

# Apricot 360 Annual Report & Use Policy Updates

**Department of Violence Prevention (DVP)**

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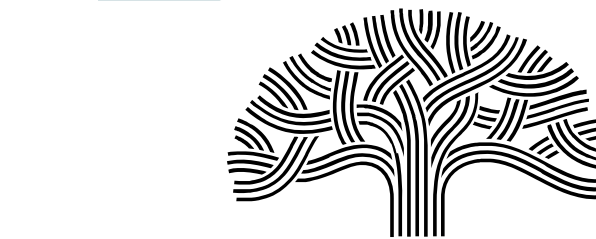
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# Overview of Apricot 360

- Cloud-based system developed by Bonterra for use by social service providers to track service delivery and grant management.
- Approved by the Privacy Advisory Commission in July 2022.
- Approved by City Council in July 2022.
- Implemented by the DVP in January 2023, replacing Cityspan.

# Uses of Apricot 360

- **Direct service staff** use the system to track enrollment, service engagement, milestones, and outcomes for individual services and to track attendance, duration, and content for group services.
- **Supervisory staff** use the system to review services delivered by direct service staff to ensure they are delivered with the expected scope, duration, and intensity.

# Uses of Apricot 360

- **Fiscal and grant staff** use the system to store grant documents, track budget spenddown, track grant deliverables, and process invoices.
- **DVP data and evaluation staff** use the system to monitor service delivery and outcome data, review grant deliverables, and identify challenges with service delivery that require remediation.

# One-Year Report: System Usage

- From February 1, 2023, to January 30, 2024, the system was used by approximately **20 staff** from the DVP and **180 staff** from community organizations.
- 7,000 participant records and 50,000 service notes were entered.
- 1,800 group activities and events forms were entered.
- 1,500 outreach forms were entered.

# One-Year Report: Data Sharing

- Deidentified data for all participants and personally identifiable information (PII) for participants who provided their consent was shared with the following two parties:
  - ✓ Urban Institute, for their evaluation of Measure Z.
  - ✓ Mathematica, for their evaluation of DVP work funded by a state grant.

# One-Year Report: Community Complaints

- There have been no complaints or concerns raised about Apricot 360 related to its protection of civil rights and civil liberties.
- DVP data and evaluation staff have communicated with numerous grantees to integrate their feedback regarding ways to improve the user-friendliness of the system.

# One-Year Report: Protecting Civil Liberties

Personally-identifiable information is:

- Only entered for services related to group violence and limited activities related to community healing; it is not entered for services related to gender-based violence.
- Only visible to staff within the agency entering the data and select DVP staff who perform data and evaluation or service coordination roles.



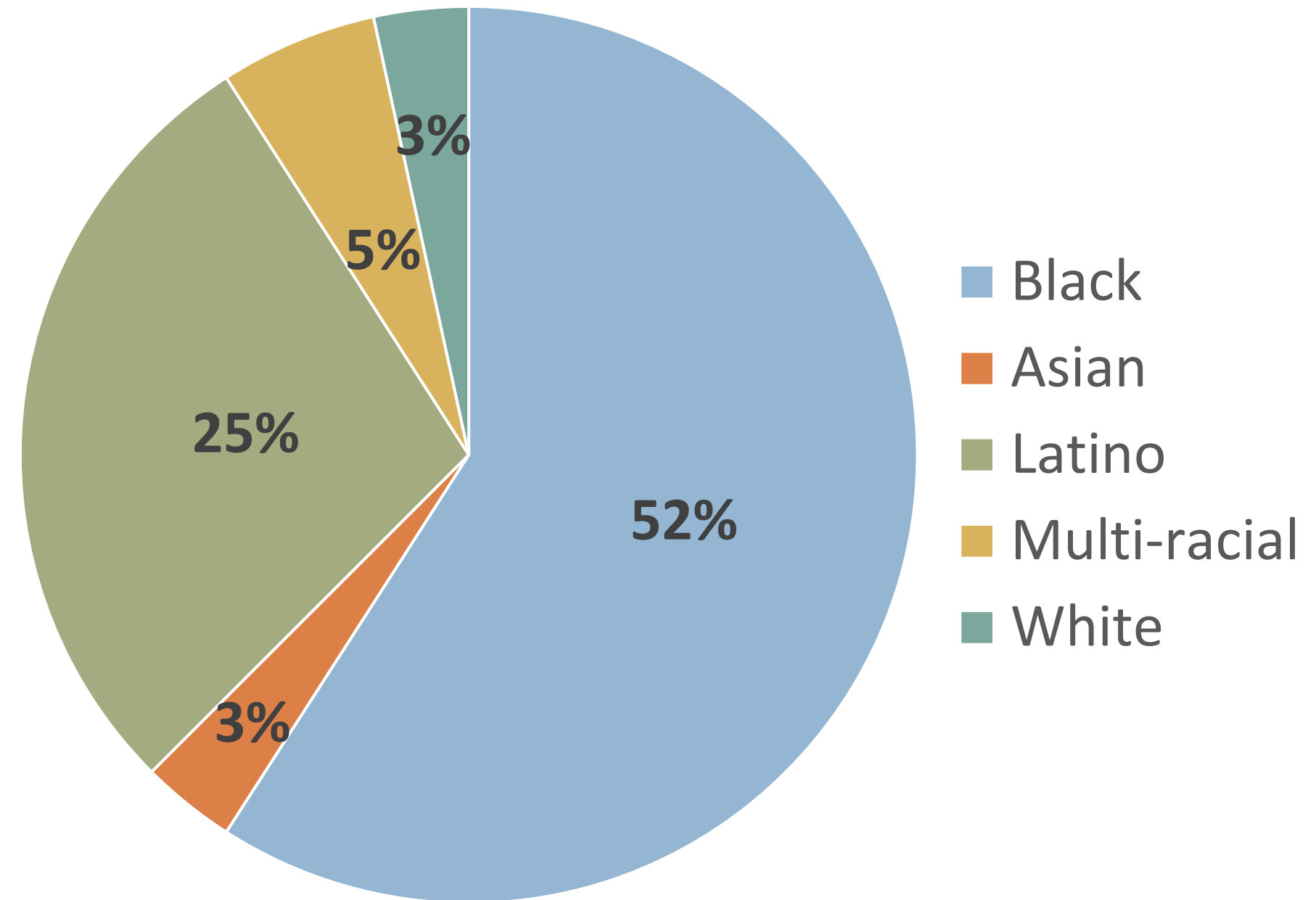
# One-Year Report: Protecting Civil Liberties

Personally-identifiable information is:

- Only entered for youth clients whose parents/caregivers provide consent.
- Only shared with evaluation partners for clients who provide consent.

# One-Year Report: Protecting Civil Liberties

Race and ethnicity data for participants whose data was entered in Apricot 360 from February 1, 2023, to January 31, 2024.



# One-Year Report: Audits, Breaches, and Requests

- There have been no violations or potential violations of the use policy to date.
- There have been no data breaches or unauthorized access to the Apricot 360 system.
- There have been no public records requests pertaining to Apricot 360.

# One-Year Report: Annual Costs

- The average annual cost for Apricot 360 is \$125,000.
- In Fiscal Year 2024-2025, \$70,000 will be funded by Measure Z and \$55,000 will be funded by external state and private grants.

# One-Year Report: Efficacy

- Apricot 360 has allowed the DVP to:
  - ✓ Track performance deliverables for grantees.
  - ✓ Better understand and coordinate service delivery within the group violence strategy.
  - ✓ Easily summarize aggregate data regarding DVP-funded services for City Council reports and grant applications.
- Data collected in Apricot 360 serve as the primary source of data for evaluations Measure Z and external grants.

# One-Year Report: Use Policy Amendments

1. State that DVP staff who coordinate services related to the group violence strategy can view PII for participants within the group violence strategy.
2. Remove tables that assign Apricot forms to specific strategies.
3. Update table on types of data collected through Apricot forms.
4. Update tables that identify types of data entered for each strategy.

# Privacy Advisory Commission Review

- The DVP presented the annual report and proposed use policy amendments to the Privacy Advisory Commission (PAC) on June 6, 2024.
- The PAC voted unanimously to approve both items.

Thank You