

Apricot 360 Annual Report & Updated Use Policy

Department of Violence Prevention (DVP)

Jenny Linchey

Deputy Chief of Grants, Programs, and Evaluation



Public Safety Committee – July 14, 2026

1

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 and City Council in July 2022.
- Implemented by the DVP in January 2023, replacing Cityspan.
- Annual report and use policies approved by the PAC in June 2024, 2025, 2026.

2

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 monitor service delivery and track performance metrics.

3

Uses of Apricot 360

- **Grant management staff** use the system to track budget spenddown, track progress on contract deliverables, and receive and process quarterly invoices.
- **Program staff** used the system to coordinate services between agencies and support the effective implementation of services.
- **Data and evaluation staff** use the system to summarize service delivery and outcome data for external reports, monitor consent forms and eligibility criteria, and identify data entry errors.

4

One-Year Report: System Usage

- From January 1, 2025, to December 31, 2025, the system was used by approximately 36 staff from the DVP and 170 staff from community organizations.

5

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, as approved in the use policy:

- Urban Institute, for their evaluation of Measure Z.
- Urban Institute, for their evaluation of DVP work funded by a state grant.

6

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 communicate with grantees on an ongoing basis to integrate their feedback regarding ways to improve the user-friendliness of the system.

7

One-Year Report: Protecting Civil Liberties

- Service delivery information entered in Apricot is limited to high-level information about the number and duration of service contacts and service outcomes.
- PII is only required for adults receiving services related to gun violence. It is not required for youth or individuals receiving services related to gender-based violence.

8

One-Year Report: Protecting Civil Liberties

Race and ethnicity data for participants who data was entered in Apricot 360 from January 1, 2025, to December 31, 2025.

Race	Percentage
African American	45%
Asian	3%
Hispanic or Latino	24%
Multi-Racial	7%
White	5%
Other	1%
Missing	15%

9

One-Year Report: Audits, Breaches, and Requests

- DVP data and evaluation staff regularly review record audits of Apricot 360. There have not been any 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.

10

One-Year Report: Annual Costs

- The annual cost of Apricot in Fiscal Year 2026-2027 is \$125,000.
- Approximately half will come from the DVP's General Purpose Fund allocation and half will be funded by external grants.

11

One-Year Report: Efficacy

Apricot 360 has allowed the DVP to:

- Monitor service delivery to ensure alignment with best practices including the Ceasefire-Lifeline model, which led to a reduction of 49% in shootings and homicides from 2023 to 2025.
- Coordinate service delivery within the group violence strategy.
- Summarize and share service data with public oversight bodies and external funders to justify continued funding.
- Evaluate services to assess impact.

12

One-Year Report: Proposed Modification

The DVP is proposing the following amendment:

- Current use policy states that PII is not entered for individuals receiving services related to gender-based violence.
- We want to modify this to state that PII is not required for individuals receiving services related to gender-based violence. Data may be entered if individuals provide their informed consent.

13

Thank You

14