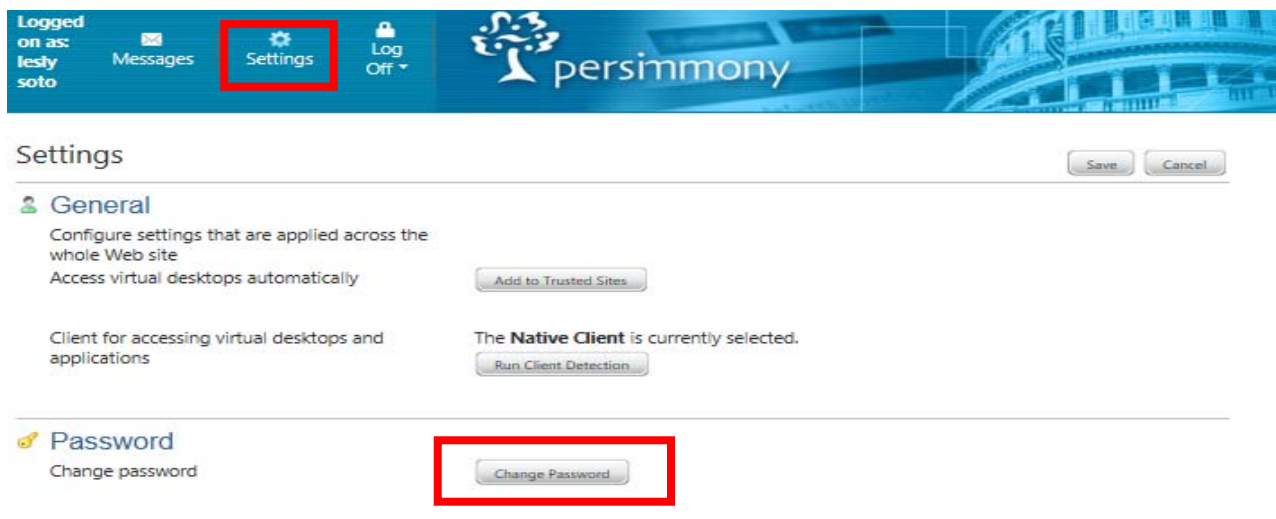


Congratulations! You are now logged into the First 5 Fresno County database!

## Changing the Password

### Steps:

1. Once you have logged in you will need to change your password. Select the **SETTINGS** icon and the following screen will appear. Scroll to the **PASSWORD** option and select the Change Password tab. Follow the instructions. Be sure to have the default PW (#12345aA\$\*) at hand as it will request you to enter it.



## Change Password

Minimum password length is 10 characters, including all three of

- upper and lower characters
- numbers
- signs, like @ # \$ %

Password can not contain First or Last name.

You may also use a pass phrase like:

My p@\$\$w0rd is super gr8. I'm so clever!

Old password:

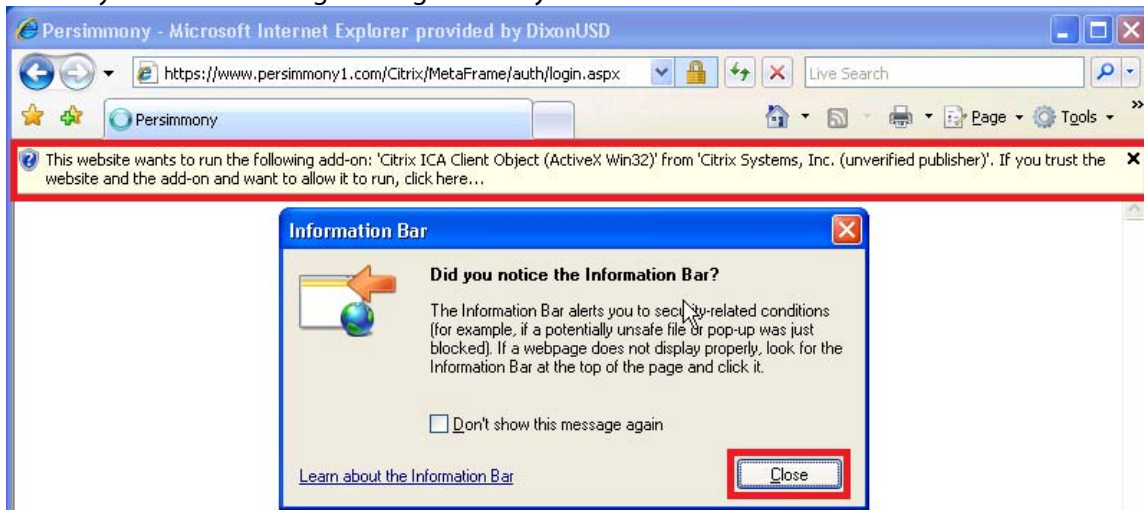
New password:

Confirm password:

**Please note:** You may change your password more than once, but it is not required. DO NOT share your password with ANYONE, not even your co-workers. If you forget your password contact Persimmony support for assistance.

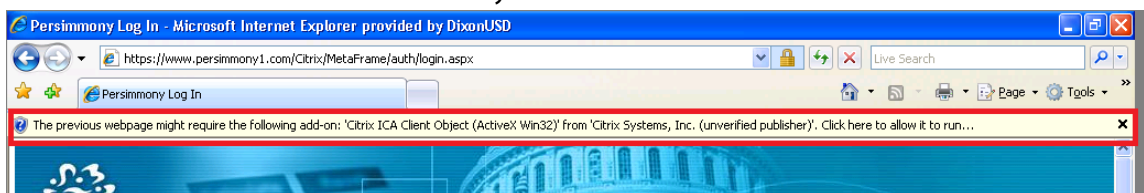
## Installing the Required ActiveX Control (Internet Explorer 7+ Only-this is the software that is required to run the database.)

You may see the following message on the yellow information bar:

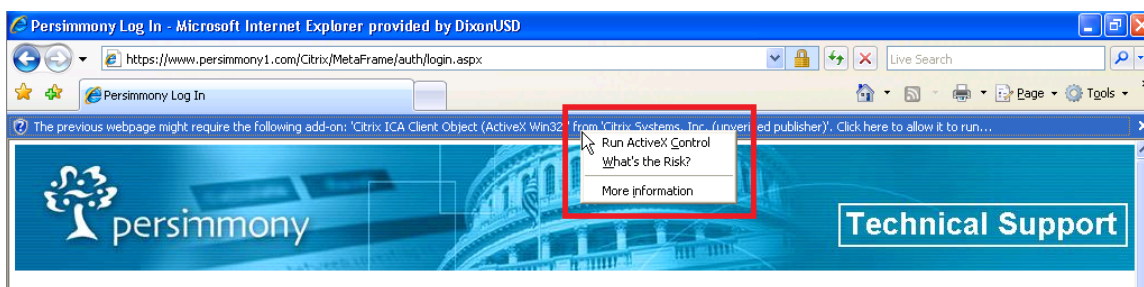


### Steps:

1. Click "**Close**" button then click on the yellow information bar.



2. Then select "**Run Active Control.**"



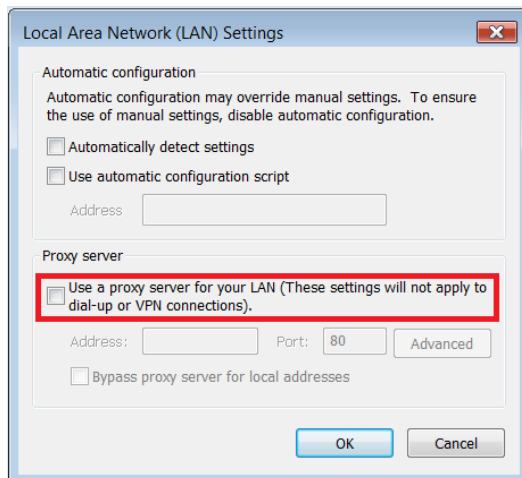
3. Click **“Run”** when prompted.



## Typical Connection Issues

The following identify common issues users encounter when trying to connect to Persimmony:

- **Cannot complete installation of Citrix client. File copy errors.** Installation requires Administrative rights to computer. Contact *your* local IT for support.
- **Cannot connect to the Citrix server:** Most commonly this is caused by the Norton Firewall/Internet security. Try to disable it to see if that is the problem. Call *your* local IT support to see if the local firewall is blocking Citrix traffic.
- **Cannot connect because of “Proxy Detection Failure” or other “Proxy” errors.** In Internet Explorer, click on Tools, then Internet Options, Connections, LAN Settings. Uncheck “Proxy Server.”



- **Cannot see whole application screen:** Please set screen resolution to 1024x768 or higher. If assistance is required please contact *your* local IT for support. Restart the application.
- **Cannot select another printer:** You can print only to the default printer. Set the printer that you want to use as a default printer and then restart the application. If assistance is required please contact *your* local IT for support.

## II. Using Persimmony



**\*\*When using Persimmony ALWAYS remember to EXIT each module/screen as opposed to "Xing" out as is customary when using or surfing the web.**

## Main Core Client Screen

This is the first screen you will see when you open Persimmony. Any clients entered by your program will appear here. If your user account has access to multiple programs, the clients from those programs will also be displayed.

The screenshot shows the Persimmony interface. At the top left is the Persimmony logo. Below it are search fields for First Name, Last, and Client #. To the right are Find and Undo Find buttons. Below the search fields is a table with columns: Client #, Name, DOB, Phone, Relationship, and Program. To the right of the table are tabs for Active, Exited, and Both. Below the table is a large yellow area with text explaining the search and tab functions. At the bottom left is a Default Program field. At the bottom right are buttons for Performance Goals, Group Services, Reports, and Exit. At the very bottom are Print and New Client buttons.

These fields allow for a quick search of clients by entering first, last name or Client ID# then clicking the FIND button to the right of the screen or hitting Enter on your keyboard.

These tabs sort the client information according to the tab name by clicking on the desired tab.

Selecting one of these tabs will allow you to only see the ACTIVE, EXITED or BOTH clients.

**PLEASE NOTE:** ALWAYS check to make sure that the **“Default Program:”** field is displaying the correct program **BEFORE** entering any data to avoid data entry errors.

## Entering New Clients

1. To enter a new client, click the “New Client” button on the bottom right hand corner of the client screen. When clicked, a new screen will appear with the following 5 fields: “First Name”, “Middle Name”, “Last Name”, “Date of Birth”, and “Gender.”

This close-up shows the bottom right corner of the client screen. It features a large red arrow pointing to the “New Client” button. To the right of the “New Client” button are buttons for Performance Goals, Group Services, Reports, and Exit. The “Print” button is also visible to the left of the “New Client” button.

**PLEASE NOTE:** When entering new clients always select the **BOTH** button mentioned previously to ensure that there is no duplication of clients.

First Name / Middle:

Last Name /

DOB / Gender:   Male  Female

Exit

2. To continue entering the client, "First Name", "Last Name", "Date of Birth", and "Gender" must be entered.

Family ID: 0

Client ID: 30763

Client ID	Name	DOR	Relationship

First Name / Middle: test

Last Name / Client

DOD / Gender: 07/01/2009  Male  Female

Enrollment Date:  0 year(s) 10 m

Consent From / Refused:   To:

Exited Program

Client type:

Relationship:

Ethnicity:

Language:

Home Phone:

Address, Apt # /

City / State / Zip:  CA

Case Manager /

Entered By: Lesly Soto 05/04/2010

Program / Local:  Download SF (-S)

Buttons: New Client, Link To Family, Add Family Member, Print, Delete, Restore, Exit

Assessment Section: Date, Assessment (0 of 0), Assessment By, New Assessment

Activity Section: Start Date, Activity (0 of 0), Program, Notes, New Activity

This date is the **FIRST** date of **SERVICE** and **DOES NOT** change once entered.

Consent is **NOT** required in order for client to receive services and can be entered at any time.

Checking off the **LOCAL** box makes a client a **NON-PARTICIPANT** of **FIRST 5** services.


3. Continue filling in the client information making sure to enter *accurate and up to date* address information. A description of each field can be found in the Appendix document.

## Tracking Children with Special Needs

The Special Needs field allows the user to track children with special needs in the client module. To track children with special needs, follow the steps below:

### Steps:

1. Click on the field labeled "Special Needs."
2. A drop down menu will appear with the following answers: "Yes and "No."
3. Select **the most appropriate** response for the client you are entering in Persimmony. For example, if the child has a special need the appropriate value for this field would be "Yes." If a child does not have a special need the most appropriate value for this field would be "No."



The screenshot shows a client form with the following fields:

- Exited Program:
- Special Needs: A dropdown menu with "Yes" selected. This field is highlighted with a red box and a red arrow points to it from above.
- Client type: 3-5
- Family Relationship: 01. Daughter
- Ethnicity: 05. Hmong
- Language: 03. Hmong
- Home Phone / : (559) 241-6515

**Please note:** The Special Needs field **will only come up for core clients that are 0 to 5 years old**. Programs will be **required to enter a response** for this field for every core client that is 0 to 5 years old.

First 5 Fresno County will use the First 5 California's definition of special needs for Persimmony tracking purposes. First 5 California defines children with special needs as having one of the following:

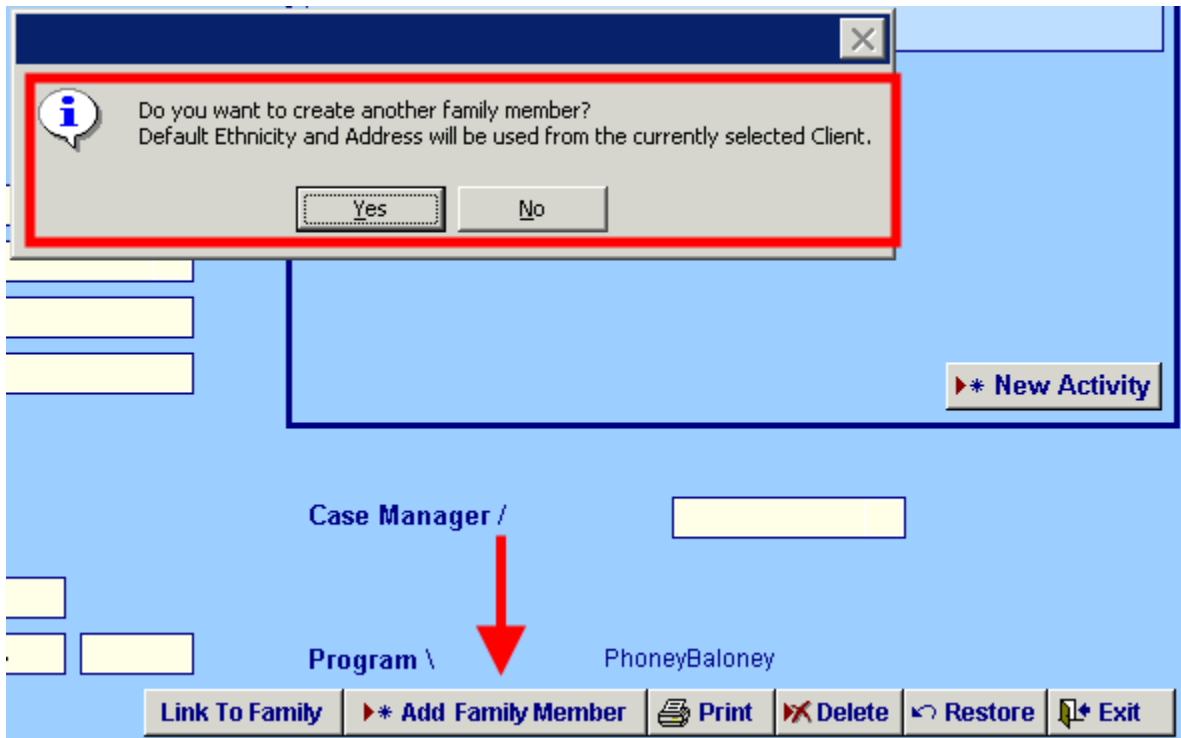
- Children with identified disability, health, or mental health conditions requiring early intervention, special education services, or other specialized services and supports; or
- Children without identified conditions, but requiring specialized services, supports, or monitoring.

Examples of children with special needs include:

- Children with IEPs
- Children with IFSP
- Children with Autism and Asthma

## Adding Family Members

To add a family member to the entered client, click the “Add Family Member” button. A pop-up will appear asking if you want to create a new family member. Clicking “Yes” will bring up a new client where a family member can be added.



All clients added using the “Add Family Member” button will appear in the upper left corner of the client screen.

Client ID	Name	DOB	Relationship
25461	Client, Test	07/01/2009	
25462	Client, Dad	07/01/1979	

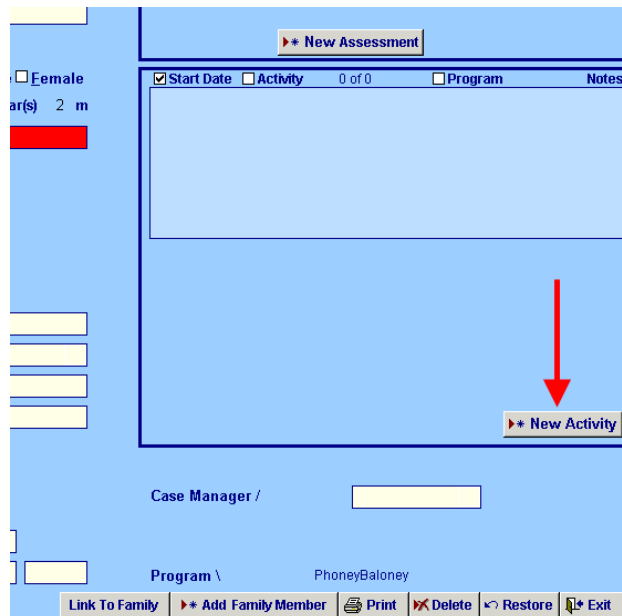
<b>Family ID</b> 7135	<b>First Name / Middle:</b>	Dad	
<b>Client ID</b> 25462	<b>Last Name /</b>	Client	
	<b>DOB / Gender:</b>	07/01/1979	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female
			30 year(s)

## Adding Services

Services can be added to new and pre-existing clients. These services have been set-up and predetermined by the SOW. Services are located to the right of the client demographic information.

### Steps:

1. Services are entered by clicking "New Activity."



2. Choose the service you would like to add from the drop down menu. If your account has access to multiple programs, you will also need to select the appropriate program that provided the service. Continue filling out the service information. *Please remember that Service Count and Duration change when multiple service counts are combined.*

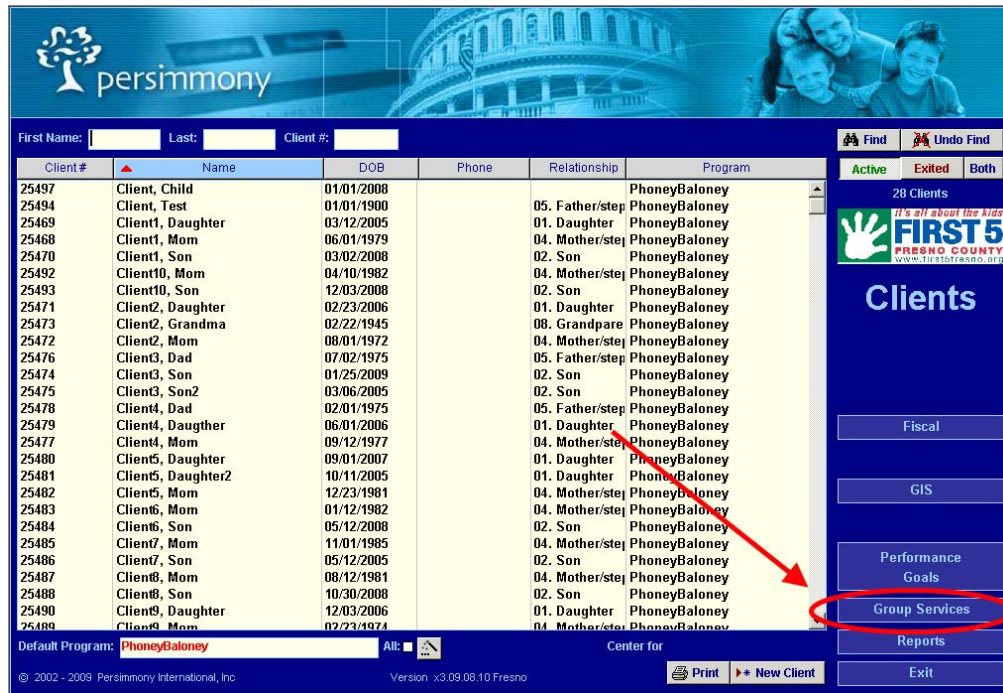
The screenshot shows a table of services with columns for Start Date, Activity, Program, and Notes. Below the table is a 'Program' dropdown menu set to 'One Happy Family'. Below that are input fields for 'Service / Count', 'Start / End Date', and 'Duration'. Annotations with arrows point to these fields:

- Red arrow:** This is the number of times the service was provided on the date entered. (Points to the 'Count' field, which contains '1').
- Pink arrow:** This is the service being selected from the drop down menu. (Points to the 'Service' field, which contains 'ASQ-SE (CHILD)').
- Green arrow:** This is the start and end date of the service being provided. (Points to the 'Start / End Date' fields, which contain '07/01/2010' and '07/01/2010').
- Orange arrow:** Duration is the amount of time taken to deliver the service being provided. PLEASE NOTE: Only one number after initial decimal is allowed; otherwise time entered will be rounded to nearest whole decimal or number. (Points to the 'Duration' field, which contains '1' and a 'Hours' dropdown).

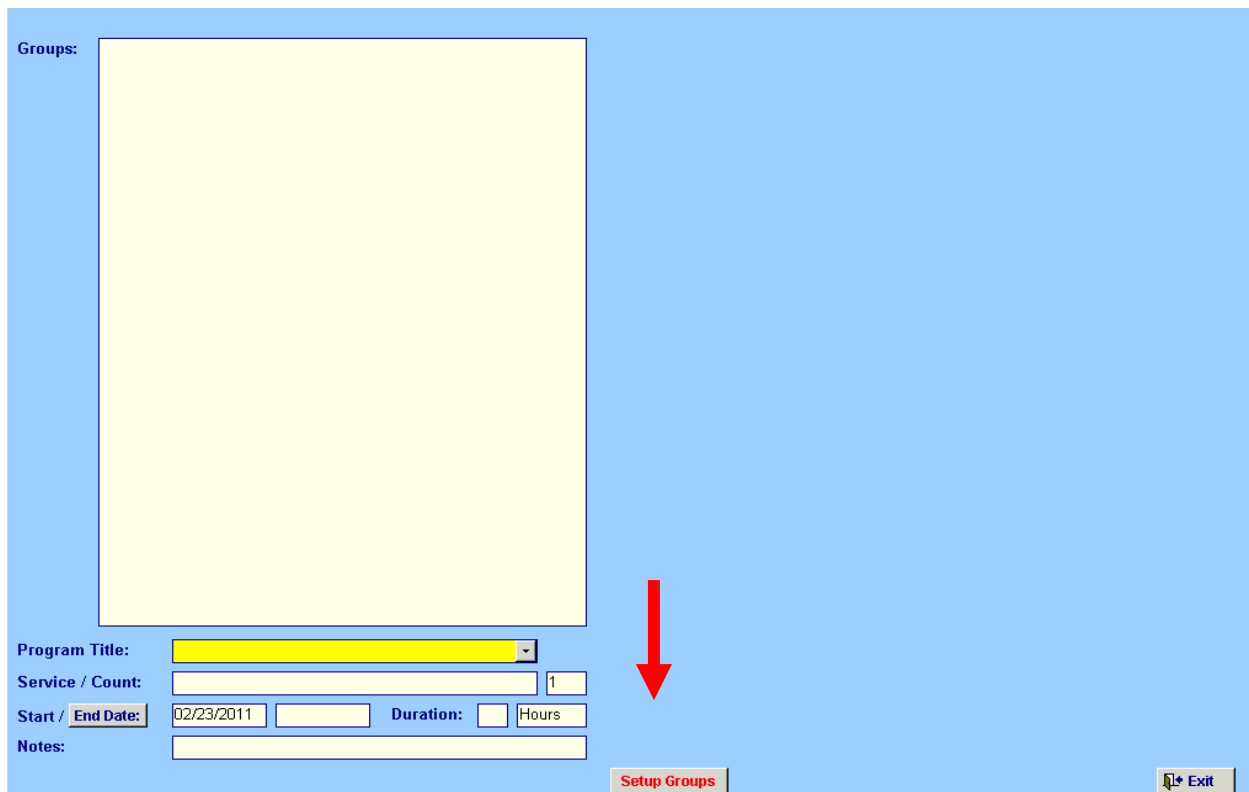
**Please note:** Each service name will specify the client that the service should be applied to in Persimmony. For example, if your program provides home visits, the service will read "Home Visit (PARENT)" indicating you should assign the home visit service to the parent. **IF service is not found DO NOT substitute with other service, instead contact Program Officer for instructions.**

## Group Services

The Group Services section can be used to enter services for a group of clients, rather than one at a time. This is especially useful for classes or workshops. Access the Group Services module from the main client window.



To create a new group, click on **Setup Group** in the center of the group services screen.



Creating a new group of clients can be accomplished with the following steps:

1. Click *New Group* on the bottom right of the group services page.
2. Enter a name for the group (e.g., Quarter 3 Workshops).
3. Double click on the clients you would like to add to the newly created group.
4. Each client selected will appear in the *Members* window on the left hand side of screen.

Program Title: **PhoneyBaloney** First Name: Last Name: Find

Sample Workshop  
 Sample Parent Class - Multiple Sessions  
 All Clients  
 classroom  
 New Group

Groups: Sample Workshop

Members 0 of 14

Client #	Name	Age	DOB	Phone	Relationship
25497	Client, Child	28	01/01/2008		
25494	Client, Test		01/01/1900		05. Father/step Fath
25469	Client1, Daughter		03/1 2/2005		01. Daughter
25468	Client1, Mom		06/01/1979		04. Mother/step Moth
25470	Client1, Son		03/02/2008		02. Son
25492	Client10, Mom		04/10/1982		04. Mother/step Moth
25493	Client10, Son		12/03/2008		02. Son
25471	Client2, Daughter		02/23/2006		01. Daughter
25473	Client2, Grandma		02/22/1945		08. Grandparent
25472	Client2, Mom		08/01/1972		04. Mother/step Moth
25476	Client3, Dad		07/02/1975		05. Father/step Fath
25474	Client3, Son		01/25/2009		02. Son
25475	Client3, Son2		03/06/2005		02. Son
25478	Client4, Dad		02/01/1975		05. Father/step Fath
25479	Client4, Daugther		06/01/2006		01. Daughter
25477	Client4, Mom		09/1 2/1977		04. Mother/step Moth
25480	Client5, Daughter		09/01/2007		01. Daughter
25481	Client5, Daughter2		10/1 1/2005		01. Daughter
25482	Client5, Mom		12/23/1981		04. Mother/step Moth
25483	Client6, Mom		01/1 2/1982		04. Mother/step Moth
25484	Client6, Son		05/1 2/2008		02. Son
25485	Client7, Mom		11/01/1985		04. Mother/step Moth
25486	Client7, Son		05/1 2/2005		02. Son
25487	Client8, Mom		08/1 2/1981		04. Mother/step Moth
25488	Client8, Son		10/30/2008		02. Son
25490	Client9, Daughter		12/03/2006		01. Daughter
25489	Client9, Mom		02/23/1974		04. Mother/step Moth
25491	Client9, Son		07/01/2008		02. Son

Remove from Group > Remove All > < Add All < Add Selected Client to Group >> New Group > Delete > Exit

When you are finished, click *Exit* to return to the main group services page. You should see the newly created group in the *Groups* frame. You can now add services to as many or as few clients from each group as you need with the following steps:

1. Choose the appropriate group.
2. Specify the program title for this service (program title will likely be filled in already, please verify that the program is correct before continuing).
3. Specify the appropriate service and service count.
4. Enter the start date and end date as well as the service duration information.
5. Enter any applicable notes (these notes will be added to each client).
6. Select the clients you would like to apply the service to (clients highlighted in **BLACK** will have the service applied to them).
7. Click *Add Service to Selected Group Members* to add the service to all highlighted clients.

**Groups:**

#1

Family

**Family Events**

Family Home Visits

Home visits

**Members:** 3

<input type="checkbox"/> Family #	<input type="checkbox"/> Client #	<input checked="" type="checkbox"/> Client Name	<input type="checkbox"/> DOB
9190	32035	Beauty, Sleeping	4/23/1986
9187	32026	Mouse, Minnie	4/28/1970
9187	32032	Wonderland, Maria	4/12/2010

#2

Program Title:

Service / Count:   #3

#4 Start / End Date:   Duration:  Hours

Notes:  #5

#7

**Please Note:** Once groups have been set up, sign in sheets and labels may be printed from this screen.

## Assessments


Assessments are added in the top right corner of the client screen by clicking the “New Assessment” button.

The screenshot shows a software interface with a blue border. At the top, there are three checkboxes: 'Date' (checked), 'Assessment' (unchecked), and 'Assessment By' (unchecked). Below these is a large empty rectangular box. At the bottom of this box, a red arrow points to a button labeled '► \* New Assessment'. Below this box is another section with checkboxes for 'Start Date' (checked), 'Activity' (unchecked), 'Program' (unchecked), and 'Notes'. Below these is a table with one row containing 'Home Visit' and 'PhoneyBaloney'.

A list containing all assessments active for every program on your user account will appear. Choose the correct assessment from the list, enter the date the assessment was administered **NOT date of data entry**, and click “Add Assessment”.

This screenshot shows the same interface as the previous one, but with more details. The 'Program:' field is filled with '68835'. The 'Assessment Title / Date:' field is split into two parts: 'ASQ 06 Months' and '09/01/2009'. Below these fields are two buttons: 'Delete' (with a red X icon) and 'Add Assessment'. A red arrow points to the 'Add Assessment' button. Another red arrow points to the 'Notes' column header in the table below, which contains 'Home Visit' and 'PhoneyBaloney'.

**NOTE:** If you select assessment and do not ADD ASSESSMENT, it will still show up in the assessment box but it will be an incomplete assessment.

A screen similar to this will appear; answer each question accordingly until you are done filling out the assessment prior to exiting. Please note that questions may be truncated; but the full question can be seen by selecting the printer icon  **Print** located in the lower right hand side of the screen. For any modifications double click on the assessment title and make changes as needed.

#	Question	Answer
8	Communication?	value 30
9	Gross Motor?	value 15
10	Fine Motor?	value 16
11	Problem Solving?	value 50
12	Personal-Social?	value 28

**Please Note:** When answering questions in assessments take care to notice that the answer allows you to proceed or move forward in a logical sense or meaning. That is the answer for question 1 makes sense in question 2 and so forth or vice versa.

## Performance Goals

Also known as a Service Activity, Services, Service Modality or Deliverables are the list of services that have been predetermined by First 5 Fresno County and your Agency as those services that will be captured in Persimmony and assigned to a Core or Aggregate Client.

Performance goals can be viewed and imported by clicking on the "Performance Goals" button from the main client screen.

**PLEASE NOTE:** ALWAYS check to make sure the "Default Program:" field is displaying the correct program BEFORE entering any data to avoid data entry errors.



The performance goals screen shows all services you are required to report as defined in your Scope of Work with First 5 Fresno County. The Import Data button allows you to import the services you have added to clients. You may click on this button at any time, but usually should be done after data entry.

Fiscal Year: 2009/2010

#	Group	# Deliverable	1 of 17	Aggregate Data	Notice
6457		01. CORE CHILD: Parent-child developmental learning group			
5999		02. CORE CHILD: Enriched child care			
6000		03. CORE CHILD: ASQ			
6001		04. CORE CHILD: ASQ-SE			
6008		05. CORE CHILD: Nurse Family Partnership home visit			
6011		06. CORE CHILD: Linked to high quality ECE program			
6012		07. CORE PARENT: Parent Partnership home visit			
6002		08. CORE PARENT: Parenting education and support session			
6013		09. CORE PARENT: Parent/child developmental learning group			
6014		10. CORE PARENT: Nurse Family Partnership home visit			
6224		11. CORE PARENT: Group counseling session			
6225		12. CORE PARENT: One-on-one counseling session			
6007		13. CORE: Comprehensive referral			
6005		14. AGG PROVIDER: Number of reflective practice sessions		CS	
6003		15. AGG PROVIDER: Number of family events offered		CS	

Deliverable: 01. CORE CHILD: Parent-child developmental learning group  
 Description: This is the total number of children that you will provide the developmental learning group to for this quarter

Term Target: 25  
 Import from Service: Parent-child dev learning group (CHIL) Clients

#	From	To	Report Due	Target	Actual	Var	Import Data	Submit	Lock	Approve
	07/01/2009	09/30/2009	10/15/2009	1Q-09/10	6		Import Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	10/01/2009	12/31/2009	01/15/2010	2Q-09/10	6	19	13	Import Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	01/01/2010	03/31/2010	04/15/2010	3Q-09/10	6	15	9	Import Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	04/01/2010	06/30/2010	07/15/2010	4Q-09/10	7		Import Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total:				25	34	9				

(Un) Submit/Lock/Approve      Submit All      Exit

The Description field provides additional detail about the measure

The Target field lists the target # if applicable for each quarter

Once you import data, the Actual will automatically populate as a result of services added to core clients; please do not TYPE anything in this box

The Var. field shows the difference between the target and the actual numbers for each quarter

## Direct Services vs. Community Strengthening

Some measures require an overall value broken down into demographics such as ethnicity, client age, and language. These measures are denoted by a DS in the Aggregate Data column. DS stands for “direct service” meaning that the numbers are based on direct services that get reported to the state and therefore require demographics. For this type of measure, instead of inputting a total field, you must enter the data in the Aggregate Data sheet. You can access this sheet by clicking on the “Aggregate Data” box for each quarter.

Fiscal Year: 2009/2010

#	Group	# Deliverable	1 of 7	Aggregate Data	Notice
4868		01. AGG PROVIDER: Number of mini-grant orientations - ECE		CS	
4869		02. AGG PROVIDER: Number of professional growth workshops		DS	
4871		03. AGG PROVIDER: Number of family child care home providers		DS	
4872		04. AGG PROVIDERS: Number of center based programs		DS	
4873		05. AGG PROVIDER: Number of site visits from mini-grant		DS	
6254		06. AGG PROVIDER: Attend quarterly ECE initiative meetings			
6066		NARRATIVE			

Deliverable: 01. AGG PROVIDER: Number of mini-grant orientations - ECE  
 Description: This is the total number of mini grant orientations your program will provider per quarter.

Term Target: 12

#	From	To	Report Due	Target	Actual	Var	Submit	Lock	Approve
07.01/2009	09/30/2009	10/15/2009	1Q-09/10	3	3	0	Aggregate Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.01/2009	12/31/2009	01/15/2010	2Q-09/10	3	3	0	Aggregate Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
01.01/2010	03/31/2010	04/15/2010	3Q-09/10	3	3	0	Aggregate Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
04.01/2010	06/30/2010	07/15/2010	4Q-09/10	3			Aggregate Data	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total:</b>				<b>12</b>	<b>9</b>	<b>-3</b>			

Click "Aggregate Data" button to enter data for this measure

(Un) Submit/Lock/Approve      Submit All      Exit

### Steps for adding DS Aggregate Performance Measures (image below)

1. Click on the “New” button on the lower right-hand side of the screen (the new button disappears once clicked).
2. In the “Primary Modality” drop-down menu, select the appropriate modality.
3. For “# of events” be sure to enter the amount of times this service was provided or occurred.
4. Enter the total number of new clients or unduplicated clients.
5. Enter the total number of service contacts; this is the total number of participants for this service; **this is the total number of unduplicated and duplicated clients.**
6. Complete the Ethnicity section; choose each ethnicity category from the drop down menu and enter in the number of clients that fit that category; please note this is for **UNDUPLICATED CLIENTS ONLY.**
7. Complete the Language section; choose each language category from the drop down and enter in the number of clients that fit that category; please note this is for **UNDUPLICATED CLIENTS ONLY.**
8. Enter in the age of the child participants; there are three categories to choose from: 0-under 3; 3-5; and unknown.
9. Enter in the number of children with special needs (this will be subset of your total).
10. Some measures have special questions that appear on the right hand side of the screen; enter in the values for each category.
11. If you are finished entering data for this quarter, click on submit button, then click “Exit.”
12. If you have “No Services this Period,” click on this box, then “Exit.”

Some measures only require an overall value broken down into type of activity, date of activity, description (if possible), number of events, audience size and audience type. No demographics such as ethnicity, client age, and language are required. These measures are denoted by a CS in the Aggregate Data column. CS stands for “community strengthening” meaning that the numbers are based on number of events.

### Steps for adding CS Aggregate Performance Measures (image below)

1. Click on the “New Activity” button on the lower right-hand side of the screen (the new button disappears once clicked).
2. In the “Primary Activity” drop-down menu, select the appropriate modality.
3. Enter the date the activity took place along with description.
4. Enter total number of events for that date.
5. Enter the audience size.
6. Enter the audience type.
7. When you are finished entering data for this activity, click “Exit” or if you have a new batch to enter, click “New Activity.”
8. If you are finished entering data for this quarter, click on submit button, then click “Exit.”
9. If you have “No Service this Period”, click on this box, then “Exit.”

Community events, celebrations, or fairs Data Entry Period From / To: 04/01/2010 06/30/2010 347613

Activity: Community events, celebrations, or fairs #2

No Services this Period:

Date / Description:   #3

# of Events:  #4

Audience Size:  #4

Audience Type:  #5

#8      #1/#7      #8

## Narrative Fields

All quarterly reports include a narrative portion; please refer to First 5 Fresno County's Quarterly Narrative Report Guidelines in the Service Provider Manual for more details. In addition, the narratives can be used to include any comments, questions, or feedback on core or aggregate data. As shown below, narrative measures do not have boxes to import data. Instead, there is a box titled "Period Narrative" where you can input your narrative. Click on the "Period Narrative" box for the appropriate quarter.

Fiscal Year: 2009/2010

#	Group	# Deliverable	1 of 1		Aggregate Data	Notice
6461		NARRATIVE				

Deliverable: NARRATIVE Description: In the space provided briefly describe the following:  
1. Outcomes (Impact on clients)  
2. Success

Term Target: 0

From	To	Report Due	Target	Submit	Lock	Approve
01/01/2010	03/31/2010	04/15/2010	3Q-09/10	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
04/01/2010	06/30/2010	07/15/2010	4Q-09/10	0	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total:</b>						

Once locked Period Narratives will not allow you to print from here, you will need to print from the REPORTS page.

Enter the actual number achieved for this measure. Total (cumulative) value auto-calculated, below.  
Note: Insert an unduplicated count served OR the number of services provided based on the type of goal

## Submitting Data

To notify your First 5 Program Officer that your data are complete for each quarter, you must "Submit" the data for each performance measure. For non-aggregate data measures, check the "Submit" box next to the appropriate data quarter. Do not panic if you accidentally submitted data-you can still make any corrections necessary prior to the quarter deadline.

Clients - [Measures for: Test Performance Measures]

Fiscal Year: 2008/2009

#	Group	# Measure	1 of 9	Aggregate Data	Notice
15618		01a. Number of basic needs/crisis assistance sessions			
15621		01b. Number of NEW parents receiving basic needs assistance (undup)		DS	
15619		02a. Number of case management sessions			
15623		02b. Number of NEW parents receiving case management (undup)		DS	
15624		03a. Number of referrals for other services			
15626		03b. Number of NEW parents receiving referrals (undup)		DS	
15998		04. Quarterly Narrative: Sustainability			
15999		05. Quarterly Narrative: Client Success Story			
16001		06. Quarterly Narrative: General Project Successes			

Measure: 01a. Number of basic needs/crisis assistance sessions      Description: this is internal services only. In the narrative Be sure to mention lessons learned..

Term Target: 120

#	From	To	Report Due	Target	Actual	Var	Submit	Lock	Approve	
	07/01/2008	09/30/2008	10/15/2008	1Q-08/09	30	70	40	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	10/01/2008	12/31/2008	01/15/2009	2Q-08/09	30	66	36	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	01/01/2009	03/31/2009	04/15/2009	3Q-08/09	30	22	-8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	04/01/2009	06/30/2009	07/15/2009	4Q-08/09	30	0	-30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total:</b>				<b>120</b>	<b>158</b>	<b>38</b>				

Enter the actual number achieved for this measure. Total (cumulative) value auto-calculated, below.  
Note: Insert an unduplicated count served OR the number of services provided based on the type of goal

Exit

For performance measures that require aggregate data, click the "Submit" button on the aggregate data screen.

First 5 - [Direct Services: Attendance at weekly Father's Club - unduplicated fathers]

Modality:  Status:       Period From / To: 07/01/2009 09/30/2009      344932

1. One-on-One, in Person, at agency or elsew Data Entry

Primary Modality: 1. One-on-One, in Person, at agency or elsew

No Services this Period:  # of Events:

New Clients: (un-duplicated)      0-5 Parent Other

Service Contacts: (duplicated)      0-5 Parent Other

Ethnicity (un-duplicated)      0-5 Parent Other

Language (un-duplicated)      0-5 Parent Other

Child Age:      0-<3      3-5      Unk0-5      = 0

Special Needs:(un-duplicated)      0-<3      3-5      Unk0-5

Question: 1 of 7

	#	YTD
1. Referral: ECE (day care, etc.)		0
2. Referral: Screenings (all types)		0
3. Referral: Developmental Delay		0
4. Referral: Basic Needs (Housing, Food)		0
5. Referral: Health		0
6. Referral: Mental Health		0
7. Referral: Other Family Issues		0

Submit      Delete      Print      Exit

## Reports

Running reports allows the data that is being entered to be checked for inconsistencies, data entry errors and provide the user with information about whether goals are being met. Reports are useful because they provide the user with the opportunity to do filters when only certain information is required and allows the user to export for the purposes of sharing findings with other staff members.

To access the report module, click the "Reports" button.



Once you are in the Reports screen, you will only see the programs assigned to your account. You can also see the Reports that you have access to on the left hand side.

A screenshot of the Reports screen. The interface is divided into several sections:

- Report Groups:** A list on the left with 'Client Detail' and 'Client Summary' highlighted. A red '#1' is next to 'Client Summary'.
- Reports:** A list on the left with 'Client Services By Case Mgr' highlighted. A red '#2' is next to it.
- Filters:** A form on the right with fields for 'Program Fiscal Year' (2010/2011), 'Period From / To' (07/01/2010 to 06/30/2011), and various checkboxes for 'Include Clients Exited Program', 'Include Non-Consented Clients', 'Include Clients Without Enrollment Date', and 'Ignore'. A red '#3' is placed below the checkboxes, with a red bracket pointing to the 'Include Clients Without Enrollment Date' checkbox.
- All Programs:** A table at the bottom with columns for 'Agency', 'Program', and 'Contract #'. It lists various agencies and programs, with 'Disneyland Express' and 'One Happy Family' highlighted.

At the bottom of the screen, there is a footer with copyright information: '© 2002 - 2010 Persimmony International, Inc' and 'Version: x3.11.01.17a Fresno'. There are also 'OK' and 'Exit' buttons.

There are 3 types of report categories that are accessible:

- *Performance* – Reports related to Performance Measures only.
- *Client Detail* – Client reports **with** detailed and identifiable client level information.
- *Client Summary* – Client reports **without** detailed and identifiable client level information.

The **Reports** frame shows all available reports for the selected group (**#1**) in Persimmony. Select the desired report (**#2**) by clicking the report name before setting additional options in the **Filters** frame (**#3**). Any options changed in the **Filters** frame will be reset when a new report is selected. Please refer to the appendix for a detailed inventory of the available reports in Persimmony.

Click "OK" to display the selected report.



### Client Services

One Happy Family

Clients with Services From: 07/01/2010 To: 06/30/2011

Include Clients Exited Program

Include Non-Consented Clients

Include Clients Without Enrollment Date

Client ID	Client Name	DOB	Enrollment Date	Service From	Service To	Service Quantity	Service Duration
1	<b>32035 Beauty, Sleeping</b>	<b>04/23/1986</b>	<b>07/01/2010</b>				
	Parent education group (PARENT)	One Happy Family	07/20/2010	07/30/2010	10	30 Hours	
	Parent partnership home visit (PARENT)	One Happy Family	07/20/2010	07/30/2010	20	20 Hours	
	Other referral (PARENT)	One Happy Family	07/29/2010	07/29/2010	1	2 Hours	
	Parent partnership home visit (PARENT)	One Happy Family	08/01/2010	08/01/2010	1	3 Hours	
	Parent-child developmental learning group (CHILD)	One Happy Family	08/12/2010	08/12/2010	1	1 Hours	
	Case management session (PARENT)	One Happy Family	08/20/2010	08/20/2010	1	125 Hours	
	Case management session (PARENT)	One Happy Family	02/22/2011	02/22/2011	1	90 Minutes	
<b>Total:</b>						<b>35</b>	
2	<b>32027 Dog, Pluto</b>	<b>08/26/2006</b>	<b>07/01/2010</b>				
	ASQ-SE (CHILD)	One Happy Family	07/01/2010	07/01/2010	1	1 Hours	
	ASQ-SE (CHILD)	One Happy Family	07/20/2010	07/20/2010	1	1 Hours	
	Developmental treatment session (CHILD)	One Happy Family	07/20/2010	07/20/2010	1	1 Hours	
	Reflective practice session (STAFF)	One Happy Family	07/21/2010	07/30/2010	5	5 Hours	
	Family event (CHILD)	One Happy Family	08/01/2010	08/20/2010	1	2 Hours	
	Parent-child developmental learning group (CHILD)	One Happy Family	08/12/2010	08/12/2010	1	1 Hours	
<b>Total:</b>						<b>10</b>	
3	<b>32018 Mouse, Mickey</b>	<b>01/15/1965</b>	<b>07/01/2010</b>				
	Case management session (PARENT)	One Happy Family	07/01/2010	07/01/2010	1	2 Hours	
	Other referral (PARENT)	One Happy Family	07/01/2010	07/01/2010	1	10 Minutes	
	Case management session (PARENT)	One Happy Family	02/22/2011	02/22/2011	1	90 Minutes	
<b>Total:</b>						<b>3</b>	
4	<b>32026 Mouse, Minnie</b>	<b>04/28/1970</b>	<b>07/01/2010</b>				
	Parent education group (PARENT)	One Happy Family	07/01/2010	07/01/2010	0	2 Hours	
	Parent-child developmental learning group (PARENT)	One Happy Family	07/01/2010	07/01/2010	0	0 Hours	
<b>Total:</b>						<b>0</b>	





## Client Services

One Happy Family  
 Clients with Services From: 07/01/2010 To: 06/30/2011  
 Include Clients Exited Program  
 Include Non-Consented Clients  
  
 Include Clients Without Enrollment Date  
 Service Modality="ASQ CHILD"

Client ID	Client Name	DOB	Enrollment Date	Service From	Service To	Service Quantity	Service Duration
1	32032 Wonderland, Maria	04/12/2010	07/20/2010	07/21/2010	07/21/2010	1	1 Hours
						<b>Total:</b>	<b>1</b>
						<b>Grand Total:</b>	<b>1</b>

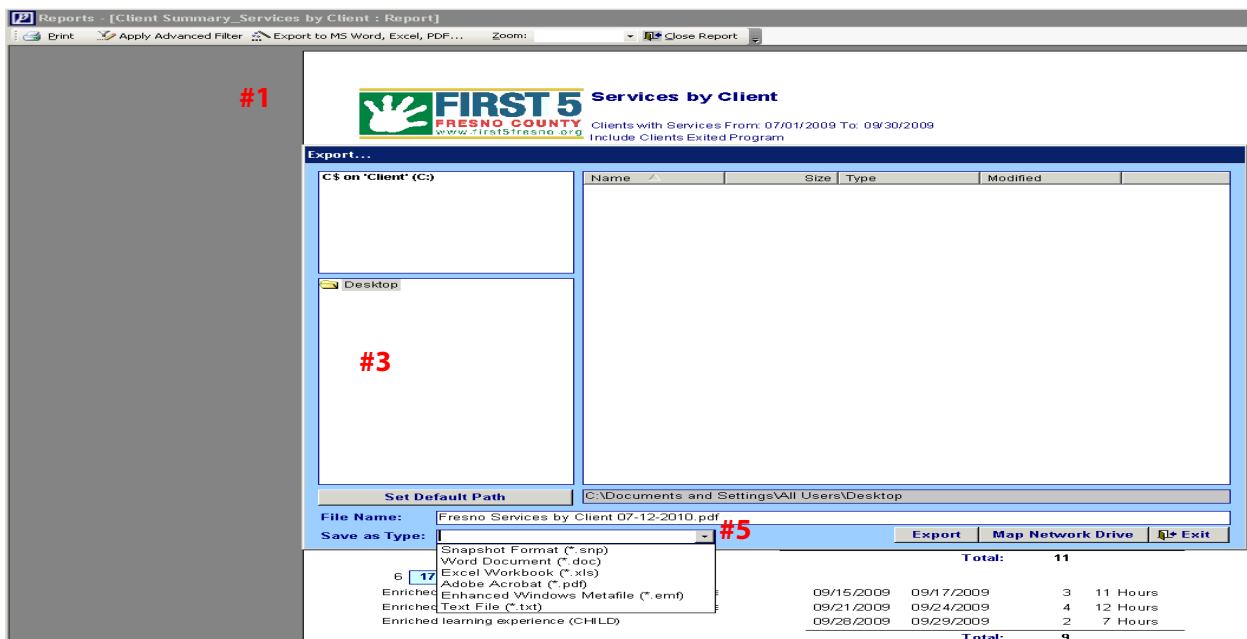
After the filter has been affected, the finished product will look like the image above. Several filters can be run without CLOSING this report as long as you follow the above steps and the report that was run initially yields the fields necessary.

## Exporting Reports

After a report has been selected and run it may be exported to the desktop or any location selected as a Snapshot, Word Document, Excel Workbook, Adobe Acrobat, Enhanced Windows Metafile, or Text File.

### Steps for Exporting Reports (image below)

1. Select the Export to MS Word, Excel, PDF, ... button located at the top of screen.
2. A pop-up screen will be displayed requesting the level of access you wish to have for the document being exported, be sure to grant yourself full access and then continue.
3. Select the Drive where the exported document will go.
4. If desired the file name can be changed by placing the cursor over the current file name and changing it to appropriate name.
5. Next select the Save as type from the drop down menu.
6. Select the Export button; when done minimize screen and verify that the document is in the destination selected and if done.
7. Exit the Export screen and Close Report.



## Chart Reports

The data presented in the Chart reports are summarized in pie charts and bar graphs. Chart reports are useful because they summarize key data in a visual and concise way. Chart reports also provide an at-a-glance view of data.

To access the chart module, click the "Charts" button.



Once you are in the Charts screen, you will see the programs assigned to your account. You can also see the Chart reports you have access to on the left hand side.

A screenshot of the "Charts" screen in a software application. The interface is split into two main sections: "Charts" on the left and "Filters" on the right. The "Charts" section contains a list of report titles, with "Clients by Gender" highlighted in black and marked with a red "#2". The "Filters" section includes fields for "Fiscal Year" (2010/2011), "Period From / To" (07/01/2010 to 06/30/2011), and checkboxes for "Include Clients Exited Program" and "Include Non-Consented Clients". A "Client Type" dropdown menu is also present. Below the filters, a yellow banner displays "Clients with Services From: 07/01/2010 To: 06/30/2011" with a red "#3" next to it. At the bottom, there is a table with columns for "Agency", "Program", and "Contract #". The table shows one row: "Disneyland Express", "One Happy Family", and "2011TP6423".

Agency	Program	Contract #
Disneyland Express	One Happy Family	2011TP6423

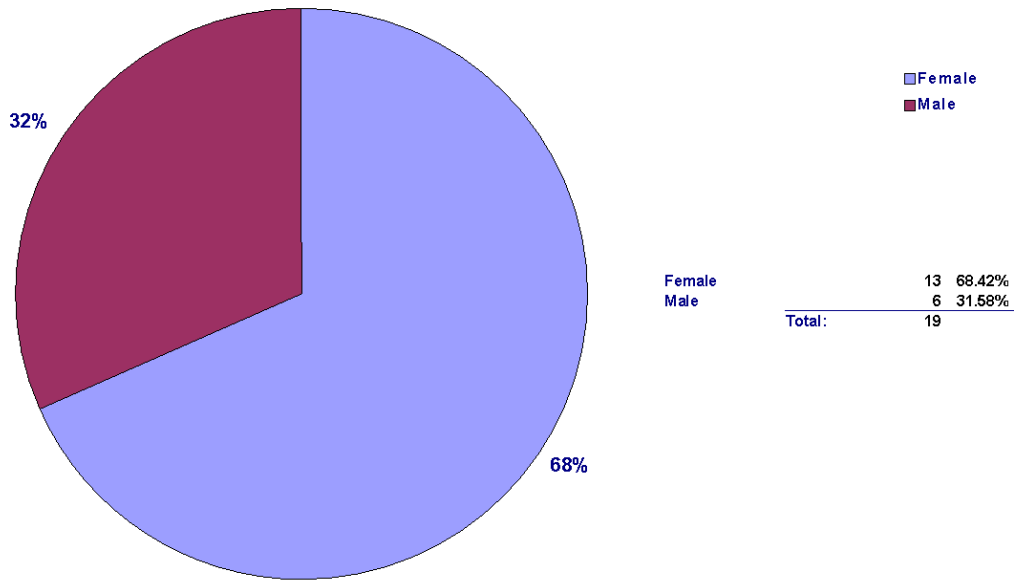
The Charts frame shows all the available Chart reports (#1) in Persimmony. Select the desired report by clicking the report name before setting additional options in the **Filters** frame (#3). Any options changed in the **Filters** frame will be reset when a new report is selected.

Click "OK" to display the selected report.



### Clients by Gender

One Happy Family  
Top 10 values  
Clients with Services From: 07/01/2010 To: 06/30/2011  
Include Clients Exited Program  
Include Non-Consented Clients



After a Chart report has been generated it may be exported to the desktop or any location selected as a Snapshot or Adobe Acrobat. For steps on how to export reports, please refer to page 29 of this manual.

**Please note:** Chart reports will only pull data from the **TOP TEN** categories of data entry in Persimmony, meaning that only the **TOP TEN** most "entered" or "selected" data will be populated in the charts. It is suggested that all Chart reports are exported to a **Snapshot format** for better quality.

## **III. Persimmony Support**



**\*\* When contacting Persimmony Support, please be sure to contact the Database Manager first and only unless you are instructed to do otherwise. Please allow for a 24 hour turn around time to be contacted back (excludes Holidays and weekends). The support back-up should only be called when Database Manager is off or when you are instructed to do so. We appreciate your understanding and follow through.**

## Persimmony Support

All Persimmony technical support issues are handled by Harder+Company Community Research.

Technical issues include, but are not limited to the following:

- User account creation
- Password resets
- Persimmony application errors
- Persimmony report errors
- "How-to" questions regarding use of the system

Primary Support and Database Manager contact information:

Lesly Soto-Bright, MPA  
Harder+Company Community Research  
299 Kansas Street  
San Francisco, CA 94103  
Main Phone: (415) 522.5400  
Direct Phone: (415) 230.6423  
Fax: (415) 522.5445  
Email: [fresno@harderco.com](mailto:fresno@harderco.com) and [lsoto@harderco.com](mailto:lsoto@harderco.com)

Back-up Support contact information:

Alejandra Portillo\*\*  
Research Assistant  
Harder+Company Community Research  
299 Kansas Street  
San Francisco, CA 94103  
Main Phone: (415) 522.5400  
Direct Phone: (415) 230.6412  
Fax: (415) 522.5445  
Email: [aportillo@harderco.com](mailto:aportillo@harderco.com)

**\*\*Ms. Portillo is only available as back-up and when Ms. Soto-Bright is out of the office. As a courtesy an e-mail notifying you of her availability will be sent when this is the case.**

*Please note: Technical support **cannot** make decisions regarding contract compliance, contract deliverables, or evaluation related topics. Please direct all questions not directly related to the functions and use of Persimmony to First 5 Fresno County or your Harder+Company evaluation lead.*

## **IV. Appendix**



**\*\*Utilize the following pages to help you understand the many reports available and what they mean; as well as reports you should be running regularly to help you maintain data that is up to date, free of errors and will make the end of each quarter report less stressful and expeditious for you.**

## Appendix A – Data Definitions

**Core Client:** A client that is actively receiving or has received services and whose demographic data such as name, DOB and address are entered into Persimmony for the purposes of tracking his/her progress in a specific program; exited clients are also considered core clients.

**Aggregate Client:** A client that is entered into Persimmony as receiving a light touch service whose demographic information is limited to Ethnicity and Language. No personal client information such as name, DOB or address is collected.

**New Client:** A first time client that has not received services EVER through your agency.

**First Name/Middle:** Clients' first name and if available but not required middle name.

**Last Name:** Clients' last name.

**DOB/Gender:** Clients' date of birth should be entered as a 2 digit month, 2 digit date and 4 digit year. If no DOB a default will appear. Gender; select the appropriate box.

**Enrollment Date:** This is the first date of service EVER for core clients. This date should not be changed once the client starts receiving services, regardless of whether they are exited and then return. This is not the same as the consent date or date of intake; unless of course the client received a service on that same date.

**Consent From/Refused-** This is the date the client signed their consent form; a consent form may be signed at any time by the client during the fiscal year. Once the date is entered hitting the Tab key (on keyboard) will automatically populate a date 10 years from the original entered. If the client refuses to sign the consent form, checking the small box will shade out the date field indicating that this was the case. If REFUSED is checked and client signs consent at a later date, remove check mark from box and enter the date consent was signed.

**Exited Program:** Selecting this box exits a client making him/her inactive. You will need to enter a date and reason for exiting the client. Please note that all clients that have not received services within 3 months must be exited, you will still have access to these clients and can un-exit them at the time they return for services.

**Special Needs:** From the drop down menu, please select the most appropriate response for the client you are entering and identify if the client is a child with special needs.

First 5 Fresno County will use the First 5 California's definition of special needs for Persimmony tracking purposes. First 5 California defines children with special needs as having one of the following:

- Children with identified disability, health, or mental health conditions requiring early intervention, special education services, or other specialized services and supports; or
- Children without identified conditions, but requiring specialized services, supports, or monitoring.

**Client Type:** From the drop down menu, please select the TYPE that best describes your client.

**Relationship:** From the drop down menu, please select the RELATIONSHIP that best describes the client you are entering in Persimmony. Refer to the Logic for Selecting Relationship Matrix for guidance on how to select the most appropriate relationship.

**Ethnicity:** From the drop down menu, please select the ETHNICITY that best describes your client.

**Language:** From the drop down menu, please select the LANGUAGE that best describes your client.

**Home Phone:** Please enter the 10 digit phone number for your client; if no HOME PHONE enter all zeros.

**Address:** Please enter the street number, street name and apartment number when necessary. If client is homeless, please enter HOMELESS, if client declines, please enter DECLINED.

**City/State/Zip:** Please enter the city where client resides or "hangs out" if homeless. If DECLINED, enter the city and zip code information of your agency.

**Program/Local:** When a client has been designated a Program, the Program name will be displayed in the lower right corner of the screen. When a LOCAL box is checked off the Program name is not displayed. **LOCAL** clients are clients that ARE NOT receiving First 5 Fresno County services. They are entered for your agency's benefit only. They are not included in the target number of clients that you are required to meet. You will NOT receive "credit" for these clients. LOCAL clients DO NOT EXIST for First 5 purposes.

**Narrative Data:** A performance deliverable that allows you to report back outcomes, successes and challenges that are not directly captured in data collection.

**Aggregate Data:** Services that are collected in aggregate form that include client summary information such as ethnicity and language as well as number of events and number of individuals in attendance. No personal client information such as name, DOB or address is collected.

**Submitted Data:** When this box is checked, it indicates to the Program Officer that the service(s) for the quarter are complete and ready for review by First 5 Fresno County.

**Locked Data:** At the end of each quarter all services are locked and imported.

**Approved Data:** Data are approved once the Program Officer has reviewed the data you have submitted and no changes or modifications are required.

**\*\*Note: All demographic data should be entered to the best of your knowledge. If the information is not provided, please select the best option provided. DO NOT LEAVE ANYTHING BLANK.**

## Appendix B – Reports

Report	Description	Who Should Use Report
<b>Performance Reports</b>	<b>Numbers reflect agency performance with numbers in an aggregate format.</b>	
<b>Aggregate Services by age and Special Needs:</b>	Aggregate report which indicates the number of participants by age and special needs children served.	Service Providers Program Officers
<b>Aggregate Services by Ethnicity:</b>	Aggregate report which indicates the number of participants served by ethnicity.	Service Providers Program Officers
<b>Aggregate Services by Language:</b>	Aggregate report which indicates the number of participants served by language.	Service Providers Program Officers
<b>Aggregate Services by Modality:</b>	Aggregate report which indicates the number of participants served by modality.	Service Providers Program Officers
<b>All Performance Measures by Achievement:</b>	Aggregate report which shows all the services and indicates whether they have been attributed by a 'yes' or a 'no'. It shows data for all the quarters.	Service Providers Program Officers
<b>Program Deliverables by Quarter:</b>	This report indicates the services and shows the target number as well as the actual and the difference. This report shows both aggregate and core services in a cumulative sum in a landscape style.	Service Providers Program Officers
<b>Program Deliverable Summary:</b>	This report shows the services in full detail, as they were setup, and indicates whether the service is aggregate.	Service Providers Program Officers
<b>Program Deliverables with Narrative:</b>	This report indicates all the services and shows the target number as well as the actual difference. This report shows both aggregate and core services. It also provides the narrative; if one was written.	Service Providers Program Officers
<b>Client Detail Reports</b>	<b>Numbers reported include individual client information.</b>	
<b>All Client Roster:</b>	This report shows all clients including their DOB; consent; phone; and address.	Service Providers Program Officers
<b>ASQ Passing Score:</b>	This report shows the score given for the corresponding measure in the ASQ.	Service Providers Program Officers
<b>ASQ-SE Passing Score:</b>	This report shows the score given for the corresponding measure in the ASQ-SE.	Service Providers Program Officers
<b>Client Assessments Administered:</b>	This report indicates all clients and each assessment given; including the date the assessment was administered.	Service Providers Program Officers
<b>Client Assessments Detail:</b>	This report indicates all clients and each assessment given; including the date the assessment was given and the answers.	Service Providers Program Officers
<b>Client Duplicates:</b>	This report shows clients who have been entered more than once in the same agency.	Service Providers Program Officers
<b>Clients Exited Program:</b>	This report shows all exited clients by FY and indicates DOB, exited date as well as the phone and address of the client.	Service Providers Program Officers
<b>Client Missing Assessment</b>	This report shows all clients that were given an	Service Providers

<b>Records:</b>	incomplete assessment.	Program Officers
<b>Client Missing Assessments:</b>	This report shows all clients that have not been given an assessment. An Assessment Group needs to be selected.	Service Providers Program Officers
<b>Client Missing Demographic Data:</b>	This report shows all clients and whether or not the data fields for date of birth, enrollment date, ethnicity and language, as well as consent date 'from' and 'to' are missing data.	Service Providers Program Officers
<b>Client Missing Services in Date Range:</b>	This report shows all clients that have not been assigned a service during the selected time period or date range.	Service Providers Program Officers
<b>Clients Roster by Family:</b>	This report shows all clients that have been linked to a family member through a Family ID number. This ID number is different from the Client ID number.	Service Providers Program Officers
<b>Client Services By Case Manager:</b>	This report shows all clients who have received services and the corresponding case manager assuming the case managers name was added.	Service Providers Program Officers
<b>Clients Services:</b>	This report shows all clients who have received a service within the chosen date range. The type of service, the 'from' and 'to' dates and the quantity will be indicated on this report.	Service Providers Program Officers
<b>Clients with Incomplete Service Data:</b>	This report shows all clients who have been given a service but the service fields (date from/to; service, count; duration) are missing or incomplete.	Service Providers Program Officers
<b>Mailing Labels—Avery 5260:</b>	This report creates labels with clients mailing address.	Service Providers Program Officers
<b>Roster by Age:</b>	This report shows all clients and their corresponding age based on the date the report is run.	Service Providers Program Officers
<b>Client Summary:</b>	<b>Summary reports only indicate client ID number; (sometimes DOB) no other identifiers are on this report.</b>	
<b>All Client Demographics:</b>	This report shows a summary of all clients served, it breaks down by ethnicity, language, age group, relationship, gender and zip code.	Service Providers Program Officers
<b>All Client Roster</b>	This report shows all clients including their DOB; and consent.	
<b>Assessment Answer Distribution:</b>	This report is a summarization of the answers to all of the assessment questions. Each question and answer is indicated. Answers are broken down by count and percentage. It does not sort the questions/answers by specific assessment. This requires utilizing the filter function in reports.	Service Providers Program Officers
<b>Client Assessments and Services:</b>	This report shows the services and assessments clients have been attributed including the date and service quantity.	Service Providers Program Officers
<b>Client Duplicates:</b>	This report shows clients who have been entered more than once in the same agency.	Service Providers Program Officers

<b>Client Missing Demographic Data:</b>	This report shows all clients and whether or not the data fields for date of birth, enrollment date, ethnicity and language, as well as consent date 'from' and 'to' are missing data.	Service Providers Program Officers
<b>Client Missing Services:</b>	This report indicates all clients that have not been attributed a service.	Service Providers Program Officers
<b>Clients Services:</b>	This report shows all clients who have received a service within the chosen date range. The type of service, the 'from' and 'to' dates and the quantity will be indicated on this report.	Service Providers Program Officers
<b>Consent, Service, and Exit Totals:</b>	This report shows the total numbers of clients enrolled in the program, received services or who have been exited.	Service Providers Program Officers
<b>Core and Aggregate Clients Served:</b>	This report indicates the FY total of clients who enrolled, received a service, exited from the program, were core 0-5 clients, core other clients, aggregate 0-5 clients, aggregate parents, aggregate other, and the number of completed services.	Service Providers Program Officers
<b>Demographics by Specific Field:</b>	This report allows the user to run individual reports on Age, Client Gender, Ethnicity, Language, Relationship and Zip.	Service Providers Program Officers
<b>Non Fresno County Clients:</b>	This report shows how many clients you have that have an address that is outside of Fresno County.	Service Providers Program Officers
<b>Service Clients Target:</b>	This report shows the services you are providing including the Target for the FY, number of unduplicated clients served, number of service records and total service count.	Service Providers Program Officers
<b>Summary of Assessments Administered:</b>	This report shows a breakdown of which assessments were provided, when (by month) and how many. The completion quantities are broken down by month and percentages.	Service Providers Program Officers
<b>Unduplicated Clients by Service:</b>	This report shows the total number of unduplicated clients who were attributed services provided by your program.	Service Providers Program Officers

Report	Description	Who Should Use Report
<b>Performance Reports</b>	<b>Numbers reflect agency performance with numbers in an aggregate format.</b>	
<b>Program Deliverables by Quarter:</b>	This report indicates the services and shows the target number as well as the actual and the difference. This report shows both aggregate and core services in a cumulative sum in a landscape style.	Service Providers Program Officers
<b>Program Deliverables with Narrative:</b>	This report indicates all the services and shows the target number as well as the actual difference. This report shows both aggregate and core services. It also provides the narrative; if one was written.	Service Providers Program Officers
<b>Client Detail Reports</b>	<b>Numbers reported include individual client information.</b>	
<b>Client Duplicates:</b>	This report shows clients who have been entered more than once in the same agency.	Service Providers Program Officers
<b>Client Missing Assessment Records:</b>	This report shows all clients that were given an incomplete assessment.	Service Providers Program Officers
<b>Client Missing Assessments:</b>	This report shows all clients that have not been given an assessment. An Assessment Group needs to be selected.	Service Providers Program Officers
<b>Client Missing Demographic Data:</b>	This report shows all clients and whether or not the data fields for date of birth, enrollment date, ethnicity and language, as well as consent date 'from' and 'to' are missing data.	Service Providers Program Officers
<b>Client Missing Services in Date Range:</b>	This report shows all clients that have not been assigned a service during the selected time period or date range.	Service Providers Program Officers
<b>Clients with Incomplete Service Data:</b>	This report shows all clients who have been given a service but the service fields (date from/to; service, count; duration) are missing or incomplete.	Service Providers Program Officers
<b>Roster by Age:</b>	This report shows all clients and their corresponding age based on the date the report is run.	Service Providers Program Officers
<b>Client Summary:</b>	<b>Summary reports only indicate client ID number; no other identifiers are on this report.</b>	
<b>Non Fresno County Clients:</b>	This report shows how many clients you have that have an address that is outside of Fresno County.	Service Providers Program Officers