TRIBAL CHILD CARE
DATA TRACKER

Version 2.0

USER'S GUIDE

February 2005

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WHAT IS THE TRIBAL CHILD CARE DATA TRACKER?

Federally recognized Tribes, Territories, and States that receive Child Care and Development Fund (CCDF) grants all are required to maintain and report information about the families and children being served with the grant dollars, and the types of services being provided. The Tribal Child Care Data Tracker V2 (Tracker) is a software tool to help grantees meet that reporting requirement.

The Child Care Bureau (CCB) developed the Tracker specifically for those grantees that did not have an adequate information system available to manage the data necessary for the required reports. The Tracker was originally designed and developed with the help of a Tribal Software Development Work Group. In the years since its first introduction, feedback, comments, and suggestions for modifications have been received from grantees across the country representing a wide variety of child care programs. That feedback has been used to guide the design and development of updated versions of the Tracker.

The Tracker is a comprehensive case management tool that allows grantees, primarily Tribes and Territories, to record information about their clients electronically, and to generate reports as needed. While the Tracker has been designed to meet a wide range of program approaches and technical capabilities, the CCB recognized that one system could not precisely meet everyone's needs. With that in mind, the Tracker includes many customizable features that allow each grantee to refine information to meet their unique and personal needs.

As a case management tool, the Tracker functions generally parallel the activities that child care program staff members take with the families they serve.
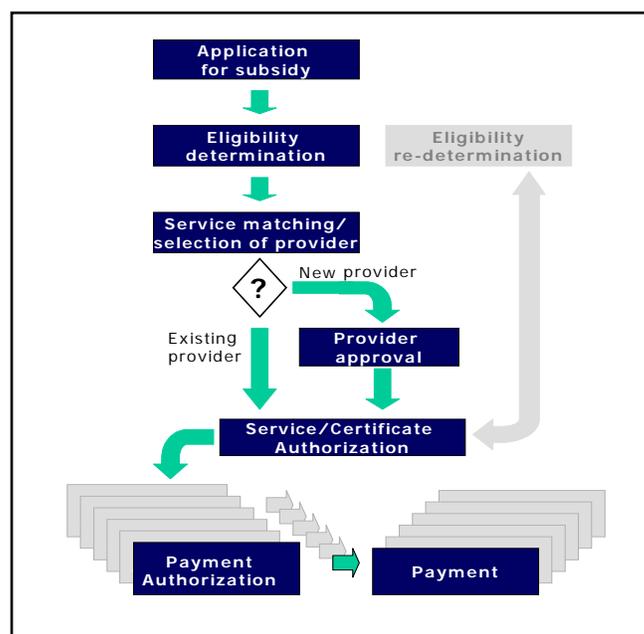
There are data entry modules in the Tracker for each step in the intake, evaluation, and service delivery process.
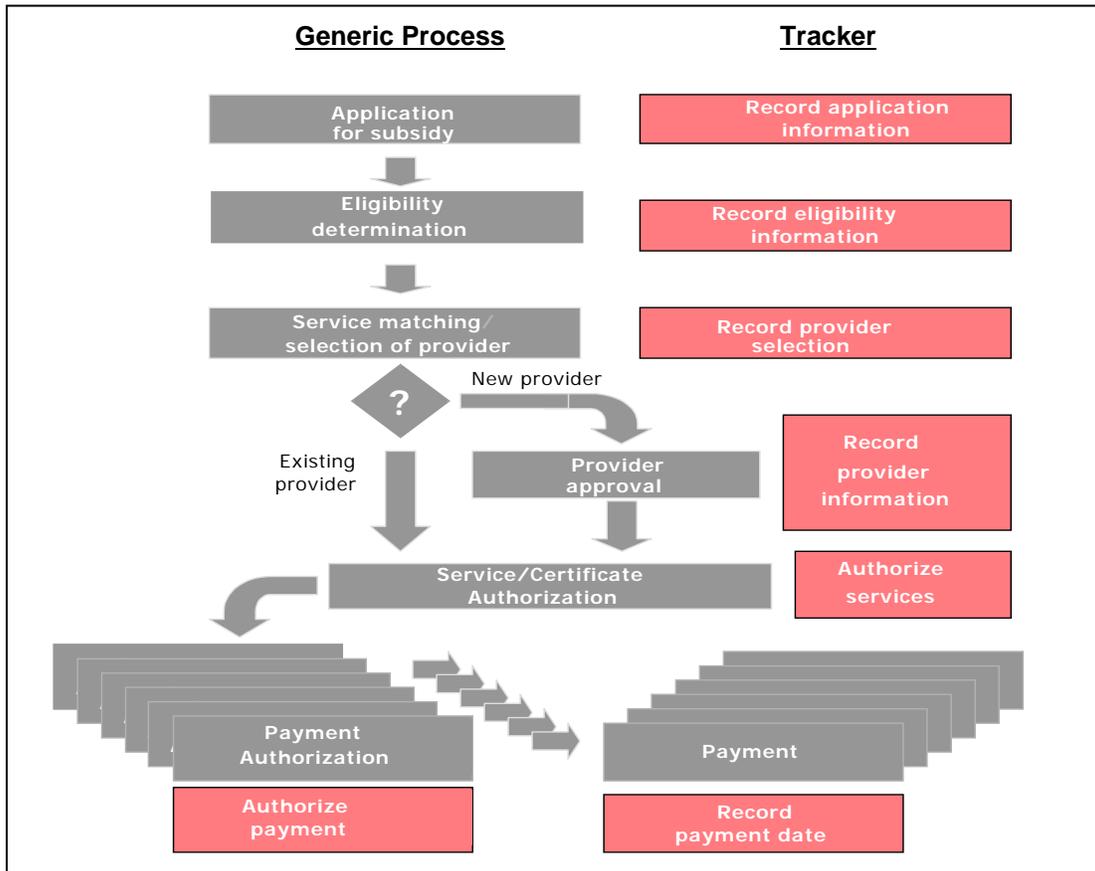
The Tracker allows you to enter and maintain information on **all** of the families and children you serve, not just those receiving CCDF subsidy support. This makes it a comprehensive and powerful system that will provide you with ready access to case-level information, will support administrative and management functions, and can generate up-to-date reports as needed.

HOW IS THE NEW VERSION OF THE TRACKER DIFFERENT FROM THE OLD VERSION?

Many of the changes will be invisible to you as you use the Tracker, but they will be working in the background to help it operate more smoothly. In addition to many small visible changes, you will notice the following substantial differences:

- *Save Function:* To protect you from losing information you already have entered, each screen must be manually saved prior to exiting (with the exception of the screens in the Application Maintenance module). A warning message will help you to remember.

- *Search Screens:* In each module, there is a new search screen that allows you to look for and find specific records. In each case, you have the ability to search on several different criteria. For example, in the Provider Module, you can search for a provider by name, city, or zip code.

- *Eligibility Information:* The new version allows you to define the criteria you use to determine eligibility, and keep track of each family's compliance with those eligibility documentation requirements.

- *Financial Information:* When used fully, the financial information can automatically calculate "eligibility" income, assuming that the appropriate income set-up was instituted.

- *Payment Schedule:* A new feature allows you to choose the schedule on which your program wants to authorize provider payments (formerly payment authorizations were allowed only monthly).

- *Co-Payment:* This optional feature allows you to choose one of four co-payment calculation methods and set up your system so each family's co-payment is calculated automatically.

- ***Poverty Guidelines:*** The annual updates to the Federal poverty guidelines that are necessary for calculating your reports can be more easily entered. In addition, poverty guidelines from past years are saved, allowing you to generate accurate reports on historical data.

- ***Payment Authorization:*** The search screen in the payment module doubles as a data entry screen. This means that you can authorize payments for multiple families or providers at one time without having to go into each individual case record.

- ***Reports:*** Reports have been modified to be more helpful. You will have more options for how you want the reports to display information.

The following is a list of the commonly used child care-related terms that may help you as you operate your child care program on a day-to-day basis and implement the Tracker:

A-B	
ACF	The Administration for Children and Families, an agency of the Department of Health and Human Services (HHS). ACF is responsible for Federal programs that promote the economic and social well being of families, children, individuals, and communities.
ACF-696T	The financial report required to be submitted by Tribes receiving Child Care and Development Fund (CCDF) grants.
ACF-700	An annual data report required to be submitted by Tribal grantees. The report contains data related to families and children receiving assistance through the CCDF.
Applicant	A family or individual who is applying to receive a child care subsidy and who must meet defined eligibility requirements. An applicant may be a member of a family group (usually a parent) or a single child in protective custody.
C-D	
CCB	Child Care Bureau, an agency of ACF. The CCB is dedicated to enhancing the quality, affordability, and availability of child care for all families. The Bureau administers Federal funds to States, Territories, and Tribes to assist low-income families in accessing quality child care for children when the parents work or participate in education or training. The CCB web site is www.acf.hhs.gov/programs/ccb.
CCARC	Child Care Automation Resource Center. A team of technical assistance specialists who help grantees to meet grant reporting requirements. CCARC's toll free number is 1-877-249-9117 and the e-mail address is ccarc@childcaredata.org.
CCDF	Child Care and Development Fund. CCDF provides funding for low-income families, families receiving temporary public assistance, and those transitioning from public assistance, to obtain child care so they can work or attend training and/or education activities.
Center Care	Service that is provided in a facility other than a private home. Center-based care also would include such providers as churches and schools.
Child/Children	Those persons who are receiving subsidized child care services. Child care services may be full day or part-time, and may be provided in a variety of settings.
Child's Home Care	Services that are provided in the home of the child receiving services.
Contact Person	The grantee staff person who is familiar with the ACF-700 information and will be able to answer questions and provide clarifications. This may or may not be the Program Director.
Co-payment	The amount of money the applicant/family pays for child care. This represents only the family share of the total amount paid to a child care provider as negotiated and assigned by the Tribal grantee.

E-K	
Education	School or work-related information and training activities intended to prepare individuals to obtain and keep a paying job that will allow them to achieve financial independence.
Eligibility Income	The total amount of money a family/applicant receives (earned or unearned) that is included when eligibility for the CCDF program is being determined.
Family	The applicants who apply for, and must qualify for CCDF subsidy assistance. A family may be represented by birth, adopted, or foster parents, and children in need of child care. The ACF-700 requires an annual <u>unduplicated family count</u>.
Family Home Care	Service that is provided by one person in a residence of someone other than the child(ren) receiving care. Usually a family home is the residence of the child care provider.
Group Home Care	Service that is provided by more than one person in a residence of someone other than the child(ren) receiving care. A group home typically is able to care for more children at one time than a family home because additional staff are employed to help with child care. Usually a group home is the residence of the primary child care provider.
Hours of Care	The number of hours each day that a child actually attends and participates in child care services.
L-Q	
Licensed/Regulated	The provider must apply for, and may <u>only</u> operate after receiving legally defined approval to deliver services as a licensed or regulated provider. The licensing agent usually is the Tribe, Territory, or state.
No License	The provider is not required to obtain a license (as defined above), but still must meet all state or local health, safety, and other child care program regulations to be operating legally.
Non-Relative	A provider who does **<u>not</u>** meet the description of a relative (see below).
Protective Services	Public program designed to provide safe care for children who are victims of abuse or neglect, or whose parents are otherwise unable to adequately care for them (temporarily or permanently).
Poverty Guideline	A guideline provided by HHS that indicates the minimum income a family with different numbers of family members needs to be able to survive at a most basic level. Families with income at or below this threshold are considered to be living in poverty. Annual poverty guidelines are available on-line at http://aspe.hhs.gov/poverty.
R-S	
Regulated	See: Licensed.
Relative	An "adult" who is by marriage, blood relationships, or court decree, a grandparent, great-grandparent, aunt or uncle, or sibling living outside the child's home.
Subsidy	The amount of money the program/grantee pays for child care. This represents only the program share of the total amount paid to a child care provider. For the ACF-700, the program will report only on subsidies for children using CCDF grant funds.

Supplemental Narrative	An annual written report required of Tribes that describes the program operated and services delivered using the CCDF grant money.
T-Z	
TA	Technical assistance. Help that is provided to grantees, Central and Regional ACF staff, and other stakeholders to support program operations and the collection, management, and reporting of high quality CCDF data. TA related to reporting requirements is provided by the CCARC.
Technical Bulletins	Publications, available on the CCB web site at http://www.acf.hhs.gov/programs/ccb/report/formhelp/techbull/index.htm, that provide technical guidance to grantees receiving CCDF funds.
Training	Activities designed to prepare individuals to obtain and keep a paying job that will allow them to achieve financial independence.
Tribal Lead Agency	The organization that applied for, received, and is responsible for administering the Tribal CCDF grant. The lead agency may be different from the organization that directly provides the child care services.
Un-licensed	See: No-License.
Work	Paid employment. This employment may include full- time or part- time work. It also may include sporadic, seasonal work.

The Tribal Child Care Data Tracker Version 2 (Tracker) software was developed to require minimal hardware and software support. It is designed to be installed on individual PCs using the Microsoft® Windows 2000 (or later) operating system. It requires Microsoft Access2000 or later. Your computer should have at least 100 MB of free disk space available to run the program. The following minimum requirements are needed to use Version 2 of the Tracker.

Minimum Requirements	
Processor	450-megahertz (MHz) Pentium II-class processor required 600-MHz Pentium III-class processor recommended
Operating System	The Tracker Version 2 can be installed onto any of the following systems: • Windows Server 2003 • Windows XP Professional • Windows XP Home Edition • Windows 2000 • Microsoft Windows NT® 4.0 • Windows Millennium Edition (Windows Me)
Microsoft Access	Microsoft Access software is required to run the Tracker. Version 2 can run on the following versions of Microsoft Access. • Microsoft Access 2003 • Microsoft Access 2002 • Microsoft Access 2000
Monitor	It is recommended that your monitor/screen resolution be set to **1024 X 780 pixels**. The minimum resolution must be at least **800 X 600 pixels**.
Hard Disk	100 MB of available space is required on system hard drive
Drive	CD-ROM or DVD-ROM or CD-RW drive. We recommend having a CD-RW drive in order to backup the Tracker database.
Mouse	Microsoft Mouse or compatible pointing device
Printer	In order to take full advantage of the Tracker's capability to print reports, the PC should be connected to a printer capable of printing in color, if available. Although the charts displayed on the Tribal Story Page will print in black and white, they look best when printed in color.

Network: The design of the Tracker was not specifically intended to support networked use, however, the Tracker may be used on a shared network. We recommend that if you do plan to network your system that you identify a network administrator to help you address any difficulties you may have.

IV. KEEPING THE TRACKER INFORMATION CURRENT

As a management tool, the Tribal Child Care Data Tracker V2 is designed with the understanding that users will be continually entering data to record new families and providers, and update information about eligibility, services and payments. The Tracker also was specifically designed to ensure that the information necessary for the required annual ACF-700 report would be readily available at the end of each fiscal year. The client and program information that you will need to prepare your annual ACF-700 includes:

- Total **number of families** that were served with CCDF funds during the fiscal year (unduplicated count),
- Total **number of children** that were served with CCDF funds during the fiscal year (unduplicated count),
- **Date of Birth** of each child receiving child care services supported with CCDF funds,
- The **type of care** (setting type) in which each child received child care services,
- The criteria used to determine that the family was eligible to receive CCDF-supported child care (**reason for care**),
- The actual **number of hours** each month that each child received CCDF-supported child care services, for each type of service received,
- The **dollar amount of the CCDF subsidy** paid each month to each provider for each child,
- The **dollar amount of the family co-payment** paid each month to each provider by the applicant,
- The **family size** for each child that received CCDF-supported child care services during the fiscal year (a count of all family members that are included when eligibility is being determined), and
- The **family income** for each child that received CCDF-supported child care services during the fiscal year (the total income – from all sources – that is included when eligibility is being determined).

If you use the Tracker fully, this information will be calculated automatically and be available when you need to prepare the ACF-700 report. If you do <u>not</u> use the Tracker, you will have to keep track of the information and calculate monthly averages manually.

In addition to gathering the information necessary for preparing the required ACF report, information you maintain on clients, providers, and services, can help you with a variety of administrative functions. Some most frequent ways grantees use their Tracker data are to:

- Educate the community,
- Inform legislators and other stakeholders,
- Evaluate the program, and
- Raise funds.

The information you use, and reports you generate are only as good as the information you enter into the Tracker. If you do not assure that your data entry is accurate and complete, and that your information is updated regularly, you will not be able to rely on your data to support any of these activities.

What does this mean for you and your child care program?

There are a number of steps that you may want to put into place to ensure that your information is recorded thoroughly, is kept up-to-date, and accurately reflects the accomplishments of your child care program:

1. Train your staff on the importance of the information you gather. Be sure they understand that it is used for many purposes, only one of which is to meet CCB reporting requirements.

2. Schedule "cross training" that includes staff from all aspects of your program – administrative, supervisory, care providers, and systems – so each understands his or her role in the information management process.

3. Define a schedule for recording data. Regardless of the routine flow of family intakes, you can set aside a specific day/time each week or month that is dedicated to data entry. Keeping current with data entry ensures that the family still is available if you have a question about your intake information. It also allows you to generate reports based on the most recent information possible. Even though the required ACF-700 report is due only once per year, it relies on information you should have been gathering and maintaining all year.

4. Designate specific staff persons to be responsible for the data management activities. This will provide accountability for the completion of information gathering and data entry. Assign all tasks to at least two persons – one who is primarily responsible, and one who is familiar with the process and can serve as a backup.

5. Develop written policies and procedures for recording and entering critical information. Make sure all staff members have a copy of the policies and understand their responsibility in ensuring accurate and up-to-date information.

6. Establish a quality assurance (QA) process. QA to monitor the accuracy and completeness of your information can take many different forms:

   - Conduct random spot-reviews of data, comparing the information in your paper files to that which has been entered into the computer. Has it been fully entered? Has it been entered accurately?
   - If you can install a test version of the Tracker on a separate computer, you can ask two different staff persons to enter the same data on the different systems. Compare the entered information. Are your staff interpreting and coding the information the same way? If not, training on data field definitions may be in order.

- Generate monthly reports. Do the reports make sense? Do they seem to accurately reflect the current activities of your program? If not, examine with your staff those areas that seem inaccurate, and identify and correct the source of the error.

Keeping current with your record-keeping responsibilities will ensure you have the information you need, when you need it.

MODULES

When you work with families and children, there are a variety of actions that you take to evaluate their eligibility, officially enroll them in services, and ensure that they are linked with the most appropriate child care provider. For each step in this "intake" process there is an associated module in the Tribal child Care Data Tracker.

Each of these modules is described in greater detail in Section VII. In addition to supporting intake and administrative functions, the Tracker can generate a variety of standard documents and reports.
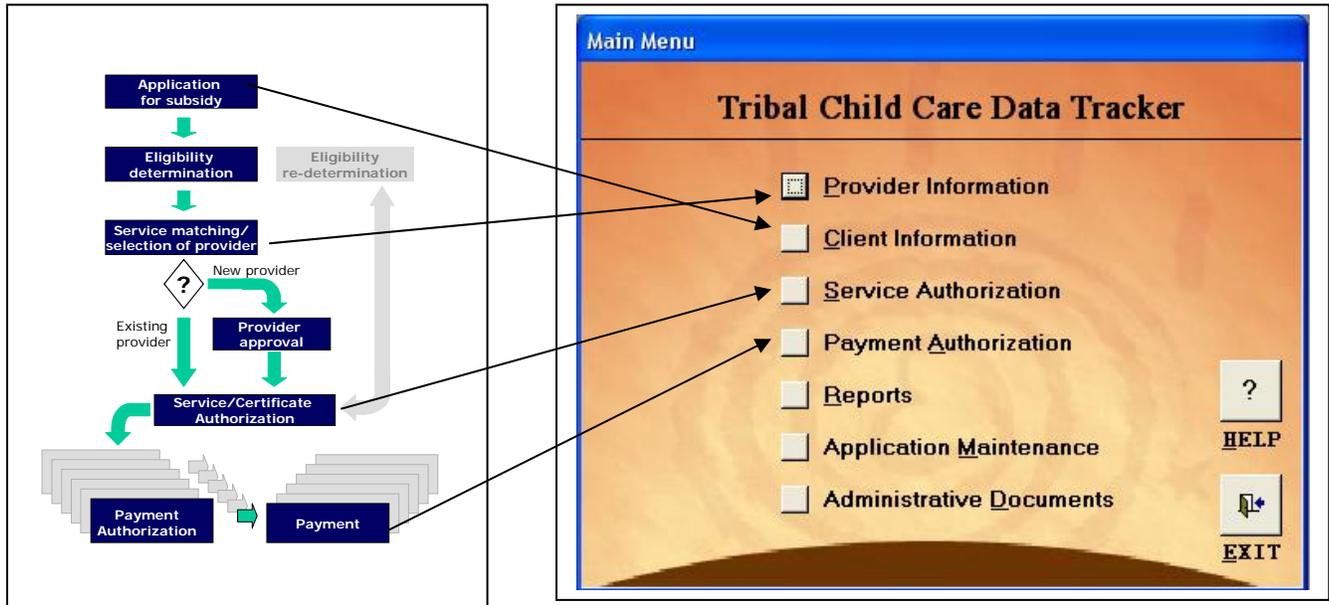
The Reports Module is a powerful tool that allows you to **use** the information you gather and enter into the Tracker. The Reports Module provides:

- Required grantee reports (ACF-700 for Tribes, ACF-801 for Territories)
- Program and Financial Summary Profiles
- Lists of Applicants, filtered and sorted using a variety of criteria
- Lists of Providers, filtered and sorted using a variety of criteria
- Applicant and Provider Review Date reports
- Service and Payment Authorization reports
- Applicant and Provider Case Records
- Mailing Labels

The Application Maintenance Module is where you will set up the software and enter information specific to your own program. Your contact information, many of the option lists, Tribal affiliation list, and co-payment schedules all are entered in this section.
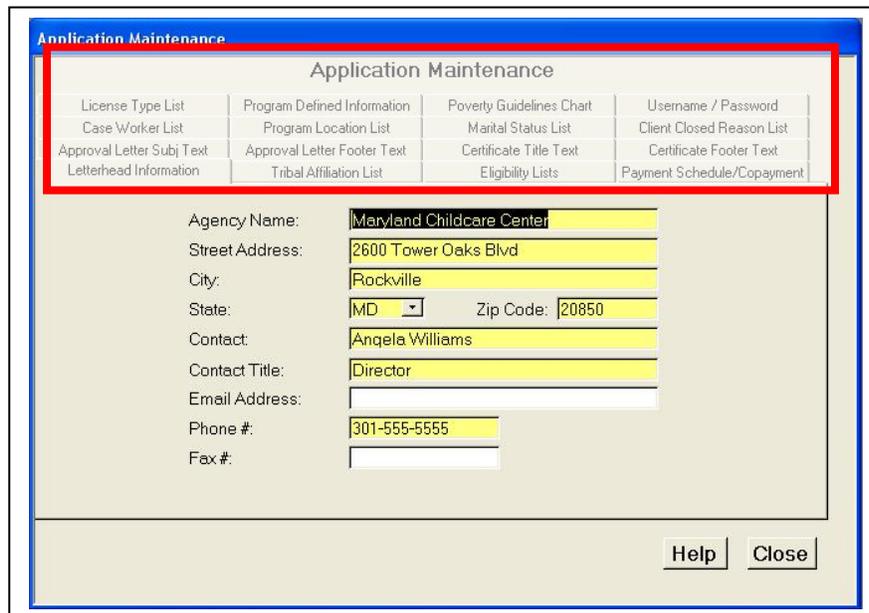
Each tab on the Application Maintenance screen allows you to access different set-up information. The required set-up functions include Letterhead or Contact Information, Poverty Guidelines, and Payment Schedule/Co-payment information.

The Administrative Documents Module allows you to automatically generate standard Approval letters, Certificates, and Change of Status letters.

STANDARD FEATURES

Once you become familiar with the standard features in the Tracker, it will be easy for you to move through the system and enter information. You choose what part of the Tracker you want to work in by selecting that module from the main menu.

Menus: Selecting a module on the main menu takes you to a sub-menu that allows you to add or edit information within the selected module, or return to the main Tracker menu. In addition, each sub-menu provides access to the integrated help system (see picture below).

If you choose to add a new record, a blank data entry screen will open. If you choose to edit a record, a standard search screen will open.

Searching for Records: On each search screen you will be able to search using several different search fields. Once the desired record is shown in the search window, move your cursor to highlight it and click on the Edit button to open that particular form.
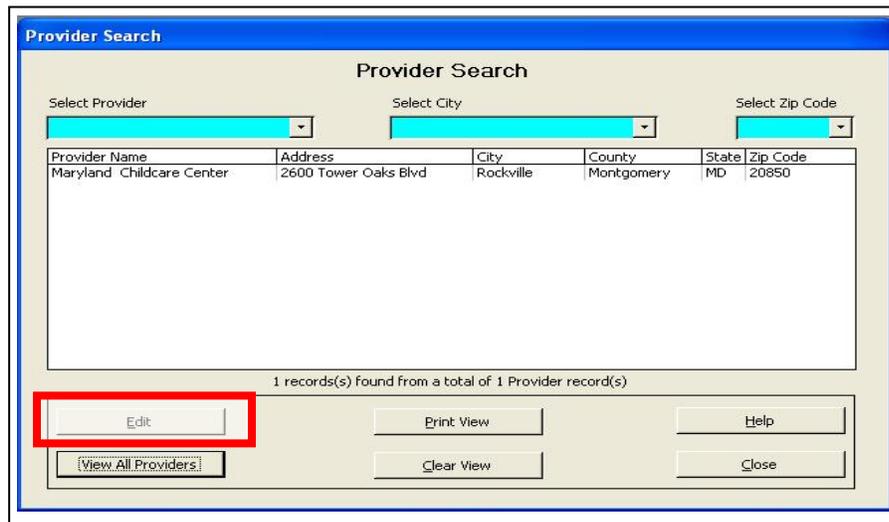
Navigation: Navigating between modules is easily accomplished by closing the window currently visible on your screen, and returning to the main menu to select another module. The standard up/down arrow keys (↑↓) move you through lists, and scroll bars allow you to view information that is outside of the current window area.

*Field Types***:** There are six different types of data entry actions that are common across all modules in the Tracker:

Menu Buttons select options.

Functional Buttons provide instruction.

Radio Buttons require a yes or no answer.

Pull-Down Option Lists allow a selection from several choices. Pull down menus may be fixed, customizable, or a combination of fixed and customizable.

Text/Comment Fields allow you to type in any required information.
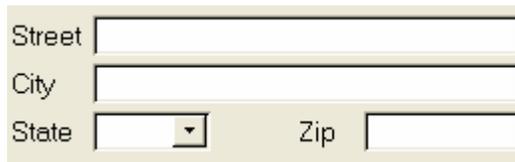
Help Buttons take you to the integrated help system if you have questions.

*Color Codes***:** Some fields are colored yellow. This indicates that the field is required for accurate generation of the required ACF-700 report. Each data entry screen has different required fields. The figure below shows the **Client Information/Applicant Information** Screen. The picture below demonstrate that there are five yellow (required) fields on this screen.

If you do not fill in all of the ==yellow== fields, the Tracker will prompt you to fill in those fields, not allowing you to save and exit the screen until all required fields are populated.

In the above example, the Reason for Subsidy data field was not filled in and the Tracker has generated an error message alerting you that the Reason for Subsidy field must be entered before the Applicant Information can be stored.

Saving Information: Click the SAVE button on each form to save any new information you have added to a record. If you attempt to close without first saving your work, a warning message will appear reminding you that your information will be lost if you do not first save.

Editing Information: You can return to any form and make edits to correct or update information. Some edits will not modify old records and will apply only to new records that are created after the changes are made.

INSTALLING THE TRACKER V 2.0

Both the Tribal Child Care Data Tracker V2.0 software and a Tribal Tracker Tutorial are on a CD labeled Tribal Tracker Version 2.0. The tutorial provides a brief overview of the Tracker and offers basic instruction for using this software to store information and generate reports. To use the Tracker software or the Tutorial, you have to install them from the CD onto your own computer. The installation steps are listed below.

1: Insert the Tracker CD labeled *Tribal Tracker Version 2.0* into your CD drive.

2: Inserting the Tracker CD will automatically activate the installation process and open the following screen.

- Click the **Install** button if you wish to continue with the installation process.
- Click the **Help** button to access the Installation Help.
- Click the **Exit** button if you wish to stop the installation process and exit from the CD.

3: If you select the **Install** button, the Tracker installation screen will be displayed. Note that you must have **MS Access 2000** or later in order to run this version of the Tracker.

- Click the **Install Tribal Tracker V2.0** button to continue the installation process
- Click the **Return** button to return to the previous screen

4: If you select the **Install Tribal Tracker V2.0** button, it will activate the InstallShield Wizard and the following screen will be displayed.

- Click the **Next** button to continue the installation process.
- Click the **Cancel** button to exit the Tracker V2.0 installation process.

5: If you select the **Next** button the InstallShield Wizard will continue, and the following screen will be displayed.

The default destination folder and full path are displayed. This is where the Tracker files will be installed.

- Click the **Change** button only if you want to <u>change</u> the destination folder name and path.
- Click the **Next** button to continue the installation process <u>using the current setting</u>.
- Click the **Back** button to return to the previous screen.
- Click the **Cancel** button to exit the Tracker V2.0 installation process.

If you select the **Change** button on the above screen, you will be asked to define the new location where you want the Tracker to be installed.

Define your own valid path for installation of the Tracker files by typing the path in the text field, or selecting the path from the drop-down list.

- Click the **Ok** button to Continue.
- Click the **Cancel** button to go back to the previous screen.

6: Whether you use the default location, or select a different location for the installed Tracker, the InstallShield Wizard will display a summary of your selection.
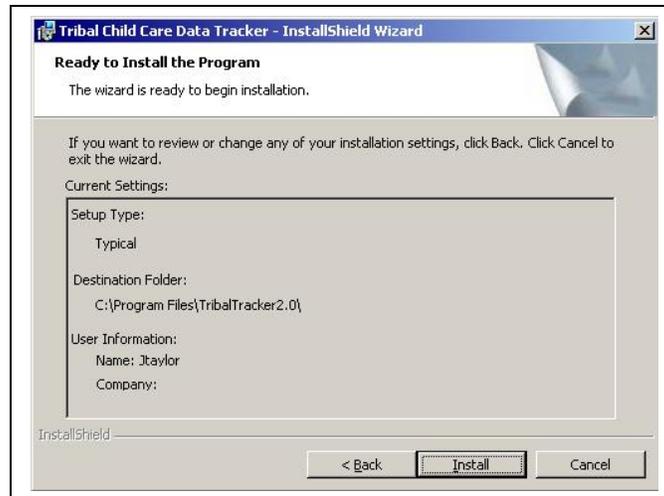
- If this information is correct, click the **Install** button to continue the installation process.
- If this information is <u>not</u> correct, click the **Back** button to return to the previous screen and make the necessary corrections.
- Click the **Cancel** button to exit the Tracker V2.0 installation process.

When the installation process is completed, the following screen will be displayed.
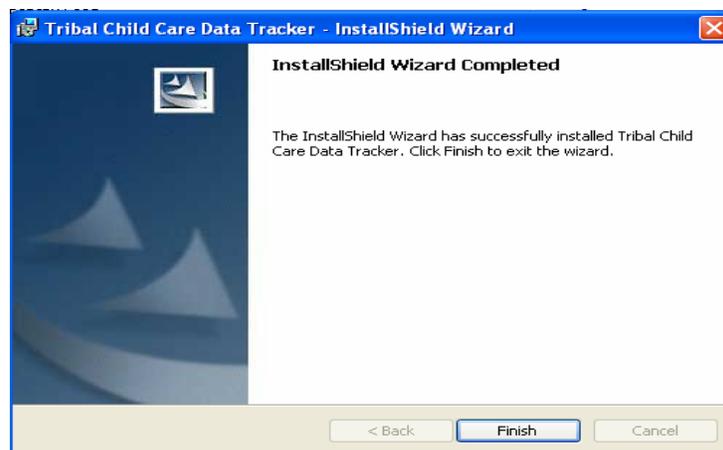
Once you see this screen, you will know you have successfully installed Tracker V2.0 in your desktop. Click the **Finish** button.

The installation process automatically creates two shortcut icons that will appear on your desktop – one for the Tribal Tracker V2, and one for the Tutorial

Remember, the "default" selection in the installation process stores the program in a default folder location on your computer – **C:\Program Files\TribalTrackerV2.0**. After installation, the folder will contain four items:

1. TribalTrackerV2 MS Access Application – the Tracker program,
2. FileSystemEx.dll – required file for the application to operate,
3. TribalTrackerHelpSystem – the file that provides integrated help, and
4. Tracker Tutorial Folder – that contains the Tutorial files.

All the four files are required for the software and tutorial to run.

OPENING THE TRACKER

To open the Tutorial or Tracker V2.0, double click on the appropriate icon on your desktop. The first time you open the Tracker V 2.0 software after installing it on your computer you will see the following introduction screen. This introduction screen explains that the Tracker is the property of the Child Care Bureau and cannot be reproduced or distributed.
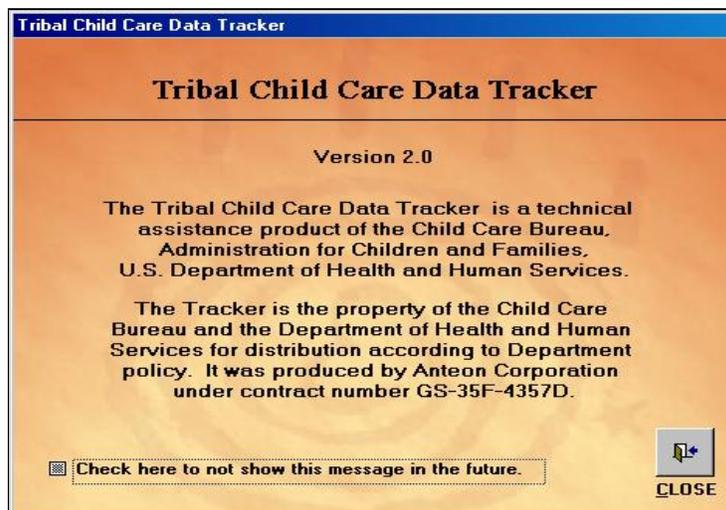
You can simply click the **Close** button to exit this screen. You can also check the box on the left of the screen which states, "**Check here to not show this message in the future**." By clicking this box, this screen will not appear each time you open the Tracker. If you do not check this box, each time you open up the Tracker you will see this screen, and will have to click the CLOSE button.

*Log In***:** After you close the introduction screen, you will come to the log in screen:
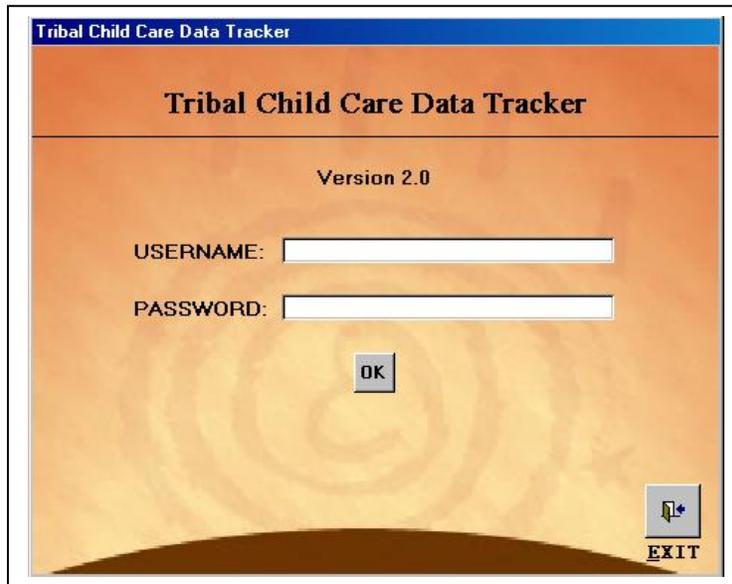
There is a default Username and Password for the Tracker:

>   Username: Tribe
>   Password: Tribe

> *The username and password are case-sensitive, so you must type them*
> *exactly as they appear here with an uppercase T and everything else in*
> *lowercase letters.*

For security reasons, we strongly recommend that you change your Username and Password after logging into the software for the first time. This is done through the Application Maintenance module (see Section IX). Each Tribal grantee is responsible for safeguarding the information entered into the Tracker.

SETTING UP THE TRACKER FOR FIRST-TIME USE

Before you begin using Tribal Child Care Data Tracker Version 2.0 for the first time, you must set up your system to meet your individual needs. If you have been using Version 1 of the Tracker, the Setup Utility will guide you through the process of locating your existing database, making a backup of your existing database, and copying your existing data into the new Version.

Regardless of whether or not you used Version 1 of the Tracker, the Setup Utility also will require that you enter the following information:

- Letterhead Information (allows you to provide your contact information),
- Payment Schedule Information (weekly, semi-monthly, monthly payments), and
- Co-payment Information (defines how the software calculates co-payments).

Locating the Version 1 Database

To backup and copy your existing Tracker database, you first must identify where in your computer the Tracker is located. The Setup Utility offers four different ways to find the Tracker Version 1 (V1) database:

1. *Default Location:* If you used the standard procedure when you installed the Tracker V1, and did not move it, the database still will be in it's default location (C:\Program Files\Tribal Tracker). Click the **Default Location** button to enter this information in the *Location* field.

2. *Type in the Location*: If the Tracker is not in the default location, and you know where it is located, you can type that information directly into the Location field.

3. *Manual Search*: Clicking the **Browse Folder** button will allow you to conduct a manual search through the files and folders on your computer to locate the Tracker V1.

4. Automatic Search: Clicking the **Search** button will begin an automatic search of your C: drive for the file named TribalTracker*v*.mde.
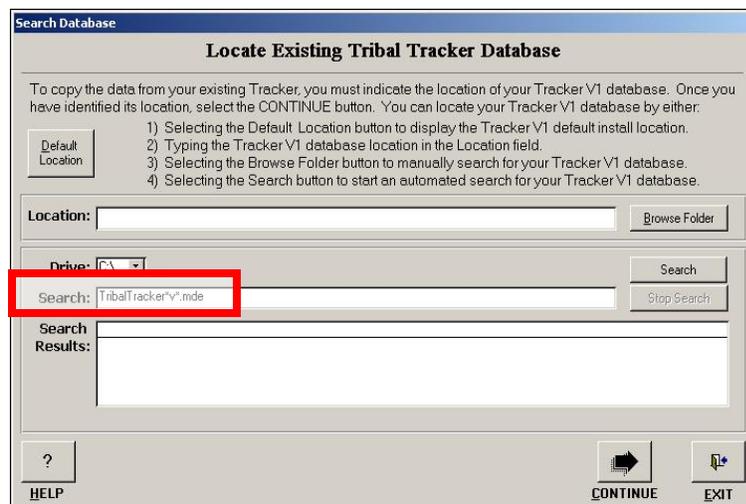
Once you have located the Version 1 Tracker database, click the **Continue** button to begin the backup process.

Making a Backup (USERS OF VERSION 1)

It is your responsibility to ensure that if the installation process malfunctions, your Tracker V1 database remains functional. Therefore, the Setup Utility allows you to create a backup of your Tracker V1 database before you begin using the new version of the software. While this step is optional, we strongly recommend making the backup to assure the safety of all of your existing historical data.
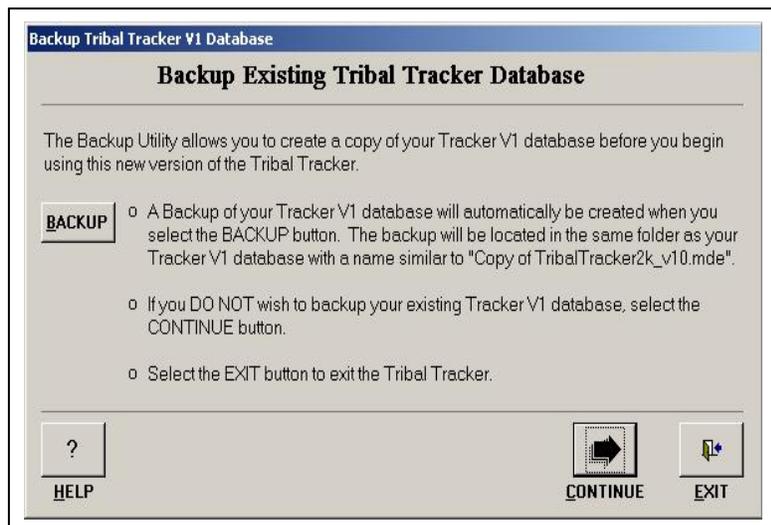
Click the **Backup** button to automatically create a backup of your existing database. You will be informed of completion of a successful backup process. The backup will be located in the same folder as your Tracker V1 database with a name similar to "Copy of Tribal Tracker2K_ v10.mde."

Click the **Continue** button if you do not wish to make a backup of your existing database. NOTE: If you do not make a backup of your existing database and the installation process malfunctions, you may loose all of your existing historical data.

Click the **Help** button to access the integrated help system.

Click the **Exit** button to exit from the Tracker.

Copying/Transferring Data from Version 1 to Version 2.0 (USERS OF V1)

The Setup Utility allows you to copy the data in your Tracker V1 database and transfer it to this new version of the Tracker. This process ensures that you are able to continue your routine data entry without loosing or having to re-enter existing, historical data.
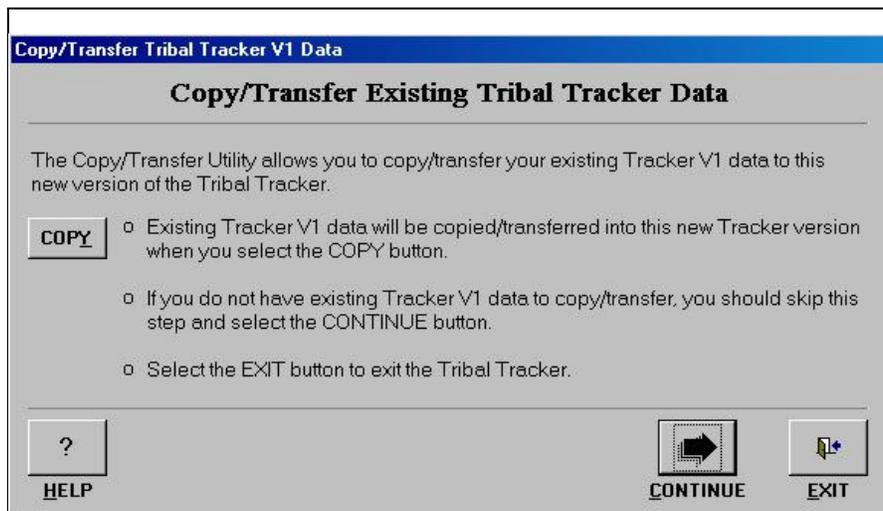
Clicking the **Copy** button will begin the automatic process of copying your existing data into the new Tracker version. You will be informed of successful completion of the transfer process.

Click the **Continue** button if you have not been using Version 1 of the Tracker, and do not have existing data to transfer into the new system.

Click the **Help** button to access the integrated help system.

Click the **Exit** button if you wish to exit from the Tracker.

Completing Version 2 Setup (ALL USERS)

All users of Version 2.0 of the Tracker must enter new, or confirm the accuracy of copied, contact information. In addition, all users must enter information about the preferred provider payment schedule and co-payment scales, regardless of whether or not you previously used the Tracker.

CONTACT INFORMATION

The contact information screen identifies you as the owner of the data you are capturing, maintaining, and reporting. This information becomes a part of your required ACF-700 report and allows the Child Care Bureau to credit you with complying with reporting obligations. This information also is used for your letterhead if you choose to generate vouchers, certificates, or letters located in the Tracker Administrative Documents module.

While we strongly recommend that you complete all fields in this screen, the yellow fields are required and must be completed in order to move on to the next step. If you try to click the **Continue** button without first filling in every required field, a message will prompt you to fill in any yellow fields that were left empty. If you have transferred data from Tracker V 1, these fields may already be filled. Be sure to review it and make any necessary additions or corrections.

Click the **Continue** button to go to the next required screen once all required contact information fields are completed.

Click the **Help** button to access the integrated help system.

PAYMENT SCHEDULE/CO-PAYMENT METHOD

This new screen allows you to define both the schedule on which you want to authorize payments to providers, and the co-payment scales. To set up the Tracker, you **must** make one selection from each list. Because this same screen is included in the Application Maintenance Module (Section IX), you will be able to edit this information later if necessary.

You have the ability to set the Tracker V2.0 up to allow you to authorize provider payments on either a weekly, twice monthly (1st and 15th of the month), or monthly basis. Your selection here will determine how many payment authorization records are created for each child receiving services.

The Tracker V2.0 also allows you to define your co-payment scale so, when used fully, each family's co-payment automatically will be calculated by the software. To use this new feature, you must choose and define one of the four co-payment options provided based on how your program determines co-payment rates.

If you are not able to fully define the payment schedule or co-payment calculation scale at this time, or are not sure which option your program uses, leave the default selections in place (*Monthly*, *None of the Above*). This same screen is included in the Application Maintenance Module (Section IX), and you will be able to return to, and edit this information later if necessary.

> *If you do not define a co-payment calculation schedule, you will be required to continue entering each family's co-payment amount manually.*

Monthly Flat Fee: The Tracker provides the option of entering a flat fee. If your program charges one flat fee for all families, regardless of their income or family size, you would choose the flat fee option. Simply enter the fee in the text box to the right of the Flat Fee option.

Sliding Fee Scale by Income: This co-payment scale is based on family "eligibility" income and the family size. After you choose this option, click the **Define** button to go to the appropriate screen for entering your scale. Programs that use this method of calculating co-payment, can first define the income ranges they wish to use, and then enter their own established co-payment level in each cell.

Percent of Payment by Income: The third co-payment calculation method that the Tracker offers is the % of Payment by Income. If your program's co-payments are defined as a sliding percent of the CCDF payment, based on a family's income, then you would choose this co-payment calculation method. For example, a family with an annual income range of $0 - $2000, pays 5% of the total CCDF payment. After you choose this option, click the **Define** button to go to the appropriate screen for entering your scale.

Percent of Income (Step Function): The fourth method for determining co-payment uses a graduated co-payment based on income level, plus a gradually increasing percent for each defined increment in income. This method differs from the "sliding fee scale by income" in that the increasing percentages used in co-payment calculations are only applied to the income over the base amount, and not to the entire income. After you choose this option, click the **Define** button to go to the appropriate screen for entering your scale.

None of the Above: If your program does not choose to use the enhanced co-payment capability in the Tracker V2.0, you would select this option by checking **None of the Above**. If you do not choose to set up a co-payment alternative, you will have to calculate and enter each family's co-payment amount manually.

The accuracy of your required report, the ACF-700, your Story Pages and your ability to fully use the Tribal Child Care Data Tracker V2 as a case management tool are directly dependent upon the accuracy of the data you enter in the Tracker. Providers, clients and their families must be entered accurately. Certain required fields directly affect reporting accuracy.

There are seven modules in the Tracker and all of the modules are linked to one another. Most information is <u>entered</u> into one of four modules. This information then serves as the foundation for using the rest of the Tracker's functions.   This section provides guidelines for entering data into the first four modules – Provider Information, Client Information, Service Authorization, and Payment Authorization.

PROVIDER INFORMATION MODULE

The Provider Information Module lets you keep track of the individuals and organizations that provide child care to your clients. In addition to contact information such as location and telephone numbers, you can record the provider's license information, their status, and the status of their application process.

In this module, you can add new providers or edit existing providers.

Add Provider Information

To ensure accuracy of reports and to have optimal use of the Tracker, enter as much information as possible about the Providers.

1. Click on the **Provider Information** button on the Main Menu.

2. Click on the **Add Provider Information** button to open the *Provider Information* form.

3. Use the tab key to navigate through the fields as you enter information.

- Required (yellow) fields include the Provider Name, Setting**,** and Licensed/Regulated fields**.** These fields affect the accuracy of the ACF-700 report. You will not be able to save the provider record unless these fields are populated with information.
- You can enter a unique Provider identification number in the Vendor Number field. This number is designated by your organization.
- You can get the provider's Social Security Number (SSN) or Employer Identification Number (EIN) when an individual or organization applies for approval to provide child care services. Enter the SSN or EIN in the SSN/EIN field.
- After you enter the State where the Provider is located**,** the County/Parish pull-down menu will populate with the appropriate information for that state. Select the appropriate County or Parish from the pull-down list.
- If the provider's mailing address is the same as their permanent address, click the **Copy Address From Above** button. If it is different, enter the mailing address.
- Enter any additional information you wish to record about the provider in the Comments field.
- Under the Approval Information section, enter the date the provider first applied for approval to offer child care services, the date the application was approved, and the next date that the provider's application will have to be reviewed. Once a provider is approved, you can keep

track of the most recent review date by entering that information in the Last Review Date field.
- For Setting click the pull-down arrow to choose the type of setting appropriate to each individual provider.
- Under the Status Information section you can keep track of the approval status of each provider and the date the provider was removed from the approved provider list (closed). In the Provider Status field, highlight and select either Active, Probation, Inactive, Restricted, or Closed depending upon the status of the provider. When a provider is closed, enter the date in the Closed Date field.
- The Status Changed Date field is only used in the Edit mode when you make changes to the provider's status.
- Indicate whether the provider is licensed or otherwise regulated by clicking on the appropriate Yes or No button associated with the Licensed/Regulated field.
- If the provider has a license, click on the pull-down arrow under License Type and click to select either Business, State License, State Registration, or Tribal to note the type of license. Next enter a License Number and Expiration Date for each license type. After you click on a license type, a new license type field is generated. This allows you the option to enter additional license types. You can enter as many license types as necessary. The License Type field is partially customizable. In the Application Maintenance Module, you can add additional license types to meet your program's needs. Once you add them in Application Maintenance, the additional options will appear in this drop down list.
- If the provider is accredited, click on the pull-down arrow beside the Accreditation Type field and highlight to select either the type of accreditations the provider holds or to indicate No accreditation if the provider doesn't hold any.
- If you entered accreditation type, you can enter information regarding the accreditations in the Certifications/Accreditation text field.

4. Click on the **Save** button on the bottom of the page to save your information. You must save before leaving this screen. You will receive a reminder message if you forget to save prior to exiting this form.

5. Click on the **Close** button to close this form and return to the Provider Information sub-menu.

Edit Provider Information

Use the Edit Provider Information sub-menu to search for and edit providers who are already in your database.

1. Click on the **Provider Information** button on the Main Menu.

2. Click on the **Edit Provider Information** button on the Provider sub-menu, to open the search screen (see below).

3. From the search screen, you can use the drop-down arrow to search by either the provider name, the city in which the provider is located, or the Zip code associated with the provider's address. The search screen will populate with the Providers that fall within your search

criteria. Another option is to click on the **View All Providers** button on the bottom left-hand of the search screen. This will populate the search screen with all providers currently entered in your database regardless of their status.

4. Highlight to select the provider whose record you wish to edit or correct.

5. Click on the **Edit** button. This will open the selected provider's record. Make all of the appropriate changes to the record:

- If you change the provider's permanent address and the mailing address should also be changed, click on the **Copy Address From Above** button.
- If you change the status of the provider's approval category, enter the date the change took place in the Status Changed Date field. If you no longer are planning to use this particular provider, change the status to "closed," and enter the date it was closed in the **Closed Date field.**
- Click the **Save** button to save the corrections you made. If you forget to save, the system will prompt you by asking if you want to save the changes that you made.
- Click the **Close** button to close the provider's record and return to the provider search screen.

6. To edit another provider, click on and highlight another provider if they are already listed on your search screen.

7. Click on the **Clear View** button to reset the search screen to conduct a different search.

CLIENT INFORMATION MODULE

This module allows you to track basic demographics, financial, eligibility, and other key information about applicants and their children. This information typically is collected during the intake process. Using the Tracker as a comprehensive case management tool, you also can track information about family members other than the child(ren) receiving subsidized services. You can add and edit applicants/clients in this module, but you cannot delete them. Applicant records can be marked as closed if they no longer are eligible to receive, or no longer are receiving, services.
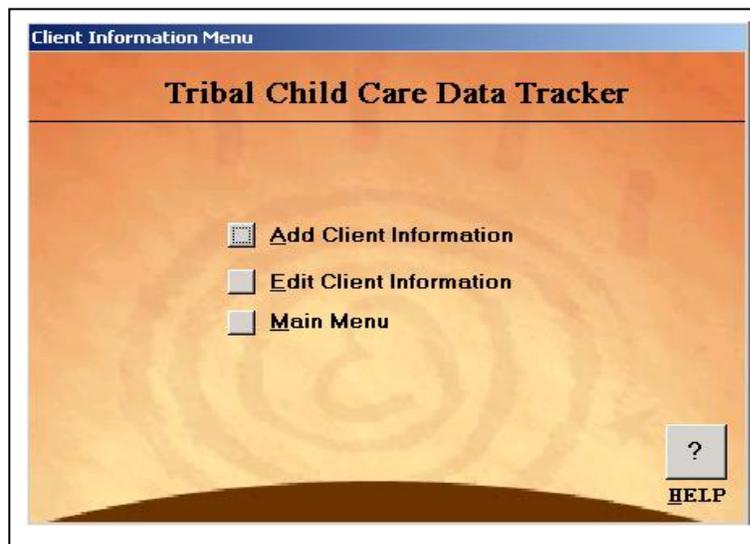
The Client Information Module has three data entry forms:

1. Applicant Information
2. Eligibility/Financial Information
3. Family Member Information

Initially, the *Client Information* form shows a tab for only one part of the form –the *Applicant Information* form. However, once you save the applicant's information, there will be an additional tab displayed that allows you to access the *Family Member* form where you can enter information about the children and other family members. There is a counter at the bottom of the family member page that allows you to move from one family member record to another for each applicant.

Add Applicant Information

You must first enter information about the applicant – usually the parent or legal guardian applying for services for the child(ren). After saving the applicant information, you should enter eligibility/financial information about the applicant and then enter information about the

child(ren) and any other family members. The children and family member records will be linked to the appropriate applicant record.

STEPS:

1. Click on the **Client Information** button on the Main Menu.

2. Click on the **Add Client Information** button to open the *Client Information* form.

3. Enter as much information as possible about the applicant – usually the parent applying for services for their child(ren). Use the tab key on your keyboard to move through the fields as you enter information.

- Required (<mark>yellow</mark>) fields include the first and last name, state, family size, and reason for subsidy fields**.** These fields affect the accuracy of the ACF-700 report. You will not be able to save the applicant record unless these fields are populated with information.
- After you select the State, appropriate County or Parish information for that State will be displayed in the drop-down list. Use the down arrows (▼) to show the list, and highlight to select the appropriate County/Parish from the list.
- Enter a number in the Family Size field that represents the total number of family members being counted when determining applicant eligibility to receive a CCDF subsidy.
- There are four reasons that a family might be eligible for a CCDF subsidy: employment, education/training, a combination of employment and training, and protective services involvement. Indicate the correct reason for each family by highlighting and selecting the appropriate choice from the drop-down list in the Reason for Subsidy field. Use "Other" only for those unique circumstances when the family does not fall into one of the four categories provided.
- In the Application Date field, enter the date the applicant first applied to receive a CCDF subsidy. This date will not change unless the case is closed and re-opened at a later time.
- In the Initial Date field, enter the date the applicant first received services. This date will not change unless the case is closed and re-opened at a later time.

- Enter the date the application will next have to be reviewed in the Next Review Date field. Once the first review has taken place, you can keep track of the most recent reviews by entering the completed review date in the Last Review Date field.

- If the applicant ceases to be eligible to receive a CCDF subsidy, and you close the record, enter the date the record was closed in the Closed Date field. Indicate the reason the record was closed by highlighting and selecting the appropriate choice from the drop-down list in the Closed Reason field.

- The information listed under the **Eligibility/Financial Info** button is entered in the *Applicant Eligibility And Financial Information* form. Some summarized information will be displayed on the *Applicant Information* form after it is entered.

- Three fields are provided to allow each grantee to further customize the Tracker to meet specific needs. The Tribal Affiliation, Case Worker, and Program Defined Information fields all are customizable. Define the selections you want to appear in these drop-down lists by entering the choices in the Application Maintenance module. These fields will populate based on the information you entered (see Section VIII). The Program Defined Information is an undefined field that allows grantees to keep track of additional information that is not included in the Tracker such as names of the child's school, place of parent employment, or parent's age.

- In the Eligibility Criteria field, you can indicate which criteria are being used to determine each applicant's eligibility to receive a CCDF subsidy. Use the down arrow (▼) to display a list of options. Highlight to select the appropriate choice from the drop-down list. If you wish to select more than one criterion, use the down arrow to display the list again, allowing you to highlight and select an additional criterion. Repeat this process for each option you want to select. This is a partially customizable field and you can add additional criteria to the list by entering the information in the Application Maintenance Module.

- In the Eligibility Documents field, you can indicate which documents are required to verify the accuracy of the eligibility determination. Use the down arrow (▼) to display a list of documents. Highlight to select the appropriate choice from the drop-down list. If you wish to select more than one document, use the down arrow to display the list again, allowing you to highlight and select an additional choice. Repeat this process for each document you want to select. This is a partially customizable field and you can add additional documentation to the list by entering the information in the Application Maintenance Module.

4. Click on the **Save Applicant Info** button on the bottom of the page to save the information and activate the **Eligibility/Financial Info** button.

Add Eligibility/Financial Information

Click on the **Eligibility/Financial Info** button in the center of the *Client Information* form to access the "Applicant Eligibility and Financial Information" sub-menu.   Note: This button is active only <u>after</u> you have saved information on the Applicant Information screen. The **Eligibility/Financial Info** button <u>is</u> active in the edit mode because information was previously saved for that applicant.

You can either add new eligibility and financial information or edit eligibility and financial information,

Clicking the **Add New Eligibility/Financial Information** button lets you enter eligibility and financial information for a new client, or a new eligibility period and financial information for an existing client.

Clicking the **Edit Eligibility/Financial Information** button lets you update current financial information for an existing client.

In the edit mode, you are not able to change the eligibility period. To change the eligibility period, you must ADD new eligibility/financial information.

STEPS:

1. Click on the **Add New Eligibility/Financial Information** button on the "Applicant Financial Information" menu. The Applicant Name, Phone #, Applicant SSN, and other fields will automatically display the information you entered in the Applicant Information form.

2. Record the applicant's current eligibility period by highlighting and selecting the appropriate months and years in the drop-down lists associated with the Eligibility Period field. Each eligibility period will be displayed in full months even if a family does not receive services for the full month.

3. In the Monthly Income Amount field enter the applicant's income from the various income sources. Click the appropriate **Yes** or **No** button to indicate whether or not each income source is to be applied when CCDF eligibility is being determined. This is important to assure the accuracy of income/co-pay calculations and the poverty level information on the ACF-700 report.

4. Enter the total amount of deductions that you subtract from income before determining eligibility. Define the type(s) of deductions (e.g. child support) by typing the name(s) in the Other field. Enter the total amount of all deductions in the box next to the label. This single figure you enter in the CCDF Deductions field represents the monthly total of all the deductions you allow. Be sure to click the **Yes** button to indicate the dollar amount being deducted should be considered when determining a family's eligibility income.

5. Click on the **Calculate Income/Co-payment** button in the bottom left-hand corner to calculate the amount that will be displayed in the Annual CCDF/Eligibility Income field and Monthly CCDF/Eligibility Income field (that is, the income that is included when eligibility is being determined).

If you have chosen to use the co-payment function (using any option other than "% of Payment by Income") and have your co-payment tables set up in the Application Maintenance Module, when you click on the **Calculate Income/Co-payment** button, the monthly parent co-pay will automatically be calculated. If you use the "% of Payment by Income" co-payment option, the

co-payment will not be calculated at this time. It will be calculated when you set up a service authorization.

If you do not choose to use the co-payment function, you will have to manually enter each family's defined co-payment in the Monthly Parent Co-payment field. If necessary, you also can manually change any automatically calculated co-payment amount that appears in this field.

6. Click the **Help** button to access the integrated help system.

7. Click the **Save** button to save your information.

8. Click the **Return** button to go back to the *Applicant Financial Information* sub-menu.

Add Family Member Information

Information about family members of applicants, including children receiving child care supported with CCDF subsidies and other family members, can be tracked through the client information module. They are added to the applicant's record under the family member tab. The **Family Member Information** tab will be displayed only after you have initially saved the "Client Information Screen." You can add any number of family members to the client's record. For ease of data entry, you can tab through the fields as you enter information.

1. After saving the "Applicant Information" screen, click on the **Family Member Information** tab. (This tab is only visible after you have saved the applicant information.)

2. Enter as much information as possible about the first family member.

- The required fields (yellow fields) affect the accuracy of the ACF-700 report. Required fields include: Relationship to Applicant, First Name, Last Name, Date of Birth, and Child Receives CCDF Subsidy? This last field (the Child Receives CCDF Subsidy?) must be completed in order for the ACF-700 and other reports to be calculated properly. These children are available for service set-up in the Service Authorization module and are included in CCDF reports only if this field is marked "Yes" indicating that this family member does receive a subsidy.
- After you enter the Date of Birth, the family member's age will be calculated automatically.
- If the tribe issues a unique Tribal ID to its members, you can record it in this field. This ID is defined by your program.
- The Tribal Affiliation field is customizable to allow the Tracker to meet your program's needs. Define the selections you want to appear in the drop-down list by entering the choices in the Application Maintenance module. The list will then display the options that you defined (see Section VIII). Click to highlight and select the appropriate tribe from the pre-defined list.

- You should record both Ethnicity and Race information on your clients. Check (√) the Hispanic/Latino box if the family member is ethnically Hispanic or Latino. For Race, check all appropriate boxes regarding the individuals' race.
- The Date Record Last Modified field automatically will display the date that you enter information in the database.
- The Status Change Date field refers to whether a child's status regarding receiving a CCDF subsidy changed. This initially will be the date that you enter information in the database. When you are editing information, a change in the CCDF subsidy status, will prompt a change in this field. The new date will reflect the date you make the change.
- Check (√) all appropriate boxes in the Program Participation field, identifying any programs in which the family member participates.
- Type any additional information you wish to record about the family member in the Comments field.

3. After entering all information, click the **Save Member Info** button.

4. Click the **New Family Member** button to enter another family member. When you click on this button, the number of records displayed on the bottom left hand corner of the screen will change. It should say "Member # of #", indicating the number of family members attached to the applicant. The second number will change after you have entered information and saved the family member record.

5. Click the **View/Print Family Info** button to see a summary of the information you have entered for each family

6. To enter information for another applicant, you must click the **Close** button to return to the "Client Information Menu" and then click the **Add Client** button.

Edit Client Information

As clients provide you with more current information such as a new address, new telephone numbers, or new income information, you can edit or make changes to their existing information. You can edit the applicant information, their eligibility and financial information, and their family member information.

1. Click on the **Client Information** button from the Main Menu.

2. Click on the **Edit Client Information** button on the sub-menu.
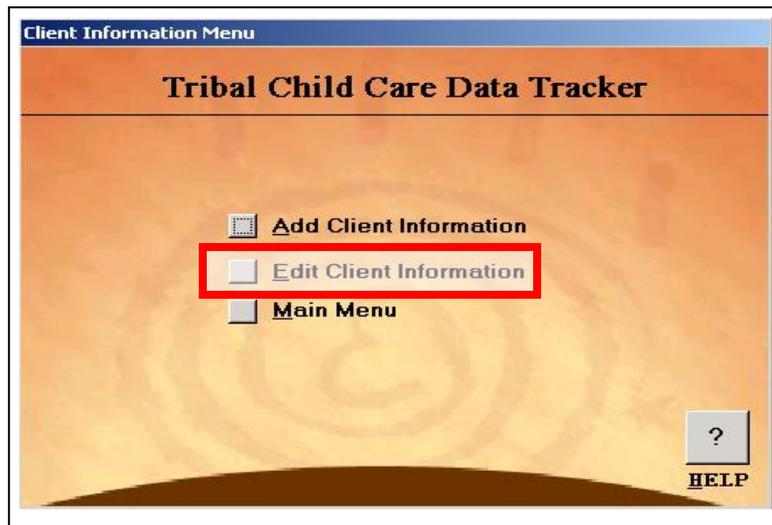
3. You will get a search screen. Click on the down arrow (▼) to display information in either the Select Applicant Name, Select City, or Select Zip Code field. Highlight to choose the criteria by which you want to search for the client. The existing record(s) for that applicant, city, or zip code will appear in the search screen below the drop-down boxes.
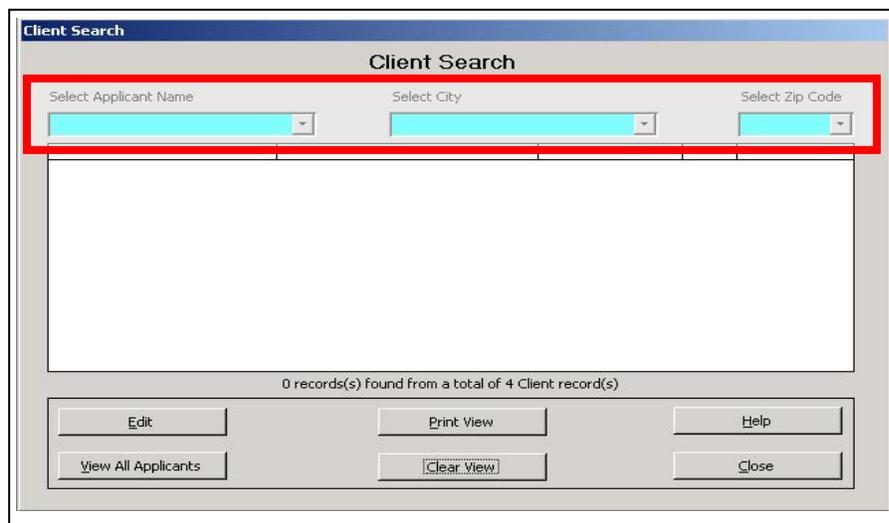
4. You also can click the **View All Applicants** button on the bottom left area of the search screen to populate the search screen with all applicants. Depending upon how many applicants you have, you may have to use the scroll down bars on the right side of the search screen to view all of the applicants.

5. You also can click on the **Print View** button to print the information that is currently in the search screen. Click the **Clear View** button to empty the search screen and begin a new search.

6. Click on and highlight the applicant in the search screen whose record you would like to edit.

7. Click the **Edit** button in the bottom left area of the screen to access the selected client's record.

8. Once you have accessed the desired client's record, make all desired changes to the applicant information.

9. Click on the **Family Member** tab to make changes to the records of family members. The number of family members is displayed at the bottom left hand corner of the client information screen. Use the arrows to navigate through the family member records. The Date Record Last Modified field will be updated automatically when you make and save changes to a family member. The information in the Status Change Date field will automatically change if you change the CCDF subsidy status.

10. From the Applicant screen, click on the **Eligibility/Financial Info** button in the middle of the screen to make changes to the client's eligibility or financial information.

11. Click on the **Edit Eligibility/Financial Information** button on the "Applicant Financial Information" sub-menu. The Applicant Name, Phone #, and Applicant SSN, and other fields will pre-populate with the applicant information you previously entered.

12. The Eligibility Period field will not be active. <u>You cannot change the eligibility period.</u> You are only able to change the amount and sources of income or co-pay, or the information in the Monthly Parent Co-payment field. If you need to change the eligibility period, you must go back to the "Applicant Eligibility And Financial Information" sub-menu and click the **Add New Eligibility/Financial Information** button to enter the new eligibility period. The new information will <u>replace</u> whatever information you previously had entered in this form.

13. Make the appropriate changes to the monthly income information. Using the **Yes** and **No** buttons, indicate if the new income is to be applied toward the CCDF eligibility. The new information will <u>replace</u> whatever information you previously had entered in this form.

14. Click on the **Calculate Income/Co-payment** button in the bottom left-hand corner to recalculate the amount that will be displayed in the Annual CCDF/Eligibility Income field and Monthly CCDF/Eligibility Income field to reflect your changes to the sources of income.

15. Click the **Help** button to access the integrated help system.

16. Click the **Save** button to save the information you have entered.

17. Click the **Return** button to go back to the "Applicant Eligibility And Financial Information" sub-menu. To enter information for another applicant, you must then click the **Return** button to return to the Client Information sub-menu and click the **Close** button to return to the client search screen. To edit another client, highlight to select the desired client and click the **Edit** button.

SERVICE AUTHORIZATION MODULE

The Service Authorization Module allows you to set up service for clients with specific providers. You can authorize services for clients only after you have entered providers and clients in the database. In the Service Authorization Module, you have the ability to add, edit, and remove service authorizations. When you edit a service authorization, the changes will be reflected in the service record and future payment records. Generally, you are not able to remove service authorizations after you have authorized one or more payments for that specific time period and client.

Add a Service Authorization:

1. Click the **Service Authorization** button on the main menu.

2. Click the **Add Service Authorization** button on the Service Authorization sub-menu.

3. Use the down arrow (▼) to display the list of children's names in the Select Child field. Highlight to select the name of the child for whom you wish to authorize services.

4. Use the down arrow (▼) to display the list of providers in the Select Provider field. Highlight to select the name of the provider for whom you wish to authorize services.

   If there is more than one provider offering child care services to the child, you must set up a separate service authorization for each provider.

5. The information in the Certificate Control # and Certificate Issue Date fields both will reflect information related to Child Care Certificates. This information will be available only if you create certificates for this child/provider combination in the Administrative Documents

Module. Only the most recent certificate number for that child will be displayed. (See additional details about how to create Certificates in Section X)

6. The information in the Eligibility Period field will automatically display the most recent information in the applicant's Financial/Eligibility record.

7. Indicate whether the provider is a relative of the child receiving services by clicking the appropriate **Yes** or **No** button,

8. In the Hours Authorized field, enter the number of child care hours for which your program is willing to pay in the indicated eligibility period. If you make monthly payments, designate the number of hours you are authorizing for one month. If you make semi-monthly payments, enter the appropriate number of hours for one semi-monthly period. If you make weekly payments, enter the appropriate number of hours for one week.

    You should authorize the highest number of service hours that the child could possibly be cared for by that provider for your specified payment period. You have the option of later paying for fewer hours than you authorize for service, but you cannot pay for more hours than you authorize for service. If needed, you can make changes to the service authorizations at a later time if needed, as long as the payments associated with that same time period have not yet been authorized.

9. Enter the dollar amount you expect to pay to this provider for this child in the CCDF Payment field. You should authorize the highest dollar amount that corresponds to the number of hours that you authorize. Again, you can authorize a payment for a lesser amount, but you can not authorize payment for a higher amount than you indicate in the service authorization.

10. Information in the Family Co-payment field is dependent on how you choose to use the co-payment tab in the Application Maintenance Module. If you use a Monthly Flat Fee, a Sliding Fee Scale by Income, or a Percent of Income method for calculating the parent co-payment, and have completed the payment scales, this information will automatically be displayed. If the parent pays a percentage of the fee, this field will populate only after you have entered the CCDF Payment amount.

11. Use the down arrow (▼) to display the list of payment methods in the Method of Payment field. Highlight to select the appropriate payment method.

12. Click the **Authorization Report** button to see a summary of the information you have entered for this child.

13. Click the **Help** button to access the integrated help system.

14. Click the **Save** button to save your information.

15. Click the **Close** button to go back to the Service Authorization sub-menu.

Edit a Service Authorization

You can make changes to service authorizations at any time. Changes made to service authorizations will be reflected only in the Service Authorization records that do <u>not</u> already have an associated payment authorized.

1. Click on the **Service Authorization** button on the main menu.

2. Click on the **Edit Service Authorization** button on the sub-menu to access the search screen.

• Use the down arrow (▼) to display the information in the Select Child, Select Provider, or Select Month/year fields. The existing record(s) for the defined selection criterion will appear in the search screen below the drop-down boxes.

3. You also can click the **View All Service Authorizations** button on the bottom left area of the search screen to display all authorizations. Depending upon how many applicants you have, you may have to use the scroll down bars on the right side of the search screen to view all of the applicants.

4. Highlight to select the service authorization you would like to edit.

5. Click the **Edit** button in the bottom left area of the screen to access the selected record. Make the desired changes. You will <u>not</u> be able to change the following fields:

- Select Child
- Select Provider – If the provider's name is incorrect and you have not authorized any payments, you should remove the service authorization and enter a new service authorization with the correct provider. If the child is receiving services from a new or different provider, you must create a new authorization for that provider in addition to the existing authorization.
- Certificate Control # - The certificate number displayed will represent the latest certificate number that has been generated for the family.
- Certificate Issue Date – The certificate issue date displayed will represent the date that the last certificate was generated for the family.
- Eligibility Period – If the eligibility period is incorrect, changes should be made in the Client Information Module on the *Eligibility/Financial Info* form after first removing the incorrect service authorization period(s).
- Co-Payment – Changes to the co-payment must be made in the Client Information Module on the *Eligibility/Financial Info* form. If you are using the "% Of Payment By Income" method to calculate co-payment, changes will be made in the *Payment Authorization* screen when the correct amount of CCDF Payment is entered.

6. Click on the **Print View** button to print the information that currently is displayed on the search screen.

7. Click the **Clear View** button to clear your search criteria and begin a new search.

8. Click the **Help** button to access the integrated help system.

9. Click the **Close** button to go back to the Service Authorization sub-menu.

Remove a Service Authorization

You can <u>only</u> remove a service authorization if you have <u>not</u> authorized any payments for that specific child/provider service authorization combination. If you have payment authorizations associated with that child/provider combination, the service authorization will <u>not</u> be displayed in the remove authorization search screen results.

1. Click the **Service Authorization** button on the main menu.

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2. Click the **Remove Service Authorization** button on the sub-menu.

- Use the down arrow (▼) to display the information in the Select Child, Select Provider, or Select Month/Year fields. The existing record(s) for the defined selection criterion will appear in the search screen below the drop-down boxes (see picture on next page).
- Click on the **View All** button to display all service authorizations in your database that do <u>not</u> have authorized payment associated with them (these are the only ones you will be able to remove). The existing records for the selected child, provider, or time period will appear in the screen below the drop-down boxes.
- Click on the **Print View** button to print the information that currently is displayed in the search screen.

3. Highlight to select the service authorization that you would like to remove.

4. Click the **Remove** button. The system will ask you to confirm that you do want to remove the identified service authorization from the database.

5. Select "Yes" if you are sure that this is the service authorization you want to remove. Removal of the service authorization will be verified.

6. To remove additional service authorizations, highlight a different service authorization and repeat the removal process.

7. Click the **Clear View** button to clear your search criteria and begin a new search.

8. Click the **Help** button to access the integrated help system.

9. Click the **Close** button to go back to the service authorization sub-menu.

PAYMENT AUTHORIZATION MODULE

After service has been authorized and received, you must authorize payment for those services. Payment Authorizations verify that the service hours have been delivered to the child in question as recorded, and that payment for services may now be made.

The Payment Authorizations Module has two functions. You can Authorize Payments or View Payments. In the *Authorize Payments* form, you can authorize and unauthorize payments whose service period is current or past. You cannot authorize payments with future service periods. You authorize all payments from this single search screen and do not have to enter a provider or client's individual record. A payment is authorized when you enter a payment date.

Using the *View Payments* form you can view all payments in the system, regardless of their date and/or authorization status.

Authorize Payments

1. Click the **Payment Authorization** button on the main menu.

2. Click the **Authorize Payments** button on the sub-menu.

3. Click on the **View All Payments** button to see all payments whose service period is current or past (regardless of their payment status) or use one of the following selection criteria to view only a sub-set of select payments:

- Use the down arrow (▼) to display a list of dates in the Select Authorization End Date field. Highlight to select a month/year end date.   All payment authorizations associated with the selected date will be displayed.

When you use this authorization end date search criteria, you will be given the **option** of authorizing all selected payments at one time or authorizing payments one at a time.

- Use the down arrow (▼) to display a list of children's names in the Select Child field. Highlight to select a child. All current and prior service period payment authorizations for a particular child will be displayed.
- Use the down arrow (▼) to display a list of providers' names in the Select Provider field. Highlight to select a provider.   All current and prior service period payment authorizations for a particular provider will be displayed.

Note: If the search screen is full, you can use the scroll-down bar on the right side of the search screen to view the entire list of payment authorizations.

4. To select one record, click on the arrow box (►) on the left hand side of the search screen to select the payment you would like to authorize.

5. Indicate whether the Payee is the provider or the client. Because the default value for Payee is "provider" you will need to change this only if the Payee is the client.

6. Under Payment Date, enter the date (MM/DD/YYYY) you are authorizing payments for this service period. The date entered must be after the service period end date. Programs can choose how they define this date. Some grantees use it to represent the date you are authorizing payment for the service. Other grantees use it to represent the actual date that the payment is made. You must, however, be consistent in how this field is defined.

7. Information in the Hours and (CCDF) Payment fields is drawn from your Service Authorization form. If actual hours the child received service for are different from the authorized hours, change the number in the Total Hours field to reflect the actual number of hours of care for which you are approving for payment. You can authorize payment for

fewer hours than you authorized in the service authorization, however, you cannot authorize payment for more hours.

8. If actual Payment owed to the provider for services received is different from the authorized payment, change the dollar amount in the Payment field to reflect the actual payment you are approving. You can approve a lower payment than you authorized in the service authorization, however, you can <u>not</u> approve a higher payment

    If you are using the "% Of Payment By Income" method to determine co-payment, you should enter the total payment that is paid to the provider, **including both** the CCDF payment and the parent co-payment.

9. If you searched using either the Select Child or the Select Provider field, the information in the Authorized field will change from "No" to "Yes" after you enter both a payee and a payment. This indicates that payment has been authorized for that record.

10. If you searched using the Service Authorization End Date field, and want to authorize all payments at the same time, click on the **Authorize Displayed Payments** button.

- You will be prompted to enter a payee and a payment date. This will be the response for all of the payments you are about to authorize. Select "Accept."
- The system will tell you how many payments you are about to authorize. Select "Ok."

11. To print a record of one particular payment authorization, first save any changes by moving your cursor off of the record, then click on the appropriate **R** button under Report column.

12. Click the **Print All** button to print all of the records currently displayed on the search screen.

    When printing individual payment records, if you are using the "% Of Payment By Income" co-payment calculation method, the printed report will display the CCDF payment, the parent co-payment, and the total payment.

13. Click the **Clear View** button to clear your search criteria and begin a new search.

14. After you have authorized all payments, click the **Close** button. The following message will be displayed: "Changes have been saved. Payment(s) can be edited anytime."

15. Select "Ok" to return to the Payment Authorizations Menu or "Cancel' to continue making changes.

View Payments

The View Payments function allows you to view all payments in the system, regardless of whether or not the payments have been authorized. You have the ability to view all payments or to search by service period, child, or provider.

You can **not** authorize payments using the View Payments function. You can only view them. To authorize or edit payments, you must use the Authorize Payments function.

1. Click the **Payment Authorization** button on the main menu.

2. Click the **View Payments** button on the sub-menu.

3. Click on the **View All Payments** button to see all payments whose service period is current or past regardless of their payment status, or use one of the following selection criteria to view only a sub-set of select payments to authorization:

- Highlight to select a month/year end date in the Select Authorization End Date field to list all payment authorizations associated with that service period.
- Highlight to select a child's name in the Select Child field to list all payment authorizations for a particular child.
- Highlight to select a provider in the Select Provider field to list all payment authorizations associated with a particular provider.

Note: You can use the scroll-down bar on the right side of the search screen to view the entire list of payment authorizations.

4. Click the **Print View** button to view all of the records currently displayed on the search screen. If you wish to print the displayed list, use the print function on you computer menu bar.

5. Click the **Clear View** button to clear your search criteria and begin a new search.

6. Click the **Help** button to access the integrated help system.

7. Click the **Close** button to go back to the Payment Authorization menu.

A variety of reports are available in the Tribal Child Care Data Tracker V2's Report Module. The reports provide summary information about the services you provide and the children and families you serve. All Tribal CCDF grantees are required to submit the ACF-700 report annually to the Child Care Bureau. Other reports can be used to support your program operations, administrative functions, and community education and resource development. Examples of the reports can be found in the Appendix.

Version 2 of the Tracker offers greater flexibility in how reports are generated by providing a variety of sorting and filtering criteria. For example, you can generate the ACF-700 for one Federal Fiscal Year (October 1-September 30), or you can choose another date range that you would like the report to represent. Or, for example, the Applicant Report can be displayed so that it is sorted (ordered) by the applicant name or ordered by some other criteria such as by provider.

Reports will only be useful to you if the information you enter into the Tracker is accurate and up to date. See Section III for some hints about how to ensure the quality of your data.

GENERAL GUIDELINES FOR USING THE REPORTS MODULE

Access all reports by clicking the **Reports** button on the main menu. Once you are at the Reports module sub-menu, select the report you wish to generate by clicking the appropriate box.

In some instances (ACF-700/Program Profile Reports) you will be able to choose from several different reports that are available. In other instances (e.g. Applicant Reports) only one report is available but it can be generated in a variety of different ways either by selecting a specific date range or sub-set for the information you want, or by selecting the way the information is organized and displayed on the page.

Standard buttons are available throughout the Reports module to perform the functions you need:

1. Clicking the **View/Print** button results in a display on your computer screen of the report you are generating. If it is what you need, you can choose to print the report.

2. The **View/Print List** button displays a list containing a summary of the information you sought. If it is what you need, you can choose to print the information displayed on the list.

3. The **View/Print Full Records** button on the provider screen displays the full record for the providers you sought based on your selection criteria. If it is what you need, you can choose to print the information displayed. Be aware that if you have many clients and providers, this report can be lengthy.

4. The **View/Print All Full Records** button on the applicant screen displays the full records for all applicants in your database, regardless of their status. Records will be listed alphabetically. Be aware that if you have many clients and providers, this report can be lengthy.

5. The **Help** button will provide you with access to the integrated help system.

6. The **Close** button will return you to the Reports sub-menu.

AVAILABLE TRACKER REPORTS

ACF-700/Program Profile Reports

As a grantee, you are required to report annually to the Child Care Bureau (CCB) about the services you provide and the children and families you serve. The **ACF-700** report is an annual report required of all tribal grantees. The ACF-700 report, and its accompanying Supplemental Narrative, is due three months after the end of the fiscal year – December 31st.

When submitting your annual report, send one copy to your Regional Administrator and one copy to the Child Care Automation Resource Center (CCARC) by fax, e-mail or mail (see contact information below)

You also may submit your required report directly to the Child Care Bureau using the electronic data submission form available on the CCB website (http://www.acf.hhs.gov/programs/ccb/report/index.htm). This is a secure site that requires a username and password to gain access. You can get a username and password to access the site by contacting CCARC:

<div align="center">

CCARC
2600 Tower Oaks Boulevard, Suite 600
Rockville, MD 20852
Phone: 1-800-249-9117
Fax: 301-692-0700
E-mail: ccarc@childcaredata.org

</div>

The Program Profile summarizes some of the same information that appears on the ACF-700 report. It contains charts, graphs, and facts that create a picture or profile of the services you provide along with information about the families and children you serve. The Program Profile gives you information about the number of families and children served, the average subsidy and co-pay, and family poverty level information.

The Financial Profile is a new report in the Tracker. This report summarizes some of the financial information related to the families in your program. This profile, also in picture form with charts and graphs, provides information about family income, sources of income, services received by the children being served, and monthly family co-payment.

In order to generate an accurate ACF-700, Program Profile, or Financial Profile through the Tracker Reports Module you must:

- Enter providers correctly in the Provider Module.
- Enter applicants and family members correctly, indicating which children receive CCDF subsidies.
- Enter accurate financial information about the families.

- Create service authorizations for all children receiving CCDF subsidies.
- Authorize all payments for <u>services received</u> by children receiving a CCDF subsidy for that particular period or fiscal year.

Generate the ACF-700, Program Profile, and Financial Profile Reports

1. From the Main Menu, click on the **Reports** button.

2. Click on the **ACF-700/Program Profile Reports** button.

3. Depending upon which reports you would like to generate, click on the box beside ACF-700, Program Profile, and/or Financial Profile. You can run one, two, or all three reports at the same time. Note that the Financial Profile is a new report in the updated Tracker.

4. To generate a report for a specific Federal Fiscal Year, click on the down arrow (▼) to display a list of fiscal years. Highlight to select the appropriate fiscal year from the drop-down list.

If you have not entered the HHS Poverty Guidelines for the year that you are requesting an ACF-700 for, the Tracker will issue an error message indicating that the report cannot be generated until the appropriate year's poverty guidelines have been entered in the Application Maintenance Module.
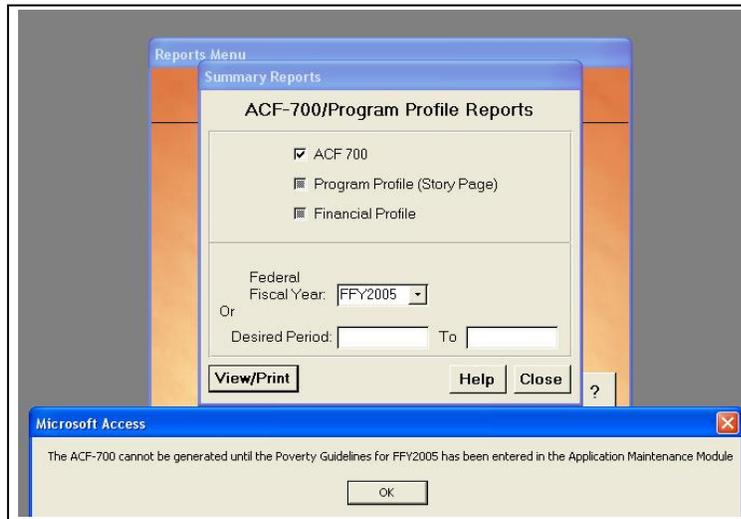
5. To generate an ACF-700 report based on a particular time period, enter the date ranges defining the appropriate month/year in the Desired Period fields.

6. Click on the **View/Print** button to view the report and print it if desired.

-   The Tracker will not include children who have the following errors in their records: age is missing, reason for subsidy is missing, or income information is missing.
-   If you attempt to generate an ACF-700 report for a year that has children that can not be included in the ACF-700 for one of the above stated reasons, the Tracker will generate a report displaying which children will not be included in the report.
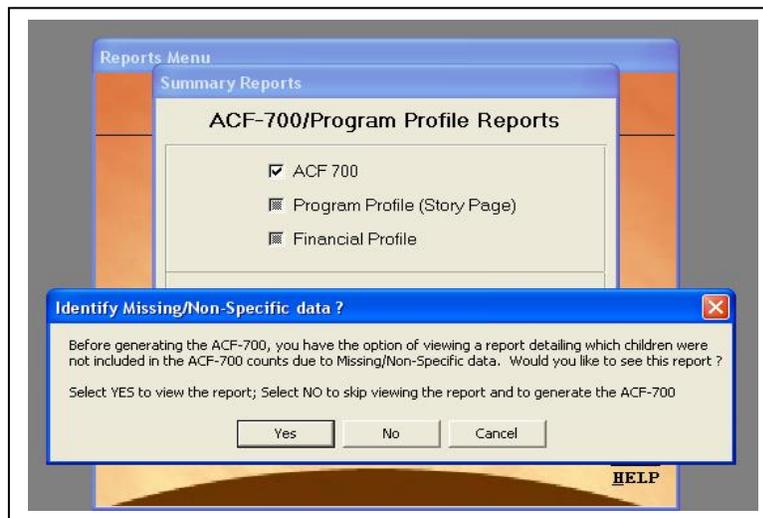
- Click the **Yes** button to view the report.
- Click the **No** button to generate the ACF-700 report without the children with errors in their records.
- Click the **Cancel** button to close the message and take you back to the Summary Reports screen.

7. To save a copy of the report, click on the **Microsoft Word** icon on your computer menu bar and the report will be opened in Word. Save the report.

Applicant Reports

Applicant reports allow you to prepare either a summary of selected applicant information, or to print the full record for <u>all</u> applicants. You can generate a report for either applicants who still are active in your program (open cases), or former recipients of child care who no longer are receiving services (closed cases).

In addition, the list report can be organized and displayed in a variety of ways depending on how you choose to sort the information. Sorting does not change the content of the information, but just the way it is displayed. If this report is sorted by "member" the names are listed alphabetically under sub-groups indicating whether or not they receive a CCDF subsidy (Yes, Not Reported, No, N/A)

Generate Applicant Reports

1. From the Main Menu, click on the **Reports** button.

2. Click on the **Applicant Reports** button.

3. Use the down arrow (▼) to display the status list. Highlight to select the appropriate status (open cases, closed cases) of the applicants you would like the report to include.

4. Check the appropriate box for the criteria by which you would like the report sorted (applicant, child, provider, tribal affiliation, or worker).

5. To define a specific time period that you want represented in the report, enter a month and year for the beginning and ending periods in the Select Period fields.

    NOTE: Click the **View/Print List** button to generate a summary of applicants based on your status and sorting criteria. Clicking the **View/Print All Full Records** button will generate an alphabetical report of all applicants in the database, regardless of their status.

Provider Reports

Provider reports allow you to prepare either a summary of selected provider information, or to print the full record for selected providers. You can generate a report for providers who currently are active in your program, closed, inactive, on probation, or restricted. You also may select to print a report including all providers regardless of their status.

In addition, these reports can be organized and displayed in a variety of ways depending on how you choose to sort the information. Sorting does not change the content of the information, but just the way it is displayed.
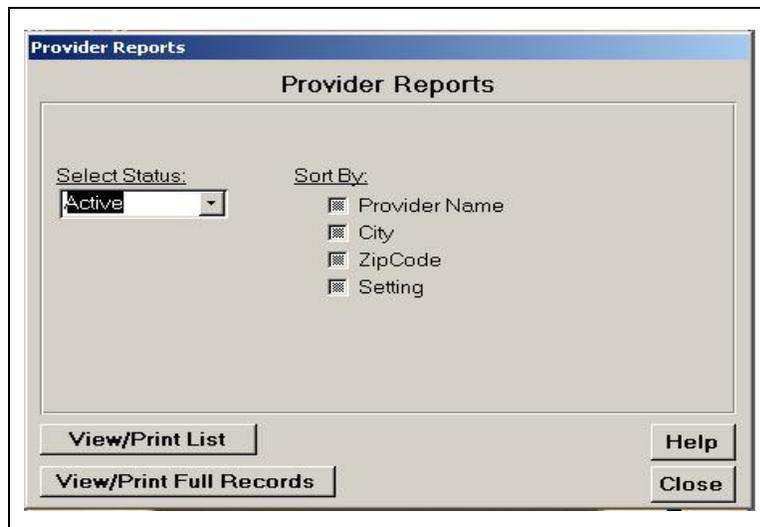
Generate Provider Reports

1. From the Main Menu, click on the **Reports** button.

2. Click on the **Provider Reports** button.

3. Use the down arrow (▼) to display the status list. Highlight to select the appropriate status (active, closed, inactive, probation, restricted, or all) of the providers you would like the report to include.

4. Check the appropriate box for the criteria by which you would like the report sorted (provider name, city, zip code, or setting).

Review Date Reports

The Review Data Reports provide a summary of the dates that the next applicant and or provider reviews are due. You can use a pre-defined selection for the time within which the review is due, or specify a time period that meets your unique needs.

Generate Review Date Reports

1. From the Main Menu, click on the **Reports** button.

2. Click on the **Provider Reports** button.

3. Click the appropriate button to indicate whether you want to generate the Applicant Eligibility or the Provider/Reviews report.

4. Use the down arrow (▼) to display the due date options. Highlight to select the appropriate date range (30 days, 60 days, 90 days, or other) you would like the report to include.

5. If you select "other" you must define the specific time period you want represented in the report. Enter the time period for which you would like the report to be generated in the Enter Number of Days field.

Service Authorization Reports

The Service Authorization Report provides a summary of information about services that have been authorized for specific children in specified service time periods. You can sort the reports by child, family, provider, case worker, or service period. In addition, you can generate a report based on all of the service authorization information that is contained in your database, or on only service authorizations that are made within a specified time period.

Generate Service Authorization Reports

1. From the Main Menu, click on the **Reports** button.

2. Click on the **Service Authorization Reports** button.

3. Click the appropriate button to indicate whether you want to sort the information in the report by child, family, provider, case worker, or service period. Each criteria selected results in a separate report.

4. Enter a month and year for the beginning and ending periods in the Select Service Authorization Period fields.

Payment Authorization Reports

The Payment Authorization Report provides summary of information about payments that have been authorized (approved) for specific children in specified service time periods. You can sort the reports by child, family, provider, service period, or payment authorization date.   In addition, you can generate a report based on all of the payment authorization information that is contained in your database, or on only payment authorizations that are made within a specified time period.

Generate Payment Authorization Reports

1. From the Main Menu, click on the **Reports** button.

2. Click on the **Payment Authorization Reports** button.

3. Click the appropriate button to indicate whether you want to sort the information in the report by child, family, provider, service period, or payment authorization date. Each criteria selected results in a separate report.

4. Enter a month and year for the beginning and ending periods in the Select Payment Authorization Period fields.

Mailing Labels

You are able to use the Tracker to generate labels for applicants or providers. Types of labels that can be generated include address labels, file folder labels, laser shipping labels, and ink jet shipping labels.

Generate Mailing Labels

1. From the Main Menu, click on the **Reports** button.

2. Click on the **Mailing Labels** button.

3. Select the appropriate recipient(s) by clicking the **Applicant** or **Provider** button. You also may select both and print labels for both applicants and providers at the same time.

4. Identify the sub-set of recipients for whom you want to generate labels by selecting status. Use the down arrow to display status options. Highlight to select the option you want – active only, closed/inactive only, or all of the recipients.

- Selecting "all" includes all the applicants and/or providers in your database.

- Selecting "active only" includes all applicants that do <u>not</u> have a closed date recorded, and/or all providers that are <u>not</u> marked closed or inactive (providers marked restricted or on probation are presumed to still be active and are included in this report).
- Selecting "closed/inactive" includes all applicants for whom there is a closed date and/or all providers that are marked closed or inactive.

5. Select the type of labels you would like to produce by clicking the box next to the appropriate label type.

The labels have been designed to accommodate the following standard label templates:

Address Labels	Avery Label # 5160 (1" x 2/58")
File Folder Label	Avery Label # 2181 (2/3" x 3 1/16")
Laser Shipping Label	Avery Label # 5163 (2" x 4")
Ink Jet Shipping Label	Avery Label # 8163 (2" x 4")

NOTE: You can edit and print labels using Microsoft Word or Excel. After generating your labels, click on the Word or Excel icon at the top of the screen. The labels will open in the appropriate software and you can make desired changes to the labels prior to printing them. You can print single labels using Word or Excel.

The Application Maintenance Module contains 16 different tabs (sections) that allow you to set up and customize the Tribal Child Care Data Tracker V2 to meet the unique needs of your grantee program. Each grantee's child care program is different and has different information needs. The Tracker is designed to give grantees flexibility in how they collect and store child care data.

One way this is done is through the use of customizable fields. A few of these fields are completely customizable and allow you to enter any information that you want. Other fields are partly customizable, allowing you to enter additional information or selection options for pre-defined fields. HHS Poverty Guidelines are included in a table in this module and must be updated annually to ensure that your calculations for the ACF-700 are accurate. You also can define your own Username and Password, and create custom letter headers, footers, and text in this module.

Note: Four screens in the Application Maintenance Module (the 'Define' sub-menus of the *Payment Schedule/Co-payment* screen) are the only screens in this module that contains a **Save** button. Any new or modified information that is entered into any of the <u>other</u> Application Maintenance sections will automatically be saved without any additional save action required.

Some of the information recorded in the Application Maintenance Module was required when you first set up your software for use. The set-up requirements included the "Letterhead Information" and "Payment Schedule/Co-payment" information. In addition to this required set-up information, you should review all of the tabs to be sure that all of the fields contain current information you need for your program.

The Application Maintenance module opens to the Letterhead Information. You can get to other screens in the module by clicking on the appropriate tab. Letterhead information identifies your program when you generate the ACF-700 form. It also is the information used when you develop customized administrative documents such as approval letters or certificates.

There are two types of fields that you can modify in the Application Maintenance module: 1) completely customizable fields, and 2) partially customizable fields. Completely customizable fields – those which you are able to totally define – include:

- Case Worker List
- Program Defined Information
- Program Location List
- Tribal Affiliation List

Partially customizable fields – those that already have some pre-defined options, but to which additional choice options can be added – include:

- License Type List
- Marital Status List
- Eligibility Lists
- Client Closed Reason List

While you can add to the options list in these partially customizable fields, you should **never** change the names or the order of the existing, pre-defined choices.

COMPLETELY CUSTOMIZABLE FIELDS

Case Worker List: Some programs keep track of which workers are "assigned" to each family/child, and some of the Tracker reports can be sorted by caseworker name. This function allows you to enter as many caseworker names as necessary. Each time you enter text into a field, a new field appears below the current field to allow you to add additional names.

When it is time to enter information in the *Applicant Information* form in the Client Information module, these categories will appear in the drop-down list associated with the Case Worker field and you will be able to pick the appropriate case worker's name for each applicant.

Program Defined Information: This list allows you to enter any type of information that you need. For example, your tribe may want to track the school each school-age child attends, or the parent's employer, or the age of each applicant. (Age is collected in the Tracker for children, but not for applicants).
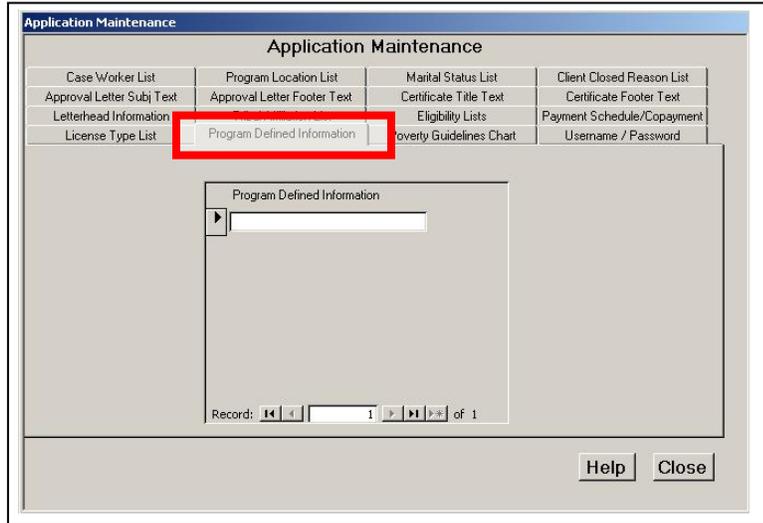
To demonstrate, age categories can be entered into the Program Defined Information List as needed for your program:
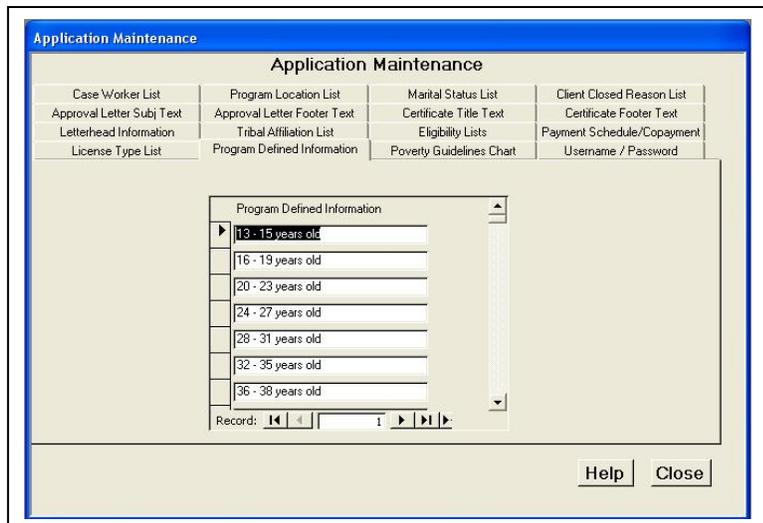
These age categories can be defined in any way you choose. To keep adding to the list, simply hit the TAB key on your keyboard after each entry and another line will be added. You also can click the empty field marked with an asterisk (∗) to add another entry.

When it is time to enter information in the *Applicant Information* form in the Client Information module, these categories will appear in the drop-down list associated with the Program Defined Information field and you will be able to pick the appropriate age category for each applicant.

Program Location List: If the child care services you provide take place in different locations, you may want to keep track of where each family/child is receiving services. This function allows you to enter locations where care is provided, such as in a place of employment, or at a church or school.

When it is time to enter information in the *Family Member Information* form under the *Applicant Information* form, these categories will appear in the drop-down list associated with the Program Location field.   You then will be able to pick the appropriate location category for each applicant.

Tribal Affiliation List: Many tribes serve families/children from more that one tribe. This Tribal Affiliation List field is where you can enter the names of the tribes from which your clientele is drawn. Some of the Tracker reports can be sorted by tribal affiliation.

When it is time to enter information in the *Applicant Information* form in the Client Information module, these categories will appear in the drop-down list associated with the Tribal Affiliation field and you will be able to pick the appropriate Tribe for each applicant.

PARTIALLY CUSTOMIZABLE FIELDS

License Type: This list is an example of a partially customizable list that already has some information in it. You can keep adding rows if you need more options than what the Tracker currently lists. Remember, do **not** change the names or the order of the existing choices.

When it is time to enter information in the *Provider Information* form in the Provider Information module, these categories will appear in the drop-down list associated with the License Type field and you will be able to pick the appropriate license for each provider.

Marital Status List: This field lists pre-defined marital status options. You can enter additional options to fit your program needs. Remember, do **not** change the names or the order of the existing choices.

When it is time to enter information in the *Family Member Information* form under the Applicant form, these categories will appear in the drop-down list associated with the Marital Status field and you will be able to pick the appropriate status for each family member.

Eligibility Lists: This field lists pre-defined eligibility criteria and eligibility documentation. You can enter additional options to fit your program needs. Remember, do **not** change the names or the order of the existing choices.

When it is time to enter information in the *Applicant Information* form in the Client Information module, these categories will appear in the drop-down list associated with the Eligibility Criteria and Eligibility Documents fields and you will be able to pick the appropriate criteria and documentation for each applicant.

Client Closed Reason List: This field lists reasons for closing a client's CCDF record. You can enter additional options to fit your program needs. Remember, do **not** change the names or the order of the existing choices.

When it is time to enter information in the *Applicant Information* form in the Client Information module, these categories will appear in the drop-down list associated with the Closed Reason field and you will be able to pick the appropriate reason for closure for each applicant.

OTHER APPLICATION MAINTENANCE FUNCTIONS

HHS Poverty Guidelines Chart: This chart lists the Poverty Guidelines for each year starting with calendar year 1998 and ending with calendar year 2004. For the calendar year 2005 and each year thereafter, you will have to update this chart. Updates should be done annually. The Poverty Guideline values can be found at this website: http://aspe.hhs.gov/poverty.

Based on the address you enter for your tribe, the appropriate poverty guidelines (48 contiguous states and DC, Alaska, or Hawaii) will be displayed. To update the information, click the empty field marked with an asterisk (∗) at the bottom of the list and enter a new year in the Year field. Add the appropriate base line amounts in the Poverty Level for a Family of 1 and Increment for Each Additional Family Member fields using numbers that are published in the Federal guidelines available at the above web site. These guidelines typically are available by March for each calendar year.
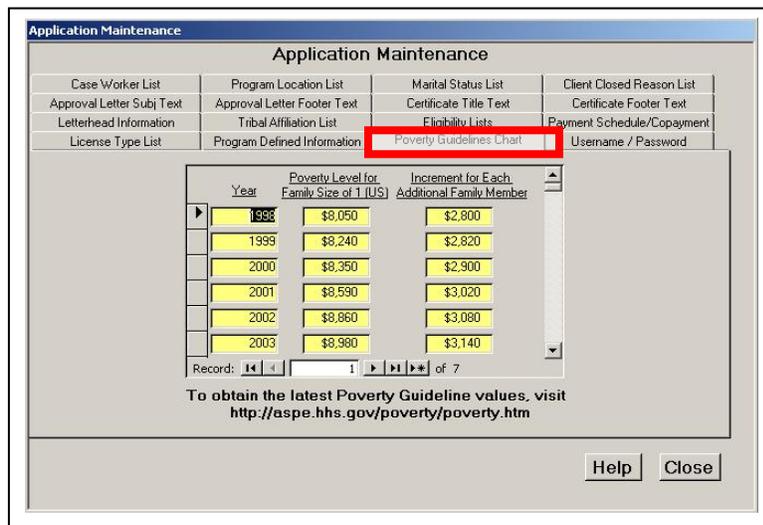
Username/Password: There is a default username and password for the Tracker that allows you to get into the system the first time. The Tracker gives you the option to change the username and password for enhanced security. For security reasons, we strongly recommend that you change the username and password. To change the username and password, delete the text that is currently stored in there, and enter your own username and password.

> *CAUTION: If you establish your own program username and password, be sure that it is recorded and stored in a secure location where at least one other person can access it. The original default username and password will no longer allow you to enter the Tracker once you have changed them.*

Approval Letter Subject Text: This feature of the Tracker allows you to enter text that you want to appear in the body of a family's approval letter. There is already some text saved here as default text, but you have the option of changing this text or deleting it. This feature saves time because, instead of typing the same text in numerous letters, the pre-defined text will automatically appear on each approval letter it is generated. The letterhead for both the approval letters and the certificates is drawn from the Letterhead Information fields that you completed when you first set up the software for use.

Approval Letter Footer Text: This feature of the Tracker allows you to enter text which you want to appear at the end of a family's approval letter. This feature saves time because, instead of typing the same information in numerous letters, the pre-defined text will automatically appear on each approval letters when it is generated. Some grantees have made extensive use of this feature to define additional information they want to routinely include in the approval letters.

Certificate Title Text: This feature of the Tracker allows you to enter text which you want to appear in the title and header of the certificates that the Tracker generates. This feature saves time because, instead of taking the time to type the same text in numerous certificates, the pre-defined text will automatically appear when certificates are generated.

Certificate Footer Text: This feature of the Tracker allows you to enter text which you want to appear in the footer of the certificates that the Tracker generates. This feature saves you time because you only have to enter the text one time, instead of separately for every certificate.

Payment Schedule/Co-Payment: The **Payment Schedule/Co-payment** tab allows you to define both the schedule on which you make payments to providers, and the co-payment calculation method your program uses to determine the amount each family must pay for child care. You were required to select the schedule and one of the five options when you first set-up the Tracker for use. The sections that follow describe how to complete each of the available options for both schedule and co-payment.

DEFINE PAYMENT SCHEDULE

Once you are at the *Payment Schedule/Co-payment Method* screen, click the button next to the appropriate payment schedule. Your selection here determines how many payment authorizations are created for each child receiving subsidized child care services. You would choose:

- Weekly, if you authorize payments to your child care providers every week,
- Semi-monthly (Twice Per Month), if you authorize payments to your child care providers twice each month (the system is set up for authorizations to be calculated for payments on the 1st and the 15th of each month), or
- Monthly, if you authorize provider payments one time per month.

If you do not make a selection, the system will default to "monthly," and assume that you will authorize payments on a once-per-month schedule.

Define Co-payment Calculation Method

You are able to choose from one of four co-payment methods, or you may choose to not use this feature at all by selecting "None of the Above."

- Flat Fee- one fee charged to all families regardless of income and family size
- Sliding Fee Scale by Income – graduated fee based on family's "eligibility" income and family size.
- % of Payment – graduated percent of payment based on family's "eligibility" income.
- % of Income – baseline percent of income calculated on a baseline income level, plus a gradually increasing percent for each defined increment in eligibility income.

- None of the Above – you are choosing **not** to use this feature and plan to manually enter the family co-payment on the *Applicant Eligibility/Financial Information* screen.

NOTE: If you did not define your co-payment scale when you chose a co-payment calculation method after first logging into the Tracker and during your set-up process, the Tracker will not generate family co-payments for you. This feature will not function until you define your co-payment scale in the appropriate section of the Application Maintenance module. Once defined, it will not go back and generate co-payments for the records you have already entered. You must enter past information manually.

Monthly Flat Fee

If your program charges one flat fee for all families, regardless of their income or family size, click on the **Monthly Flat Fee** button next to this option, and enter the amount of the fee in the text box. You should enter the monthly flat fee regardless of how often you pay providers or your payment schedule.

Sliding Fee Scale by Income

This co-payment scale is based on family "eligibility" income and family size. If this is how your Tribe determines co-payments, then you would click on the **Sliding Fee Scale/ Income** button and then click the **Define** button to set up your program's scale in the table.

When you first open the *Monthly Co-pay Sliding Fee Scale* Form, it is completely empty except for the Family Sizes. You will need to enter information into the empty fields.

The left most column contains the Income Ranges Fields, which you will need to populate with monthly income ranges. The first income range is already populated with $0. You will need to enter the second half of that income range.

NOTE: Any family with an income that is greater than the highest amount you enter into the scale will be treated as if it belongs to the highest category.

Once the first row of income ranges is complete, the first half of the second row will automatically populate:

After you have entered all of your income ranges, enter the corresponding co-payment rates for each income range and family size combination, based on your Tribe's defined scale (see below).

Monthly Income Ranges		Family Size											
		1	2	3	4	5	6	7	8	9	10	11	12+
0 -	$100	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$101 -	$300	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$301 -	$500	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$501 -	$700	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$701 -	$900	$15.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$901 -	$1,100	$15.00	$15.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$1,101 -	$1,300	$15.00	$15.00	$10.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$1,301 -	$1,500	$15.00	$15.00	$15.00	$10.00	$10.00	$10.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$1,501 -	$1,700	$20.00	$15.00	$15.00	$10.00	$15.00	$15.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$1,701 -	$1,900	$20.00	$20.00	$15.00	$15.00	$15.00	$15.00	$10.00	$10.00	$5.00	$5.00	$5.00	$5.00
$1,901 -	$2,100	$20.00	$20.00	$20.00	$15.00	$15.00	$15.00	$20.00	$10.00	$10.00	$10.00	$10.00	$5.00
$2,101 -	$2,500	$20.00	$20.00	$20.00	$20.00	$20.00	$15.00	$20.00	$10.00	$10.00	$10.00	$10.00	$5.00

Once the table is complete, you must click the **Save** button. If you try to close without first clicking on the **Save** button, the Tracker will prompt you to save your information.

% of Payment by Income

The third co-payment calculation method that the Tracker offers is the % of Payment by Income method. If your program's co-payments are defined as a percent of the CCDF payment, based on a family's "eligibility" income, then you would choose this co-payment calculation method. For example, a family with an annual income range of $0 - $2000 might pay 5% of the total CCDF payment, regardless of how much that payment may be.

A co-payment that is based on percent of the amount of the payment to the provider will fluctuate with changes in that payment amount. Because of this, the co-payment will be displayed only after you have entered a total payment in the Service Authorization module. The co-payment amount also will change if the actual payment that is authorized is different than the amount you originally authorized when you created the service authorization.

Once the **% of Payment by Income** button is selected, click on the **DEFINE** button to open the screen.

Enter monthly income ranges in the income range data fields. Once the first income range is populated, the first value of the second income range is automatically populated. The form allows for 12 income ranges. You do not have to complete all 12 fields. Only enter what is appropriate for your program.

Once all monthly income ranges are entered, enter the corresponding percentages in the Percent of Payment data fields based on your programs define scale.   For example:

Make sure to save your information when you have completed the form.

NOTE: Any family with an income that is greater than the highest amount you enter into the scale will be treated as if it belongs to the highest category.

% Income (Step Function)

The fourth co-payment calculation method that the Tracker offers is the % of Income (Step Function) method.

This type of co-payment represents a sliding scale to determine a baseline co-payment amount, plus a gradually increasing percent for each defined increment in income. This method differs from the "sliding fee scale by income" in that the increasing percentages used in co-payment calculations are applied only to the income over the base amount, and not to the entire income.

After you choose this option, click the **Define** button to go to the appropriate screen for entering your program defined scale. You will enter information in both the Monthly Eligibility Income Ranges and the % fields.

In the example shown, families with monthly eligibility incomes below $500 would pay zero co-payment. All families that have monthly eligibility incomes above $500 would pay the appropriately incremented baseline co-payment defined by your program (for example, a family with an income between $2,001 and $2,500 would pay a base co-payment amount of $30). In addition, they would pay 4% of any monthly eligibility income they have above $ 2000. As their income increased, an incrementally increased percent of their eligibility income would be added to the baseline payment.

When all of the information is entered, click the **Save** button to save your work.

NOTE: Any family with an income that is greater than the highest amount you enter into the scale will be treated as if it belongs to the highest category.

None of the Above

If none of the four options offered by the Tracker pertain to your program, you can click the **None of the Above** button. If you choose this option, the Tracker will not automatically generate family co-payments for you, and you will have to enter each family's monthly co-payment manually in the *Applicant Eligibility and Financial Information* form.

Approval Letters, Certificates, and Status Change Notification letters (new) can be generated in the Administrative Documents Module of the Tribal Child Care Data Tracker V2. **Approval Letters** and **Certificates** can be given to the applicant to show providers that they have applied for and met the eligibility requirements for subsidized childcare. **Status Change Notification** letters can be sent to the applicants or providers to let them know that the family status of eligibility for subsidized childcare has changed. You are able to modify the pre-defined documents to best meet your own needs. To get to this module, click on the **Administrative Documents** button on the main menu.

APPROVAL LETTERS

You can define the text for the Approval letters – including headers and footers – in the Application Maintenance module of the Tracker (see Section IX).

Approval letters may be printed for a group of families with the same eligibility start date, or for one single family. Click on the **Approval Letters** button on the Administrative Documents sub-menu.

1. To prepare approval letters for all families with the same eligibility start date, click on the down arrow (▼) to display dates in the Eligibility Start Date field. Highlight to select the appropriate start date of the period for which you want to generate the letters.
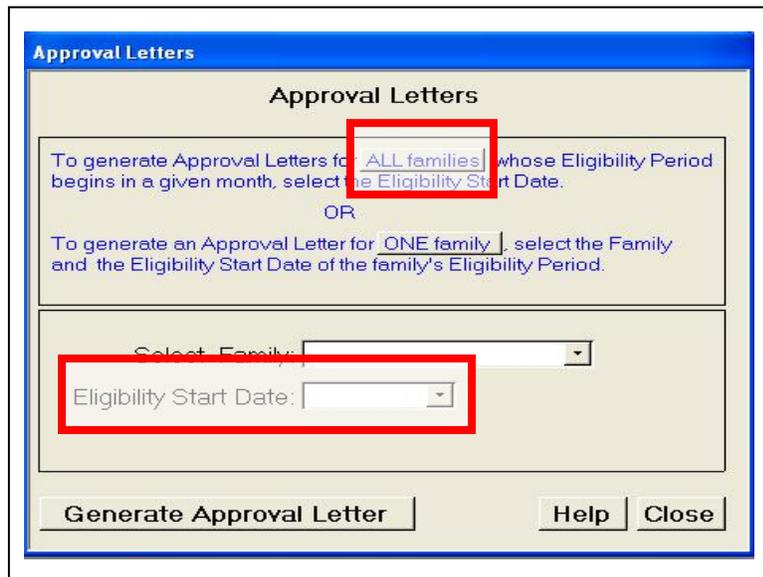
2. To generate an approval letter for one family, click on the down arrow (▼) to display a list of families. Highlight to select the family for whom you wish to generate an approval letter. Click on the down arrow (▼) to display their most recent Eligibility Start Date. Highlight to select that start date.

3. Click the **Generate Approval Letter** button to display and print the letters.

CERTIFICATES

You can define the text for the Certificates – including headers and footers – in the Application Maintenance module of the Tracker (see Section IX).

Certificates may be prepared to document the eligibility of a family to receive subsidized child care services. Click on the **Certificates** button on the Administrative Documents sub-menu.

1. To prepare certificates for all of the families in one service or payment period, click on the down arrow (▼) to display dates in the Payment Start Date field. Highlight to select the appropriate start date of the period for which you want to generate the certificate.

2. To generate a certificate for one family, click on the down arrow (▼) to display a list of families. Highlight to select the family for whom you wish to generate a certificate. Click on the down arrow (▼) to display dates in the Payment Start Date field. Highlight to select the appropriate start date.


3. Click the **Generate Certificates** button to display and print the certificates.

STATUS CHANGE NOTIFICATION

The Status Change Notification is a standard letter that that allows you to inform providers and others of the change in the status of a family currently receiving subsidized child care. Typically this would be to notify the provider that a family who previously had been approved for subsidized child care no longer is eligible. This letter may be saved in MS Word format and modified.

1. Click on the **Status Change Notification** button on the Administrative Documents sub-menu.

2. Click the down arrow (▼) to display a list of family names in the Select Family field. Highlight to select the family for which you want to generate the letter.

3. Enter the date the status change takes effect in the **Effective Date** field.
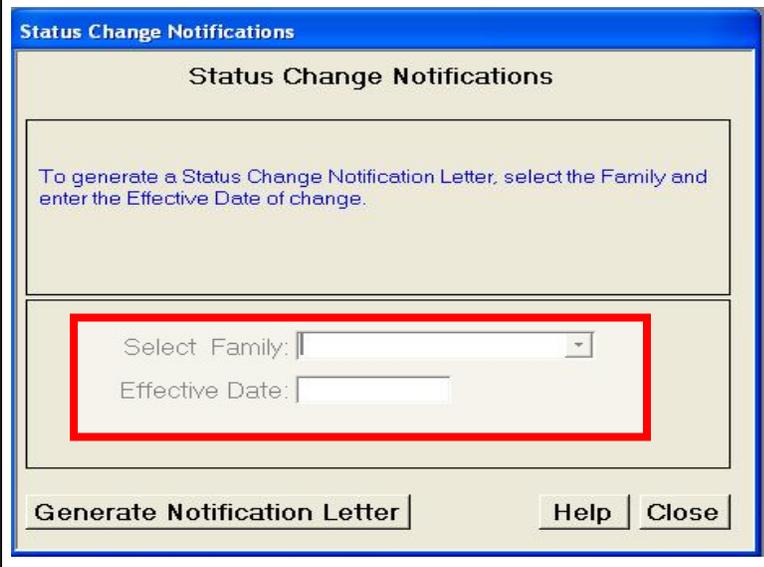
4. Click the **Generate Notification Letter** button to display and print the letter.

NOTE: You can edit and print your letter using Microsoft Word or Excel. After generating your letter, click on the Word or Excel icon at the top of the screen. The letter will open in the appropriate software and you can make desired changes prior to printing them.