# TABLE OF CONTENTS

- **Introduction**  
  Page 2
- **Accessing FRYSC Counts**  
  Page 4
- **Password Resets**  
  Page 5
- **Navigating the System**  
  Page 6
  - District  
  Pages 7
  - Center  
  Pages 8-9
- **Action Component**  
  Pages 10-12
- **Action Component Amendments**  
  Pages 13-15
- **Training**  
  Pages 16-18
- **Impact Reports**  
  Pages 19-22
- **Budget Original**  
  Page 23
- **Budget Amendment**  
  Page 24
- **Budget-Purchase/Subcontract Request**  
  Page 30
- **Center Operations Original**  
  Page 35
- **Center Operations Amendment**  
  Page 37
- **Advisory Council Listing**  
  Page 41
- **Best Practices**  
  Page 37
- **Common Questions**  
  Page 39
Introduction

FRYSC Counts! is a data collection system for Kentucky Family Resource and Youth Services Centers. The system is currently in development. Currently, there are eight sections available within the system to track District Information, Center Information, Action Components, Training and Professional Development, Impact Reports, Budgets, Center Operations, and Best Practices.

Each section is planned to move to production in the following order:

- **District**
  - Development complete
  - Contact information for district level personnel
  - District level document uploads

- **Center**
  - Development complete
  - Contact information for center level personnel
  - Supplemental center information
  - Student free and reduced lunch counts (import from KDE through Infinite Campus)
  - Center level document uploads

- **Action Components**
  - Development complete
  - Center action components for a two-year planning cycle

- **Professional Development Tracking and related documentation**
  - Development Complete
  - Professional development tracking
  - Approved trainings list
  - Training request forms

- **Impact Reports**
  - Development Complete
o **Budget**
  - Development Complete
  - Budget Form
  - Budget Amendments
  - Requests for Purchases and Subcontracts
  - Automated emails to RPM upon submission and coordinator upon approval

o **Best Practices**
  - Development Complete
  - Searchable statewide by component or key word(s)

o **Center Operations** *(for 2020 program plan cycle)*
  - Development Complete *(Original and Amendments)*

o **Advisory Council Listing** *(for 2020 program plan cycle)*
  - Development Complete

o **Service Tracking for Unenrolled**
  - Development Complete *(Available in Production July 1, 2020)*
  - Unenrolled 0-5 Population
  - Other Non-student

o **Success Stories**
  - Removed from FRYSC Counts plan
    This was originally planned to be incorporated into FRYSC Counts; however, after discussions with the developer, it was decided that the Division of FRYSC will find an alternate way to collect this information.
Accessing FRYSC Counts!

For new coordinators, assistants, or district contacts needing access to FRYSC Counts:

1. **Sign up for a KOG account:** [https://kog.chfs.ky.gov/](https://kog.chfs.ky.gov/).

2. You will receive an email from KOG_DoNotReply@ky.gov. **You must click the link in this email to activate your KOG account.**

3. After this, please send the following to Katie.Morris@ky.gov or Tonya.Cookendorfer@ky.gov:
   - Email address
   - Title/Role
   - School District
   - Name of center for which you need access (center staff only)

4. You will receive an email invitation with a link to “complete the process”. After clicking this link, you will have full access to FRYSC Counts.

---

**ACCOUNT TYPE**

Note: KOG has added a screen to ask your account type. If you are a coordinator or other school district staff, you will choose the option on the left. If you choose State Employee, you will be routed to the wrong sign-in screen and your login will not be recognized.
Password Resets

KOG passwords will expire after ninety (90) days. There are two ways to reset your password.

Option 1:

Click FORGOT PASSWORD and provide your username and email address. You will receive an email with a link to reset your password. Some users have provided a mobile number that may be used instead of email.

SECURITY QUESTIONS:
Please provide the answers to the security questions that you selected when you signed up for your KOG account. If you do not recall the answers, please proceed to option 2.

Option 2:

Email KOGHelpDesk@ky.gov to request a password reset link. This link will allow you to bypass the security questions.
Navigating the System

This user’s guide will be updated regularly to include new developments.

The Home Screen

Center staff access

Coordinators and other center staff will have access to all, with the exception of the district tab.

District staff access

District contacts and other approved district level staff will have access to district information and all center-level entries within the specified district.
The District Page

All district contacts and those with district level access are able to navigate to the district page, make changes to the contact information and upload documents to the district page. To locate the district page, scroll to the bottom of the page where you should see your school district name. If you do not see the district name, choose your district from the search menu and click DISTRICT SEARCH. Beside the district name you will see two links: VIEW/EDIT, which will take you directly to the district page and DOC LIST, which will take you to the list of all documents associated with the district and allow you to upload new documents.

(District Search)
The Center Page

Click the Center tab at the top of the page. To locate the center page, scroll to the bottom of where you should see your center name (or multiple center names for those with district access). Beside the center name you will see two links: VIEW/EDIT, which will take you directly to the center page and DOC LIST, which will take you to the list of all documents associated with the district and allow you to upload new documents. You may also click VIEW/UPLOAD DOCUMENTS at the bottom of the center page to view the DOC LIST.

(Center Search)

The center coordinator is asked to keep all fields on the center page current to ensure that the Division of FRYSC has the correct contact information at all times. Navigate to the center page by clicking VIEW/EDIT and make the needed changes, then scroll to the bottom of the page and click SAVE.
Document Uploads

To upload a document, click DOC LIST on the main center screen, or VIEW/UPLOAD DOCUMENTS at the bottom of the center page.

To upload a file

- browse for the file on your computer
  Depending on the browser you use, the screen view may vary slightly from the screen shot below.
- type a *detailed* document description
  Include enough information so that anyone viewing the list will know what is contained in the file without opening it.
- Click “Upload”

You may also Open/Save files existing files or sort by document description, document type, or date uploaded (default) by clicking the arrows next to the appropriate column heading.

(Document Uploads)

For file deletions, please contact your FRYSC Regional Program Manager.
Action Component

To view or enter action components, click the Action Component tab at the top of the screen. Those with district level access will need to filter for the center action components they would like to view using the Action Component Search. Select the school district and/or center name, then click Action Component search.

If components have been entered, center coordinators should automatically see all components associated with the center at the bottom of the page. If components are not populating correctly, leave all search criteria blank, then click Action Component Search to refresh the screen.

To enter new components, you will click the button labeled “Create New Action Component”.

(Action Component Search)

The action components associated with the center will display at the bottom of the screen as they are entered.
To view or edit an action component that has not yet been approved by your Regional Program Manager, click VIEW/EDIT to the right of the component. Component details are located at the top of the screen and include the action component name, goal of component, Protective Factors, and the Needs Assessment Data Summary. Below the component details you will see the Activity Details.

(Activity Details)
To edit activity details, click the green EDIT button to the right of the component. The display will change and allow you to edit the text. Make the changes, then click SAVE.

(Edit Activity Detail)

For assistance with component or activity detail deletions, please contact tonya.cookendorfer@ky.gov or katie.morris@ky.gov.
Action Component Amendments

After the Original action components have been entered and saved, the Regional Program Manager will approve each one. The component list will indicate whether the approval has been made. See below with the column labeled STATUS.

| Status – Saved | Changes may continue to be made by clicking VIEW/EDIT. |
| Status – Approved | The Original component is locked for editing. In order to make changes, an amendment will need to be submitted by clicking AMEND. |

(View/Edit and Amend)

Upon clicking Amend, you will be prompted with the message below. Click YES to continue. (Confirm Amendment)

Process for amending an action component:

1. Meet with the center Advisory Council to discuss the amendment.
   Ensure that the discussion is documented in meeting minutes.
2. Click AMEND next to the appropriate component in FRYSC Counts.
   (Create FRYSC Request Form)
REQUEST FORM FOR ACTION COMPONENT AMENDMENT

School Year: 2018 - 20
Request #: 1
Region: Region 3
School District: Jefferson County
Center: 
Coordinator Email: 
PhoneNumber: 502-466-8862
Estimation Cost: 0
Type Of Request:
- Single item purchase of $500 or more
- Subcontracts of $1,000 or more
- Purchases of goods of $1,000 or more
- Budget Change #
- Action Component, revision #
- Center Operations, revision #
- Other
Other:
Explanation/Justification:

Save | Cancel
Following the entry of the FRYSC Request form, you will notice the Request # and a link to View/Edit the Request form.

3. Make the appropriate edits/additions to the activity details.

4. Certify that the change was discussed and documented in Advisory Council Minutes.

   Is this an amendment?  ☐ Yes  ☐ No
   
   Create FRYSC Request Form
   
   Request #  Estimation Cost  |  View/Edit
   1  0.00

   I certify that this change was discussed and documented in Advisory Council minutes  ☑ Yes  ☐ No
   
   The SUBMIT button is not visible until "Yes" is clicked on the certification message.

   Without this certification, the amendment process will not move forward. When you click YES on the certification, the SUBMIT button will appear.

5. Click SUBMIT to submit the amendment.

   This will generate an automated email with details of your amendment request to your FRYSC Regional Program Manager. After the RPM approval is made, an automated email will be sent to the person who submitted the amendment request.
TRAINING TAB

The Training tab became active on Sept. 26, 2018. There are three separate sections for coordinators on this tab: Coordinator Training Requests, PD Tracking Forms, and the Approved Trainings List (with codes).

NAVIGATION BAR – APPROVED TRAININGS LIST

The list of approved trainings is now ONLY accessible in FRYSC Counts. Clicking the “Approved Trainings List” link will yield the current approved list with codes in an Excel spreadsheet.

COORDINATOR TRAINING REQUESTS

Coordinators will submit requests for training approval by clicking “Coord Training Request”. When you submit a request, an automated email will be sent to the Training Director. When action has been taken on the request, the submitter will receive an automated email and will be able to view the status. When approved, the training will be assigned an automated code and will immediately appear in the approved trainings list.

STATUS COLUMN:  Saved (completed form but NOT submitted to training director)  Submitted (Submitted to training director but not approved yet)  Need more information (Training director needs something more)  Approved (Training is approved and code assigned)
Professional Development Tracking Forms

You may complete the PD tracking form throughout the year as you attend trainings, clicking SAVE each time. At the end of the year when you have completed the form, the Division will mark all completed forms as SUBMITTED, preventing further changes following the due date.

To start a PD tracking form for subsequent years, your first step will be to click **ADD PD**, which will open the PD tracking form.

(PD Tracking Form)
An important feature of the PD tracking form is the **SEARCH** button. The form is designed for you to first enter the approval code in the space provided, then click **SEARCH**. When you do this, the details of the training will populate as it appears in the approved trainings list. District trainings without approval codes may be entered manually.

**PD Tracking – Enter Approval Code then SEARCH**

<table>
<thead>
<tr>
<th>Region</th>
<th>Region 3</th>
<th>District</th>
<th>Jefferson County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center</td>
<td>Liberty YSC</td>
<td>Coordinator</td>
<td>- Select Coordinator -</td>
</tr>
<tr>
<td>Hire Date</td>
<td>03/14/2016</td>
<td>School Year</td>
<td>2018 - 2019</td>
</tr>
<tr>
<td>Years as a FRYSC Coordinator</td>
<td>0</td>
<td>Year NCO attended</td>
<td></td>
</tr>
</tbody>
</table>

### Required Statewide Trainings

<table>
<thead>
<tr>
<th>Type Of Training</th>
<th>Training Date</th>
<th>Training Name</th>
<th>Domain</th>
<th>Credit Hours</th>
<th>Approval Code</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victory over Violence</td>
<td>7/17/2018</td>
<td>Victory over Violence</td>
<td>Social &amp; Emotional Needs</td>
<td>Search</td>
<td>0081819</td>
<td></td>
</tr>
<tr>
<td>Fall Institute</td>
<td>10/29/2018</td>
<td>Fall Institute</td>
<td>Center Operations</td>
<td>Search</td>
<td>0921819</td>
<td></td>
</tr>
</tbody>
</table>

### Regional & Other Trainings

<table>
<thead>
<tr>
<th>Type Of Training</th>
<th>Training Date</th>
<th>Training Name</th>
<th>Domain</th>
<th>Credit Hours</th>
<th>Approval Code</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Select -</td>
<td>08/30/2018</td>
<td>Preparing for Pubert</td>
<td>ChildYouth Health and Develops</td>
<td>1</td>
<td>0901819</td>
<td>Search</td>
</tr>
<tr>
<td>- Select -</td>
<td>08/31/2018</td>
<td>The History and Future</td>
<td>Family Development</td>
<td></td>
<td>0991819</td>
<td>Search</td>
</tr>
<tr>
<td>- Select -</td>
<td>08/30/2018</td>
<td>KY Assoc of School</td>
<td>Social &amp; Emotional Needs</td>
<td>6</td>
<td>0931819</td>
<td>Search</td>
</tr>
</tbody>
</table>

**If Credit Hours are not displayed, you will hand-enter the number of hours you received for the training. Some trainings have varying numbers of hours depending on attendance.**

**Total Credit Hours**

| 24 |

**You may SAVE the form throughout the year. NOTE: The SUBMIT button has been removed. SAVE is the only requirement.**
IMPACT REPORTS

As you collect data and document outcomes, you may enter the Impact Report(s) throughout the year. Please SAVE each time until you feel certain it is ready to SUBMIT. No further changes can be made after you click SUBMIT.

(Create Impact Report)

Each center is required to submit at least one Impact Report for the year. The Impact Report is designed to capture outcomes supported by data. For examples, please view the Impact Report Spotlights located on the Division of FRYSC web page.
**FRYSC COUNTS!**

**USER’S GUIDE**

### (Create Report Entry Screens)

#### Create Impact Report

<table>
<thead>
<tr>
<th>Field</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Year</td>
<td>Select School Year ▼</td>
</tr>
<tr>
<td>Region</td>
<td>Region 9 ▼</td>
</tr>
<tr>
<td>School District</td>
<td>Barbourville Independent ▼</td>
</tr>
<tr>
<td>Center</td>
<td>The Tiger Center FRYSC ▼</td>
</tr>
<tr>
<td>Center Type</td>
<td>FRC □ FRYSC □ YSC □</td>
</tr>
</tbody>
</table>

**What was the name of the intervention, service or activity?**

(Add a very brief description if the type of program is not clear. For example, “Wildcat Club — after school community service”)

**How was the impact/outcome measured?**

- **Survey**
  - Pre and Post □
  - Post only □

- **Academic Comparison (reading scores, other assessments)**
  - Pre and Post □
  - Post only □

- **Non-Academic Comparison (attendance, discipline, graduate rate, etc.)**
  - Pre and Post □
  - Post only □

**Other (please specify)**

**Check if any of the following resulted from the provision of this program or service. If none, please leave blank:**

- Creation of a new school or community resource □
- Intervention resulting in change in personal/family situation □
- Expansion of an existing program □
- Additional funding or community support to sustain a program □

**Component this program/service/activity addresses**

**Select Action Component ▼**

**Categories your outcome best fits: (choose no more than 3)**

- Educational support □
- Student Health □
- Basic needs □
- Kindergarten readiness □
- Community Involvement □
- College and career readiness □
- Parent/caregiver involvement □
- Social/Emotional support □
- Attendance □
- Peer support/conflict resolution □
- Graduation rate □
- School culture/climate □
- Student achievement □

**Other (Please specify)**
Important: In the BEFORE and AFTER fields there is now a **2,000 character MAXIMUM**. If you exceed this, you will not be able to save or submit until the character count falls within the acceptable range.

Approximately 15 of the 850 Impact Reports submitted in the previous year exceeded this number of characters, so please be mindful as you plan your submission.

After you click SAVE or SUBMIT, the PRINT button will appear. This will produce a PDF file that can be saved or printed.
(View or edit previously saved/submitted Impact Reports)

When you return to the Impact Report tab after you have saved or submitted a report, you will see your reports at the bottom of the page. SAVED reports can be edited and printed. SUBMITTED reports can only be viewed and printed.

When Impact Reports are due, please finalize your Impact Reports and SUBMIT.
BUDGET ENTRY (Original Budget)

Center budgets are submitted annually in March or April following the announcement of center allocation amounts. Original budgets need only to be SAVED. RPMs will begin the approval process immediately following the announced due date.

Tips: Be sure to use Internet Explorer. Save frequently.

(Create Budget)

Click the button labeled “Create Budget” to begin your new original budget.

(Figure 20 – Budget entry)

Select the school year. Enter your first MUNIS code in the space provided, then tab. Complete the annual budget and narrative. The narrative space will accept no more than 500 characters. To enter the next line item, click the button labeled “Add Budget Activity”. You may add as many line items to your budget as needed. Always remember to SAVE at the bottom.
BUDGET AMENDMENTS

All budget-related activity (original budget, amendments, and purchase/subcontract requests) are housed under the BUDGET tab. Signatures and request forms will still be required, so follow these instructions step-by-step.

To submit a budget amendment, follow these steps:

1.) The last approved budget will be highlighted in blue with the option to AMEND the budget in the right-hand column of the screen.

Click AMEND to the right of the last approved budget highlighted in blue, then confirm this is what you want to do.

2.) Enter your new budget in the NEW BUDGET column. You must complete ALL fields in this column, not only the ones you are changing.
3.) Click **SAVE** at the bottom. After saving, the **PRINT** button will appear.

4.) As before, you will need to get signatures on your request form before this request may be submitted. Click **REQUEST FORM**.

5.) Click **CREATE BUDGET REQUEST**.
6.) Complete your request form. **SAVE then PRINT.** This will produce the request form with signature lines. You must print in order to gather the required signatures.

7.) Gather the required signatures, scan the document as before. **When you are ready to upload the scanned signed document, go back to the BUDGET tab.**

8.) You will now see Amend 1 with status “Saved”. Click **VIEW/EDIT.**
9.) Click VIEW/UPLOAD Documents and upload the signed, scanned Request Form. All request forms for the same year will be viewable here. Type a description for your upload such as “Request Form for budget amendment”.

After you click UPLOAD, you will see the document listed as follows.

10.) Now you are ready to SUBMIT.

PAY ATTENTION TO THIS TO SAVE A STEP
The document upload page opened in a new tab. To go back to the previous screen to SUBMIT, look at the tabs at the top of your screen. Click the tab immediately to the left.
11.) Click the certification message that the “Signed Request form has been uploaded” and the SUBMIT button will appear. Click SUBMIT.

You will see a message that your budget amendment has been submitted successfully.

Your Regional Program Manager has now received an automated email notifying them that you have submitted a request. When approval is made, or if the RPM requests additional information, you will receive an automated email to tell you what action was taken.
See the difference between a SUBMITTED request and an APPROVED request:

**SUBMITTED** *(may only be viewed until action taken by RPM)*

<table>
<thead>
<tr>
<th>Center Name</th>
<th>School Year</th>
<th>Date Submitted</th>
<th>Amendment</th>
<th>Document</th>
<th>Status</th>
<th>Date Approved</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Test Center FRYSC</td>
<td>2019 - 20</td>
<td>7/1/2019</td>
<td>Original</td>
<td></td>
<td>Approved</td>
<td>7/1/2019</td>
<td>Amend</td>
</tr>
<tr>
<td>The Test Center FRYSC</td>
<td>2019 - 20</td>
<td>7/1/2019</td>
<td>Amend 1</td>
<td></td>
<td>Submitted</td>
<td>View</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 2 of 2 entries

**APPROVED** *(Now highlighted to show it is the last approved budget. You now have additional options attached to the amended budget. The original budget may only be viewed.)*

<table>
<thead>
<tr>
<th>Center Name</th>
<th>School Year</th>
<th>Date Submitted</th>
<th>Amendment</th>
<th>Document</th>
<th>Status</th>
<th>Date Approved</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Test Center FRYSC</td>
<td>2019 - 20</td>
<td>7/1/2019</td>
<td>Amend 1</td>
<td></td>
<td>Approved</td>
<td>7/1/2019</td>
<td>Amend</td>
</tr>
<tr>
<td>The Test Center FRYSC</td>
<td>2019 - 20</td>
<td>7/1/2019</td>
<td>Original</td>
<td></td>
<td>Approved</td>
<td>View</td>
<td></td>
</tr>
</tbody>
</table>
PURCHASE/SUBCONTRACT REQUESTS

The last approved budget will be highlighted in blue and will have three options in the right-hand column: Amend, Request, View.

- **Amend** – for a budget amendment
- **Request** – for a purchase request or subcontract
- **View** – view the currently approved budget

To submit a purchase request:

1.) **Click REQUEST**

2.) **Click CREATE PURCHASE/SUBCONTRACT**
3.) **Complete the Purchase/Subcontract Form and SAVE.** After clicking SAVE, additional options will appear at the bottom of the page. You will then PRINT. The printed version of this form contains signature lines.

4.) **Gather the required signatures and any accompanying documentation.** Scan the documents to prepare for upload.

5.) **When you are ready to upload, return to the budget tab and click REQUEST to return to the purchase/subcontract screen.**
6.) You will see your saved purchase request at the bottom. Click **VIEW**.

Center Budget Purchase/Subcontract

<table>
<thead>
<tr>
<th>Region</th>
<th>Region 9</th>
<th>School District</th>
<th>Barbourville Independent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center</td>
<td>The Test Center FRYSC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Center Phone</td>
<td>(606) 546-3338</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimated Cost</th>
<th>Status</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>500</td>
<td>Saved</td>
<td>View</td>
</tr>
</tbody>
</table>

7.) Click **VIEW/UPLOAD DOCUMENTS** to upload your signed request form and any other accompanying documentation, such as purchase orders or subcontract information.

8.) Upload the document, including a clear description. The upload(s) will appear at the bottom with a date stamp. All other request forms attached to the budget throughout the year will appear here as well.
9.) Now you are ready to submit.

PAY ATTENTION TO THIS TO SAVE A STEP

The document upload page opened in a new tab. To go back to the previous screen to SUBMIT, look at the tabs at the top of your screen. Click the tab immediately to the left labeled Budget Purchase/Subcontract.

10.) Click the certification message “Signed document has been uploaded”, then the SUBMIT button will appear. Click SUBMIT.

After you submit, you will see the following message.
Your regional program manager has just received an automated email. You will receive an automated email when approval is made or other action is taken on your request. When you return to the request page, you will see the status has changed to SUBMITTED. When it is approved, the status will say “Approved”.

<table>
<thead>
<tr>
<th>Region</th>
<th>School District</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region 9</td>
<td>Bartourville Independent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Center</th>
<th>Coordinator Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Test Center FRYSC</td>
<td><a href="mailto:coordinator.test@bartourville.kyschools.us">coordinator.test@bartourville.kyschools.us</a></td>
</tr>
<tr>
<td>Center Phone</td>
<td>School Year</td>
</tr>
<tr>
<td>(606) 546-3338</td>
<td>2019 - 20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimated Cost</th>
<th>Status</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>500</td>
<td>Submitted</td>
<td>View</td>
</tr>
</tbody>
</table>
CENTER OPERATIONS – ORIGINAL

Beginning with the CPP for 2020-22, center coordinators will no longer use the Word version of the Center Operations form. The amendment process will be available prior to July 1, 2020 when the continuation program plan goes into effect.

Click Create Center Operations to begin the new Center Operations form.

Select the School Year 2020-22 and complete the narrative portions of the form.
Complete all center staff fields for the center coordinator first. If there are additional staff members paid with FRYSC funds, click ADD CENTER STAFF to open another set of staff fields.

You may SAVE the form multiple times before you SUBMIT. Prior to the March due date, when you have completed the form and do not need to make additional changes, please SUBMIT for RPM approval.

Please save the form frequently. You will receive a warning popup before the system times out. This should prompt you to save your work. If it times out before you save, your work will not be saved.

After the form is created and saved or submitted, you may return to the form by clicking the Center Operations tab. You will see your form at the bottom of the page.

Status: SAVED (you may continue to edit), SUBMITTED (submitted for RPM approval, no more changes), APPROVED (form has been approved by the RPM), NEED MORE INFO (RPM has requested additional information)
CENTER OPERATIONS – AMENDMENT

1.) To Amend your most recently approved Center Operations form, click **AMEND**, then click YES to confirm this is what you want to do:

2.) Make the necessary changes to the form. Click **SAVE**.
3.) Click **REQUEST FORM**.
4.) Click **CREATE CENTER OPERATIONS REQUEST** in the upper left corner.

![Center Operations Request Forms]

5.) Type a complete explanation of the change(s) you are making, SAVE, then click PRINT for the PDF version of your request with signature lines. Then you will collect signatures.

![Center Operations Request Form]
6.) After the Request Form is signed, you will scan the document. On your center operations page, you will see the Amendment you have created. Click VIEW/EDIT.

7.) Click VIEW/UPLOAD DOCUMENT
8.) Browse for your scanned request form and type a document description (e.g. “Ctr. Operations Amendment – Staff Change”)

9.) After the file is uploaded, PAY ATTENTION TO THE TABS AT THE TOP OF YOUR SCREEN. Click the one labeled AMEND to go back to the previous screen.
10. Click to certify that the signed request form has been uploaded. When you do this, the SUBMIT button will appear. Click SUBMIT.

11. After you click SUBMIT, your Regional Program Manager will receive a notification that you have submitted a Center Operations Amendment for approval.
ADVISORY COUNCIL LISTING

The Advisory Council Listing is found under the CPP tab.

All fields with a red asterisk are required.

1.) To add members, type the CHAIRPERSON in the first row under NAME. Please identify the chairperson, school, or community organization represented. Click the dropdown under “Representing” and choose whether the member is a parent, youth, school district staff, or community. Choose the Original Appointment date (Note: you may choose from the calendar, or type the date manually).

2.) To add another row, click ADD ROW. Continue adding rows until you are finished. Click SAVE.

There is no approval process for Advisory Council changes. Your Regional Program Manager will be notified automatically each time you make a change.
Best Practices

Submission of FRYSC Best Practices is both appreciated and voluntary. Please submit a best practice for any program, service, or activity you feel could be successfully replicated and would benefit other centers. Best practices are searchable statewide by component.

<table>
<thead>
<tr>
<th>Create Best Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Region</strong></td>
</tr>
<tr>
<td><strong>School District</strong></td>
</tr>
<tr>
<td><strong>Center</strong></td>
</tr>
<tr>
<td><strong>Coordinator Name</strong></td>
</tr>
<tr>
<td><strong>Coordinator Email</strong></td>
</tr>
<tr>
<td><strong>Center Phone</strong></td>
</tr>
<tr>
<td><strong>Components Addressed</strong></td>
</tr>
</tbody>
</table>

* denotes required field
Please save the form frequently. You will receive a warning popup before the system times out. If it times out before you save, your work will not be saved. When the document is saved, you will see this message:

After the first save, you will be given the option to print or upload additional documents to accompany your best practice:
COMMON QUESTIONS/TROUBLESHOOTING

1.) **User reports that they cannot log in to the system even after a password reset.**
   See Page 4 of this user’s guide. This is the most commonly reported issue, and it is almost always because the user is not choosing **CITIZEN OR BUSINESS PARTNER** when asked for their account type.

2.) **KOG applications, including FRYSC Counts!, are designed for use in Internet Explorer.** While you may successfully use other browsers, sometimes due to compatibility issues, things will simply go wrong – error messages, inability to upload a document, etc. When something goes wrong, if you are not using Internet Explorer, please try that first to see if it resolves your issue.

3.) **The user would like to delete a file that has been uploaded.**
   Your regional program manager has access to delete files from the district and center pages and should be the first contact for deletions of this type. If your Regional Program Manager is unavailable, you may also contact tonya.cookendorfer@ky.gov or katie.morris@ky.gov.

4.) **The user types a form and reports that it did not save.**
   Generally, this happens for one of two reasons: 1.) the coordinator is not using Internet Explorer or 2.) there was an extended amount of time between beginning the form and the first save. The system times out. Saving frequently will prevent this issue.

5.) **Coordinator reports having saved a DUPLICATE PD tracking form and is unable to save new entries on either of them now.**
   --- If a duplicate has been created, it will need to be deleted. This resolves the issue. Have the coordinator (or RPM) contact tonya.cookendorfer@ky.gov.

6.) **Coordinator is not showing up on the PD Hours Report, says they have completed it, and has recently changed name/email address.**
   --- **STEP 1:** The coordinator will need to email KOGHelpDesk@ky.gov and have their email address updated to the current email address.
   --- **STEP 2:** The coordinator will need to re-save their PD tracking form (so it will be associated with the correct email address).

   This resolves the issue and the coordinator will show on the PD Hours report.

7.) **NEW coordinator attempts to start a PD tracking form, but the former coordinator’s email address is showing in the dropdown.**
   The coordinator email address field on the PD tracking form is tied directly to the CENTER page. Have the coordinator update the center page to show their contact information, then their email should show in the drop-down on the form. Typically, this is all that is required.

If at any time you experience issues that cannot be resolved with the information contained in this guide, please email tonya.cookendorfer@ky.gov to report the issue at your earliest convenience.
This user’s guide will change with every new rollout, and the updated file will be available on the Forms and Documents portion of the DFRYSC web page https://chfs.ky.gov/agencies/dfrcvs/dfrysc.