



City of Oakland’s Department of Violence Prevention Apricot 360 Data Management System Implementation January 2023

As approved by Oakland City Council in July 2022, the Department of Violence Prevention (DVP) will be transitioning from Cityspan to a new data management system, Apricot 360, in Quarter 3 of Fiscal Year 2022-23 in January 2023.

Apricot 360 is a cloud-based case management system that was specifically designed for public and nonprofit service organizations. We believe that Apricot 360 will be significantly easier to use for grantee staff and more helpful in terms of tracking and completing tasks. Apricot 360 will also highlight the amazing work being done by grantees through public-facing dashboards that summarize data on services provided. Apricot 360 has comprehensive security measures in place and is compliant with many common data security regulations. You can also access more information about Apricot 360 on the Apricot 360 website at www.socialsolutions.com/products/apricot-360/.

Q: How will this transition work, how will staff get trained, and what is the timeline?

A: DVP staff will work closely with grantees to establish staff accounts, train staff on how to use the system, and facilitate one-way integration capabilities over the coming months. Trainings on the usage of Apricot 360 for direct service and administrative staff will occur in January 2023 and will extend for as long as needed to ensure that all grantee staff are properly trained in the system. Grantees will have ongoing access to Apricot’s online Training Library, and one-on-one technical assistance will also be available.

Table 1. Timeline

Date	Task	Responsible party
December 5, 2022 – December 9, 2022	– Grantees confirm user accounts with DVP via response to email from Cat Grey	Grantees
December 12, 2022 – December 22, 2022	– Grantees receive Apricot user logins and access to online Apricot training library – Grantees begin reviewing training library to become oriented with Apricot’s functionality	DVP & Grantees
January 13, 2023	– Grantees ensure all Q2 data and Q3 data through January 13, 2023, has been entered into Cityspan* – Grantees complete Q2 Reports in Cityspan (due January 13, 2023)	
January 16, 2023 – January 20, 2023	– DVP uploads all FY22-23 Cityspan data into Apricot – Grantees STOP entering data into Cityspan	DVP
January 23, 2023	– Apricot system is live and available for data entry by grantees	DVP
January 23, 2023 – January 27, 2023	– DVP conducts strategy & sub-strategy-specific Apricot trainings and making training recordings available to grantees – Grantee staff who will use Apricot attend trainings or watch recordings of trainings	DVP & Grantees

January 30, 2023 – February 24, 2023	<ul style="list-style-type: none"> – DVP meets with agencies that currently use Apricot or ETO to discuss syncing and automatic data imports to reduce double data entry. – DVP meets with agencies who use other data systems such as Salesforce to discuss this as needed. 	DVP & Specific Grantees
Ongoing	<ul style="list-style-type: none"> – DVP is available for technical assistance and training 	DVP

**Please note that no data entered into Cityspan after January 13, 2023 will be transferred to Apricot. This means that between January 16, 2023, and January 22, 2023, there will be no system to enter Q3 data into during the data transfer. The system will be fully live and ready for data entry on Monday, January 23rd, 2023.*

Q: What is Apricot 360?

A: Apricot 360 is a comprehensive case management software that was developed by Social Solutions Global, Inc. for public sector and nonprofit social service organizations. Similar entities that use Apricot include at least five community-based organizations currently funded by the DVP, the Oakland Unified School District, the City of Stockton’s Office of Violence Prevention, the City of Los Angeles Mayor's Office of Gang Reduction and Youth Development, and Empower Tehama, a violence prevention organization in Tehama County, California.

Q: What are the benefits of Apricot 360?

A: We are switching from Cityspan to Apricot 360 because we believe that the Apricot 360 system will be much easier to use and more helpful for grantee staff. Benefits of the system include:

- Mobile log-in and data entry on smartphones and tablets
- Custom alerts and reminders
- Automated referral mechanisms
- Easily fillable forms
- Automated dashboards and reports to easily understand clients served and services delivered

Apricot 360 will allow DVP staff and funded agencies to better understand and communicate the work being done by grantee organizations across multiple strategies and evaluate the work to determine impact. It will also allow fiscal and contract staff from the DVP and grantee organizations to easily track and process invoices, monitor budget spenddown, store documents, and communicate about contracting or invoicing questions. The system is very user friendly and is expected to save staff time on data entry and task management in comparison to Cityspan.

Q: Will data in Cityspan be uploaded into Apricot 360?

A: Data entered into Cityspan during Q1 & Q2 of Fiscal Year 2022-23 prior to January 13, 2023 will be transitioned to Apricot 360 for all agencies.

Q: Will we still have access to Cityspan after the transition?

After January 2023, Cityspan will still be available for viewing old data but no data can be entered into the system. It will be like a museum of the past work of the DVP network in which data can be viewed and downloaded but not edited or changed.

Q: My organization already uses Apricot internally. How will this work with the new DVP system?

A: Apricot 360 offers one-way integrations that allow data to be transferred into one Apricot 360 system from another to reduce double data-entry. In these cases, DVP staff will work with your organization to develop a report with DVP-specific data that can be downloaded from your system and uploaded into the

DVP's system on a predetermined schedule (weekly or monthly). Program data collected by your agency that do not pertain to DVP-funded work would not be included in this report. This one-way integration is available for other cloud-based data management systems, as well, including Salesforce. Meetings to discuss this will be scheduled in late January/early February 2023. Double data entry may still be required for Quarter 3.

Q: What data security and privacy measures does Apricot 360 have in place?

A: Apricot has comprehensive security measures in place and is compliant with the Health Insurance Portability and Accountability Act (HIPAA), the Family Educational Rights and Privacy Act (FERPA), United States Department of Housing and Urban Development (HUD) Domestic Violence standards, Homeless Management Information System (HMIS) standards, Social Security Administration data management and security protocols, and the Federal Risk and Authorization Management Program (FedRAMP) standards. This system has received review and approval from the Oakland City Council's Public Safety Committee and is currently undergoing review and approval for use by the City of Oakland's Privacy Advisory Commission. All staff who use Apricot 360 will first receive training from the DVP's data and evaluation staff in proper usage and security measures in accordance with the DVP's Apricot 360 use policy. For more information on data security and privacy measures for Apricot 360, please see the attached one-pager on data security.

Q: Will this create more work for data entry?

A: No, this system will make data entry easier! It will also help guide work for direct service and administrative staff with reminders, flags for missing or incomplete data, and visually appealing charts and dashboards. Depending on what system your organization uses internally, it may even eliminate double data entry because Apricot 360 is able to integrate with several other cloud-based data management systems. Social Solutions Global, Inc. estimates that the implementation of Apricot 360 saves approximately 35% time on data entry, 75% time on reporting, and 25% time on reconciling data integrity issues.

Please feel free to reach out to DVP staff with any concerns, questions, or feedback on the system, especially in this first year of use. We value your opinion and want to make sure that the system is as user-friendly as possible. Please contact Cat Grey, Program Analyst III, at cgrey@oaklandca.gov with these comments and questions.