CHILD CARE DATA TRACKER

SUPPLEMENTAL GUIDE FOR VERSION 2.0b

The *Child Care Data Tracker* (*Tracker*) was developed to help CCDF grantees generate their required program data reports – the ACF-700 for the Tribes, and the ACF-801 for the Territories. *Tracker* Version 2.0 software and *User's Guide* were distributed to all grantees in April 2005. The User's *Guide* currently is available on the CCB website at: http://www.acf.hhs.gov/programs/ccb/ta/ccarc/tracker.htm.

This latest version of the *Tracker* (Version 2.0b) was developed to enhance Version 2.0 and correct difficulties that some grantees were having. Version 2.0b also includes special features specific to Territory users. This document briefly describes the changes in Version 2.0b and outlines the installation instructions for the new version of the software. Responses to Frequently Asked Questions (FAQs) regarding using the *Tracker* follow the instructions. A special addendum is available for Territories.

CHANGES THAT HAVE BEEN MADE IN TRACKER VERSION 2.0b

1. In addition to the Tribes, U.S. Territories also use the *Tracker* for data management and reporting purposes. Thus a transition has begun to modify the name throughout the software and documentation from *Tribal Child Care Data Tracker* to *Child Care Data Tracker*. In Version 2.0b, you may see both names being used. Rest assured that there still is only one system.

2. Earlier versions of the *Tracker* had limited capacity for entering provider, family, child, service, and payment records, and some larger grantees received an error message when they reached that limit. The *Tracker* has been modified in Version 2.0b to allow virtually unlimited records to be created.

3. The Child Care Certificate module has been modified to allow grantees to use a new sequence of numbers when certificates are generated. Some grantees preferred to begin a new numbering system at the beginning of each year. Version 2.0b of the *Tracker*, allows grantees to do that.

4. Additional changes have been made to streamline functionality and correct minor errors in the original software. Most of these changes will be virtually unnoticeable to the user, and the new version will run more smoothly and efficiently. The most significant changes allow you to report provider license status accurately and to overwrite a pre-calculated family co-payment.

IDENTIFYING YOUR PROGRAM'S TRACKER STATUS

- **You currently are using Version 1.0 of the *Tracker***

  Tracker Version 2.0b will <u>not</u> transfer data directly from *Tracker* Version 1.0. You must **first install Version 2.0** (distributed, with the *User's Guide*, to all grantees in April 2005) and transfer your data to that program.

  To complete this first step of transferring from Version 1.0 to Version 2.0, follow the guidance provided in the *User's Guide*, Section VI.

  Once you have completed these steps and transferred your data from Version 1.0 to Version 2.0, you can consider yourself a "current user of Version 2.0" and should proceed to transfer your database again, this time to Version 2.0b using the steps described below.

- **You currently are using Version 2.0 of the *Tracker* (2.0a for Territories)**

  Tracker Version 2.0b will allow you to transfer data directly from *Tracker* Version 2.0 and Version 2.0a.

  After installation of Tracker V2.0b, the Setup Utility will guide you through the process of making a backup of your current Version 2.0 or 2.0a database and copying your existing data into this new Version (*Tracker* V2.0b). Details are available in the section on *Setting up the Tracker on pages 9-13*.

- **You have never used any version of the *Tracker***

  If this is the first time you are using the *Tracker*, you should install the (*Tracker* Version 2.0b) software and follow the directions shown in the section on *Installing the Tracker Version 2.0b* below. The *Tracker* will guide you to setup required information before you start using *Tracker* Version 2.0b. Details are available in *Setting up the Tracker on pages 9-13*. You do not have existing data to backup or transfer.

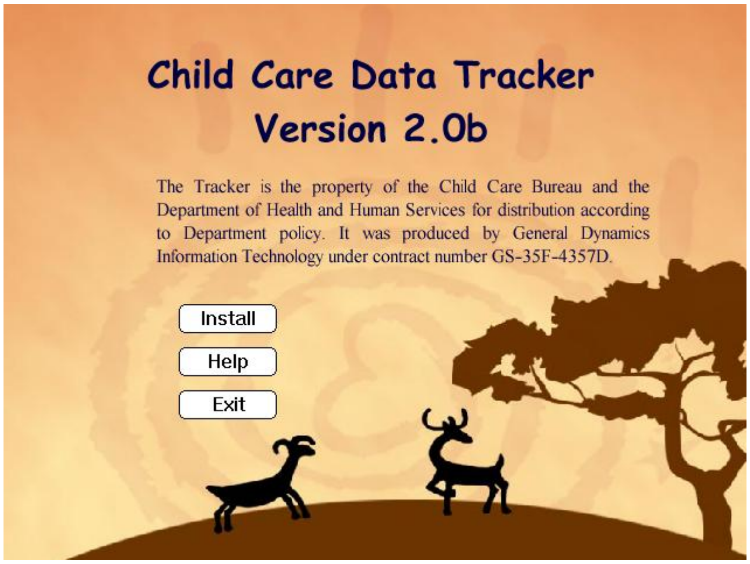
INSTALLING THE TRACKER VERSION 2.0b

The *Child Care Data Tracker* V2.0b software, the *Tracker* tutorial, the User's Guide and this Supplemental Guide are on a CD labeled *Child Care Data Tracker* V2.0b. The *Tracker* tutorial provides a brief overview of the *Tracker* and offers basic instructions for using this software to store information and generate reports. To use the *Tracker* software, the tutorial, and/or the guides, you must install (<u>not</u> copy) the software package from the CD onto your own computer.

To install the *Child Care Data Tracker* V2.0b, follow steps 1-6 described below to install the program software. After the installation is complete, continue with the Opening and Setup procedures (see *User's Guide*, Section VI).

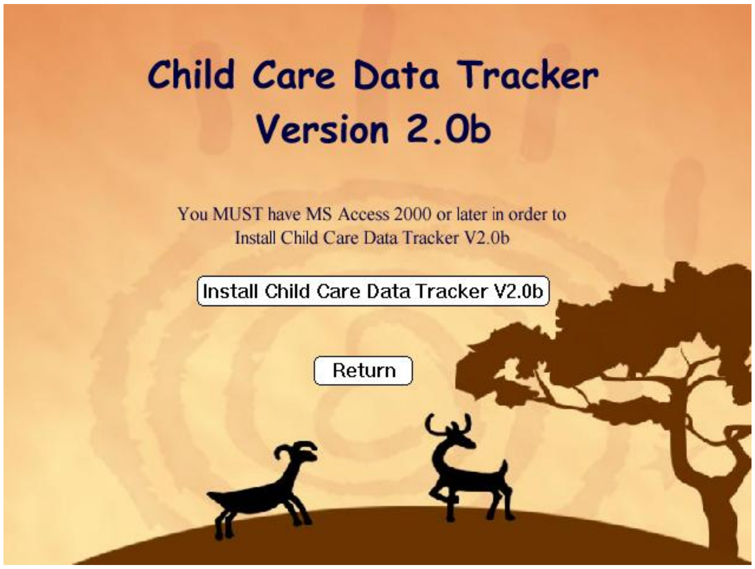
1: Insert the *Tracker* CD labeled *Child Care Data Tracker* V2.0b into your CD drive.

2: Inserting the *Tracker* CD will automatically activate the installation process.



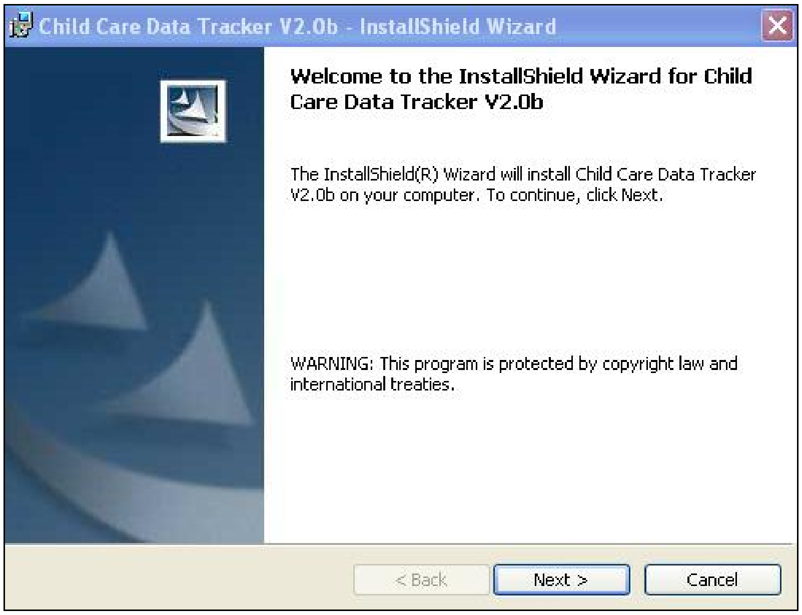
- Click the **Install** button if you wish to continue with the installation process.
- Click the **Help** button to access the Installation Help.
- Click the **Exit** button if you wish to stop the installation process and exit from the CD.

3: If you click 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*.



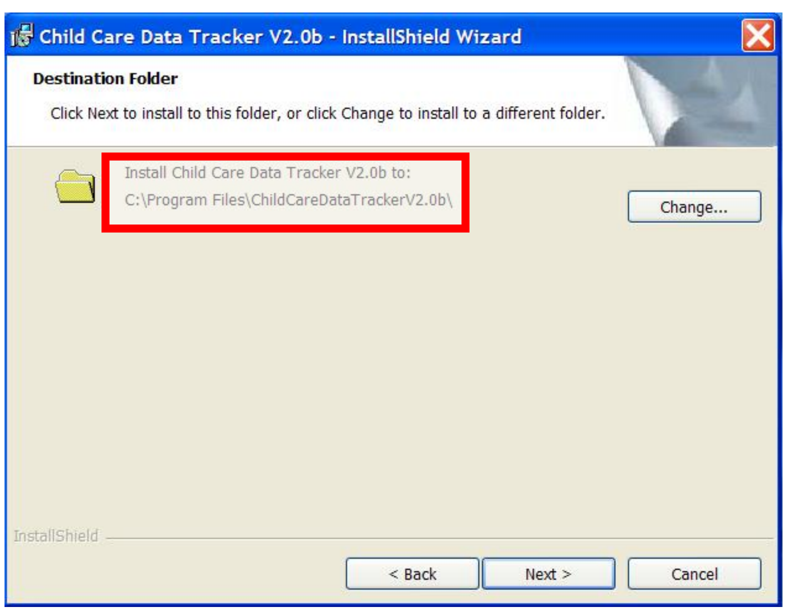
- Click the **Install Child Care Data Tracker V2.0b** button to continue the installation process.
- Click the **Return** button to return to the previous screen.

4: If you select the **Install Child Care Data Tracker V2.0b** 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* V2.0b installation process.

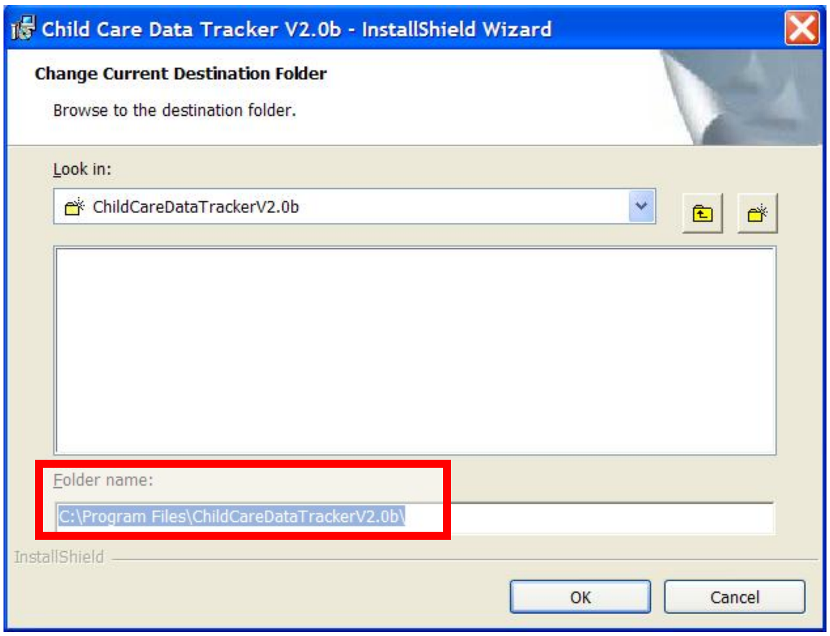
5: If you select the **Next** button the InstallShield Wizard will continue, and the following screen will be displayed.



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

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

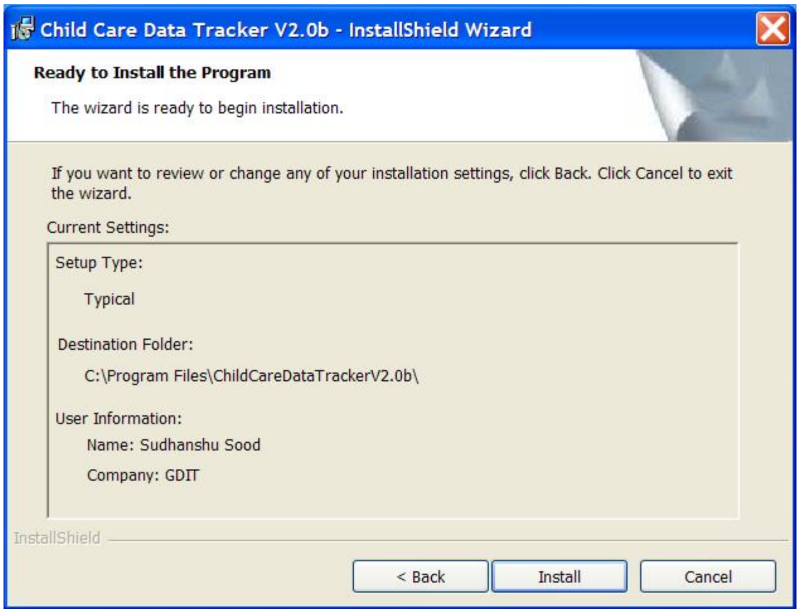
If you select the **Change** button on the above screen, you will be asked to define the new location where you want the *Tracker* to be installed.



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.

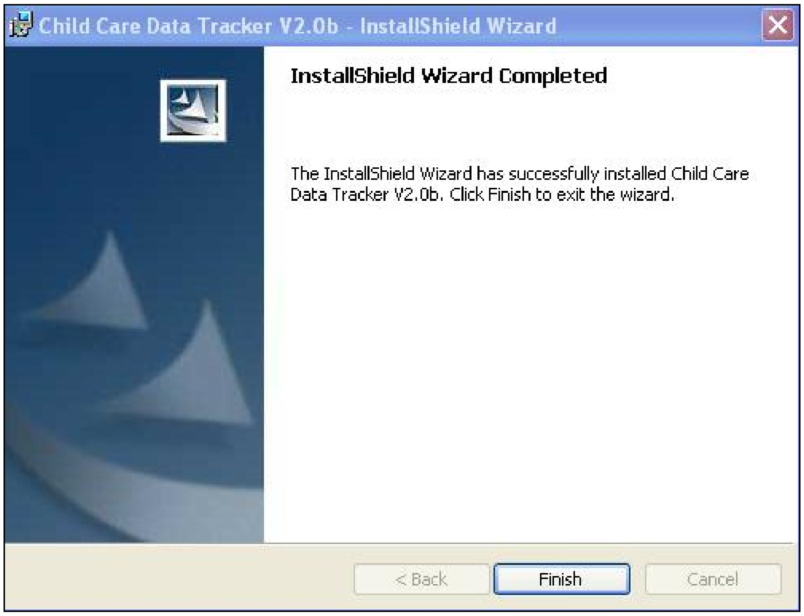
- Click the **OK** button to Continue.
- Click the **Cancel** button to go back to the previous screen.

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.



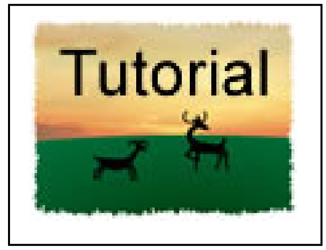
- If this information is correct, click the **Install** button to continue the installation process.
- If this information is not correct, click the **Back** button to return to the previous screen and make the necessary corrections.
- Click the **Cancel** button to exit the *Tracker* V2.0b installation 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* V2.0b Click the **Finish** button.

The installation process automatically creates two shortcut icons that will appear on your desktop; one for the *Tracker* V2.0b, and one for the tutorial.



CAUTION: The installation process for V2.0b will <u>not</u> remove the existing 2.0/2.0a icon that is already located on your computer desktop. Because both the old and the new shortcuts will appear, you must exercise caution to ensure that you open and use the correct version of the database when you enter or edit information. The old shortcut may be removed once you are sure your system is running V2.0b correctly.

Remember, the "default" selection in the installation process stores the program in the default folder on your computer located in:

C:\Program Files\ChildCareDataTrackerV2.0b.

After installation, this folder will contain six items with names similar to:

1. TribalTrackerV20b – the *Tracker* program,
2. FileSystemEx.dll – required file for the application to operate,
3. TribalTrackerHelpSystem– the file that provides integrated help
4. TrackerTutorial Folder – that contains the tutorial files.
5. UserGuide – the file that contains the User's Guide
6. SupplementalGuideV20b – the file that contains this supplemental guide

The first four (4) files are required for the software and tutorial to run.

In order to view **files 5 and 6** – the *User's Guide* and *Supplemental Guide* – you need to have Adobe Reader Version 6.0 or later installed onto your computer. You can obtain a free copy of the Adobe Reader program (Adobe Acrobat Reader) online at: http://www.adobe.com/products/acrobat/readstep2.html

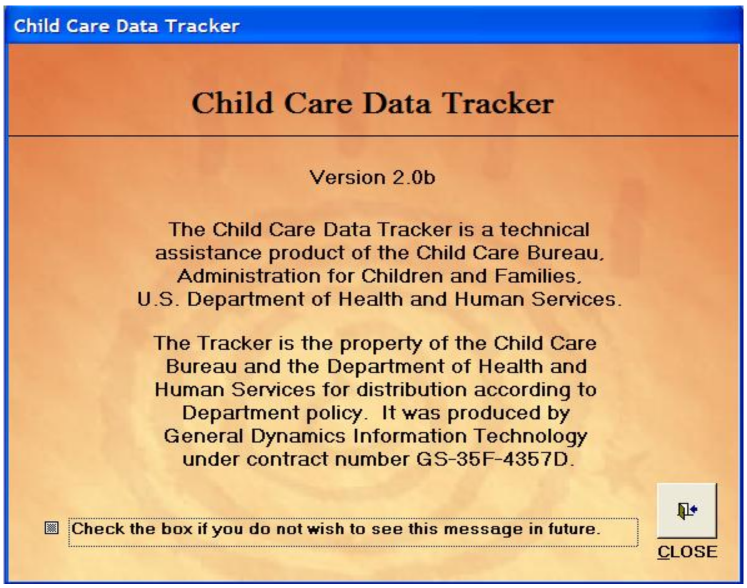
After you have installed the *Tracker*, you still need to open it, log in, and complete the copy and transfer steps (if you are a current user and have existing data), and the set up steps that are described below (see *User's Guide*, Section VI).

OPENING THE TRACKER

The instructions in the *User's Guide* (Section VI) for opening and setting up the *Tracker* apply to Version 2.0, 2.0a, and Version 2.0b.

To open the tutorial or *Tracker*, double click on the appropriate icon on your desktop.

The first time you open the *Tracker* software after installing it on your computer you will see the following introduction screen.



Click the **CLOSE** button to exit this screen.

<u>Log In</u>: After you close the introduction screen, the log in screen will be displayed.

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 "ribe" 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 in the Application Maintenance module (*User's Guide, Section X*). Each grantee is responsible for safeguarding the information entered into the *Tracker*.

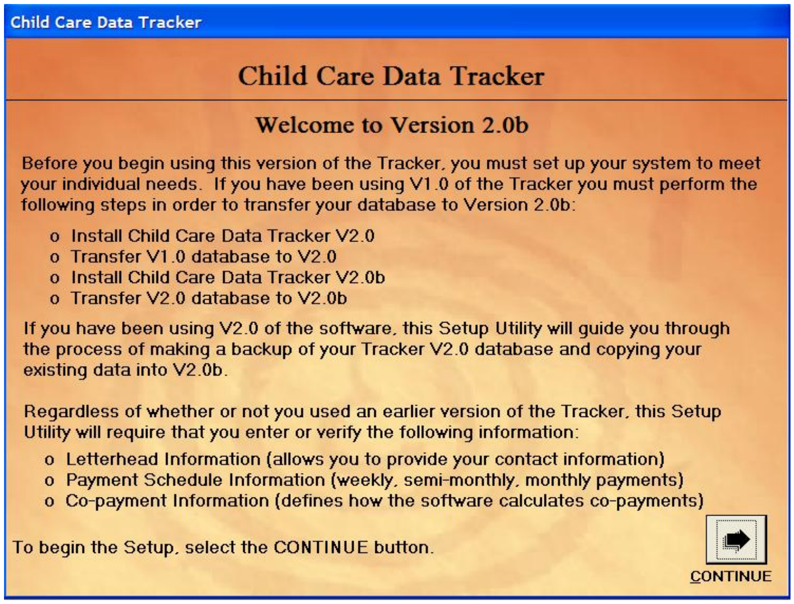
SETTING UP THE TRACKER

Before you begin using the *Child Care Data Tracker* V2.0b for the first time, you must set up your system to meet your program's specific needs. If you have been using an earlier version 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. If this is the first time you are using the *Tracker*, you will skip the backup and copy procedures.

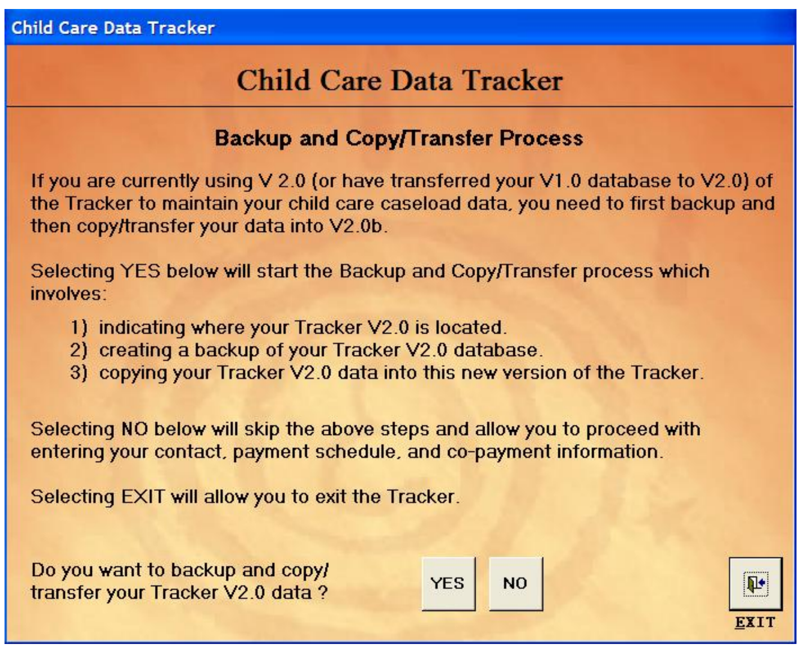
Regardless of whether or not you used an earlier version of the *Tracker*, the Setup Utility also will require that you enter the following information:

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

After you have entered the username and password for the *Tracker*, the following welcome screen is displayed.



The screen summarizes the *Tracker* setup instructions. Select the **CONTINUE** button to move to the next screen. After clicking the **CONTINUE** button the following transfer process screen is displayed.



This screen asks if you want to backup and copy/transfer data you currently have in V2.0 or V2.0a into *Tracker* V2 data. Click the **YES** button <u>only</u> if you are using *Tracker* V2.0 *or* V2.0a version and would like to transfer an existing V2.0 or V2.0a database to *Tracker* V2.0b.

New Users: Click the **NO** button if you are a new user and this is the first time you have ever used the *Tracker*. New users will now skip to the last step for setting up the *Tracker* on page 13 of this Supplemental Guide.

Locating the Database (FOR VERSION 2.0 and 2.0a USERS)

To backup and copy your existing *Tracker* database, you must identify where in your computer V2.0 or V2.0a of the *Tracker* is located. The software offers four different ways to find the *Tracker* database:

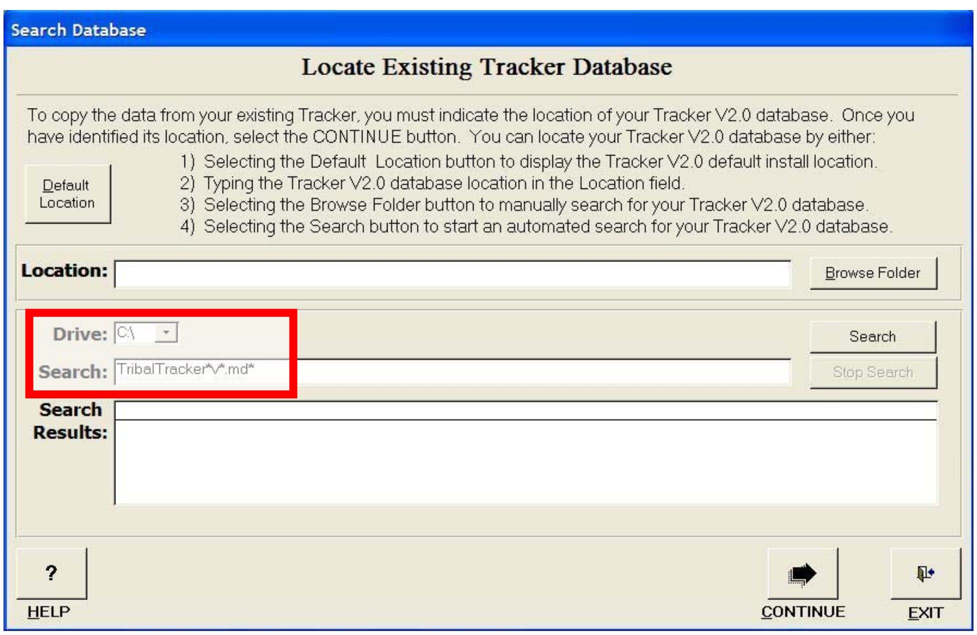
1. ***Default Location:*** If you used the standard procedure when you installed the *Tracker V2.0*, and did not move it, the database still will be in its default location (C:\Program Files\TribalTrackerV2.0\). Click the **Default Location** button to enter this information in the *Location* field.

Territory Users: If you have installed your *Tracker* database in a location other than the default location, identify the location of the *Tracker* using the Manual Search (#3).

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*.

5. ***Automatic Search*:** Clicking the **Search** button will begin an automatic search of your C drive for the file named "TribalTracker*v*.md*".



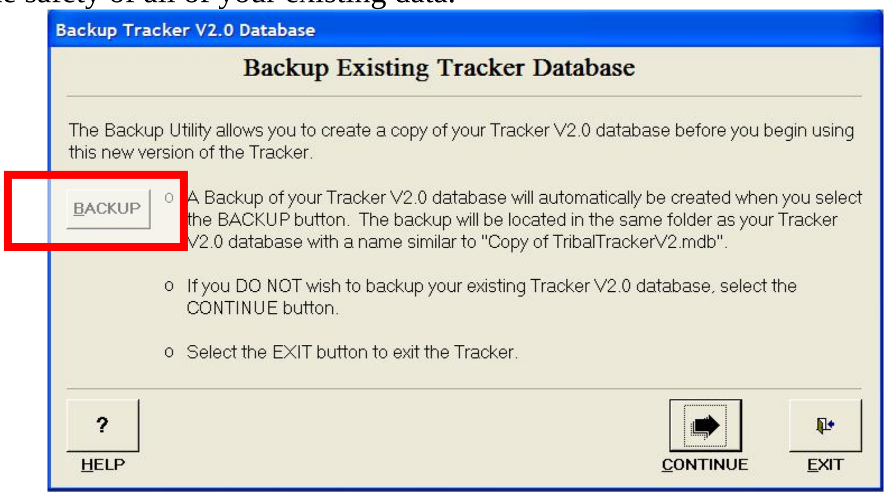
Once you have located the *Tracker* database, click the **CONTINUE** button to begin the backup process.

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

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

Making a Backup (FOR VERSION 2.0 and 2.0a USERS)

It is your responsibility to ensure that if the installation process malfunctions, your existing *Tracker* database remains functional. The Setup Utility allows you to create a backup of your current *Tracker* 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 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 current *Tracker* database with a name similar to **C:\Program Files\TribalTracker2.0\Copy of Tribal TrackerV2.0**

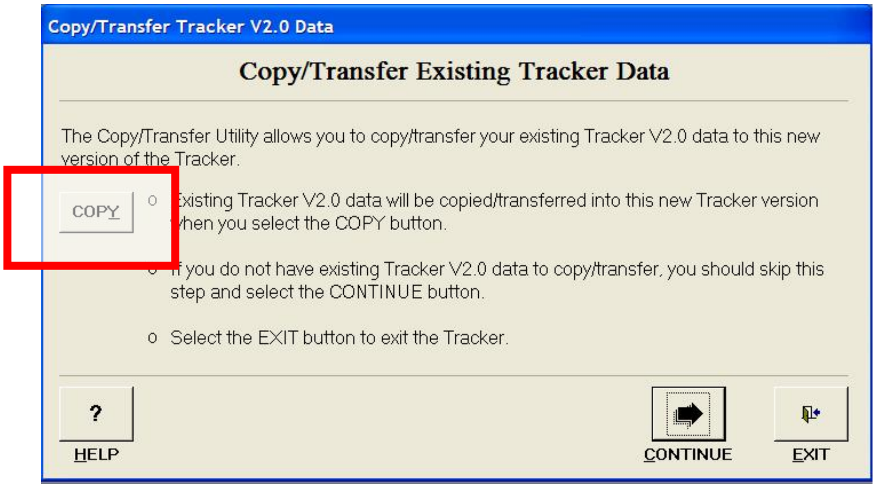
> **NOTE: If you do not make a backup of your existing database and the installation process malfunctions, you may loose all of your existing historical data**.

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

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

Copying/Transferring Data (FOR VERSION 2.0 and 2.0a USERS)

The Setup Utility allows you to copy the data in your current 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 losing or having to re-enter existing, historical data. Reminder: Version 2.0b can <u>only</u> transfer Version 2.0 or Version 2.0a 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 only after receiving a message that the data has been transferred successfully to the new *Tracker* version.

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

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

Completing Setup (ALL USERS, REGARDLESS OF WHETHER OR NOT YOU USED AN EARLIER VERSION)

All users (including those who have never used the *Tracker*) must enter new contact information, or confirm the accuracy of the copied contact information. In addition, all users must enter or verify information about the preferred provider payment schedule and co-payment scales. (See *User's Guide*, Section VI for step-by-step instructions.)

FREQUENTLY ASKED QUESTIONS

General:

1. **We have never used the *Tracker* before. How can we get started?**

   You should install Child Care Data Tracker V2.0b, which is the latest version of the Tracker.

2. **My tribe is currently using Version 1.0 of the *Tracker* and would like to start using the most current version. What steps should I take?**

   If you are currently using V1.0 of the Tracker and you wish to use the latest version (V2.0b), you must first install and set-up V2.0 of the Tracker on your computer. During the initial setup, you have the option of transferring your V1.0 database to V2.0. You should transfer your Tracker V1.0 to Tracker V2.0. After the successful transfer of the data from the Tracker V1.0 to the Tracker V2.0, you should install Tracker V2.0b (latest version) and transfer your data from Tracker V2.0 to Tracker V2.0b. This process will allow you to continue entering information without having to re-enter data. (See User's Guide, Section VI).

3. **We changed the default username and password for the Data *Tracker* and can't remember what we changed them to and I am unable to log in? How can I gain access the *Tracker*?**

   Contact CCARC for assistance. If CCARC is able to help you gain access to the Tracker, you can locate the username and password you recorded in the Application Maintenance module. It is your responsibility to both keep your username and password secure and to ensure that it will be appropriately available to staff members who are designated to use the Tracker. (See User's Guide, Section IX).

Entering Data:

4. **I inadvertently entered a provider or family/child in the *Tracker* twice. Can I delete the duplicate records?**

   *You can not delete family, child, or provider records in the Tracker. However, you can make the duplicate entry inactive. Close the family record by indicating a closure date and reason. You should mark/select "**No**" on the children's records to the question that asks if a child receives a subsidy. Children that do not receive subsidies will not show up in your drop-down list when you set up service authorizations. (See User's Guide, Section VII).*

To make a provider inactive, simply select the "inactive" option in the drop down list on the provider screen under the "status information" and enter a closed date. You also may want to enter comments in the "comments" text field. (See User's Guide, Section VII).

5. **We generally establish eligibility for one year for an approved family. During the summer months the number of hours and payments may be higher for some children. How do I allow for higher hours and payments during the summer months?**

   When setting up service authorizations, think ahead and authorize the highest (within reason) number of hours that you think each child in the family might need in the month(s) for which they require the most hours of care. When you go to authorize payments, you can authorize payments for the actual hours of service and the amount paid for the service. You always <u>can</u> authorize payments for fewer hours and for a lower payment than you initially approved in the service authorization. However, you can <u>not</u> authorize payments for more hours or for a higher payment. (See User's Guide, Section VII).

6. **I have a family that applied and was eligible for service for a six-month period. The family received services for only one month. Should I delete this family from the *Tracker*?**

   You are <u>not</u> able to delete families from the Tracker. You should authorize payments for the month(s) that the family did receive service. Do not authorize payments for the month(s) that the family did not receive services. When your ACF-700 report is generated, it counts only those services for which a payment has been authorized.

   *Close the family record by indicating a closure date and reason. On the child records, mark/select "**No**" for the question that asks if a child receives a subsidy. When you mark "no" in this field, the child(ren) will no longer appear in your drop-down lists when you are setting up future service authorizations.*

7. **One (or more) of my families left the program and returned before the end of the eligibility period that was originally established for them. How should I handle this family in the *Tracker*?**

   For families who leave and return to the program during their previously established eligibility period, continue to use that existing that eligibility period and those service authorizations. You would authorize payments only for those periods during which the family actually was actively receiving services from the program. If the family returns, be sure to make any necessary changes to their financial and other information (See User's Guide, Section VII). At the end of that original eligibility period, you would then set up a new *eligibility period (for Tracker purposes) for the next set of eligible months. You can* ***not*** *overlap or duplicate eligibility dates.*

8. I have heard some other Grantees talking about difficulties they had because of errors they made when entering eligibility periods. What basic information do I need to know to avoid similar problems?

Because you can not change an eligibility period once it is entered and saved, it is important that you enter the eligibility information carefully. Some common errors include entering a wrong date, failing to enter an older eligibility period before entering a new or current eligibility period, or failing to create all of the service authorizations for one eligibility period before setting up a new one. The following are tips to help you prevent problems:

- *Enter information into the Tracker sequentially (i.e. in the order events occur) being sure to check for accuracy before you save the information.*
- *A new eligibility period can never duplicate or overlap an existing eligibility period.*
- *When you establish one eligibility period, you should create all of the service authorizations for that period before you establish another eligibility period. Once you create a new eligibility period for a family, you will not be able to go back and set up missing service authorizations for previously used eligibility periods.*

We recommend that if you have questions related to eligibility periods, you contact CCARC for help with your specific situation.

9. One of my providers operates a family home and provides child care for a grandchild. The grandchild also lives with the provider. What provider type should this child be reported under, “family home” or “child’s home”? Should I set up a separate provider record and indicate that care is provided in a child’s home?

A provider should only have one record indicating one type of care. Since this provider operates a family home, the child should be reported under the “family home” provider type. When setting up the service authorization for any such children, you will mark/check the button that indicates that the “family home” care is being provided by a relative. (See User’s Guide, Section VII).

10. The Tribal Government has decided to change from a monthly payment schedule to a weekly schedule. Is it possible to change my payment schedule in the *Tracker*?

Yes, it is possible to change the payment schedule you originally designated in the Tracker. However, the new payment schedule will be effective only for new service authorizations. All current service authorizations and payments will have the payment schedule that was in effect when they were originally set up.

Generating Reports:

11. When I try to generate an ACF-700 report I get an error message that says *"The ACF-700 can not be generated until the Poverty Guidelines for [the year of the report] have been entered in the Application Maintenance Module". What does this error message mean?*

You will get the error message if you try to generate the ACF-700 report for a year in which you have not entered the poverty guidelines. The Federal poverty guidelines typically are released by March of each year. You can get the latest poverty guideline values here: http://aspe.hhs.gov/poverty/ . (See User's Guide, Section VIII).

There is a table containing annual Federal Poverty Guidelines located in the Application Maintenance Module where you can enter the current or new Poverty Guidelines. Version 2.0b of the Tracker already includes the Guidelines for fiscal years 1998-2007. For FFY 2008 and future years you need to enter the new Poverty Guidelines.

12. I have entered all of my provider and family information and set up service authorizations. When I run the ACF-700 report or one of the profile reports, everything is either zero (0) or blank. Why is this happening?

It is likely you have not made payment authorizations. That is the final step in the process of entering data in the Tracker required to run an ACF-700 report. The Tracker calculates the ACF-700 report based on authorized payments. To authorize payments, go to the Payment Authorizations module and authorize all appropriate payments for the fiscal year before running your fiscal year-end report. (See User's Guide, Section VII).

Administrative Documents:

13. I want to customize our certificates and letters, for example by adding our logo to them. What options do I have?

You can customize approval letter text and certificate text through the Application Maintenance module (See User's Guide, Section X). In addition, *after generating certificates, letters, or reports, you have the ability to customize or enhance them further in MS Word or Excel (by clicking on either the Word or Excel icon at the top of the screen). The letter or report will open in the designated software and you can make desired changes prior to printing and/or saving them.*

NOTE: Saving to Word may affect the format of the document. In addition, modifying the document this way requires that it be done separately for each letter or certificate. Another option may be to copy/print the standard Tracker document onto your custom printed letterhead.

14. I would like to change or re-start my certificate numbers for a new fiscal year. How can I do this?

*In the Application Maintenance module, click on the **Certificate Title Text** tab. Enter a new certificate start number in the "Starting Control #" field at the bottom of the screen. When you generate the next certificate, the first new certificate will have the number that you entered in the box. There will be one certificate for each child/provider combination within each family. For example, if a particular family has two children receiving services, and both children have two providers, a total of four certificates will print for that one family.*