

Apricot 360 Annual Report

Department of Violence Prevention (DVP)

Holly Joshi

Chief of Violence Prevention

Jenny Linchey

Deputy Chief of Grants, Programs, and Evaluation

Caitlin Grey

Program Planner, Data & Evaluation



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OAKLAND**

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

- System was used by approximately 20 staff from the DVP and 180 staff from community organizations.

One-Year Report: System Usage

Table 1. Apricot 360 forms completed for services that require the collection of individual-level data from February 1, 2023, to January 31, 2024.

Apricot form	Number of records entered
Participant record	7,000
Program enrollment	4,500
Service notes	50,000
Referral	3,500
Life map goals and incentives	2,000
Intake and needs assessment	200
Housing placement	200
Emergency relocation	20
Work experience/job placement	500

One-Year Report: System Usage

Table 2. Apricot 360 forms completed for services that require the collection of group-level data from February 1, 2023, to January 31, 2024.

Apricot form	Number of records entered
Group activities and events	1,800
Hospital response	200
Mini grants	55
Mobile and bedside advocacy visits	200
Outreach	1,500
Shooting and homicide responses	800
Violence mediations	550

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.
- 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

- 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 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.

One-Year Report: Protecting Civil Liberties

- For services that involve entry of PII, data are only visible to staff within the agency entering the data and select DVP staff who perform data and evaluation or service coordination roles; they are not visible to other agencies funded by the DVP.
- PII is not entered for youth clients whose parents/caregivers do not consent to the entry of their child's PII.
- PII is only shared with evaluation partners for clients who consent to having their data shared externally for evaluation.

One-Year Report: Protecting Civil Liberties

Table 3. Race and ethnicity data for participants who data was entered in Apricot 360 from February 1, 2023, to January 31, 2024.

Race	Percentage
African American	52%
Asian	3%
Hispanic or Latino	25%
Multi-Racial	5%
White	3%
Missing	12%

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.

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 DVP staff to easily access and share 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.
- Apricot 360 has allowed the DVP to better understand and coordinate service delivery within the group violence strategy.

One-Year Report: Use Policy Amendments

1. Modify the approved use policy to state that DVP staff who coordinate services related to the group violence strategy, which includes shooting and homicide response and Ceasefire referrals to adult life coaching, are able to view PII for activities within the group violence strategy.
2. Remove Tables 1-3 in the approved use policy, which present the Apricot 360 forms relevant to each activity within the DVP's strategies.

One-Year Report: Use Policy Amendments

3. Rename Table 4 in the approved use policy to “Types of data collected through Apricot 360 forms” to account for potential changes in data fields or form names and remove several forms that are no longer used.
4. Amend Tables 5-7 in the approved use policy to remove the column regarding whether PII entered by CBOs are visible to DVP staff and add a column that identifies whether group-level data are entered.

Thank You