The Tribal Child Care Data Tracker and the User's Guide were developed by Anteon Corporation for the Child Care Bureau under Contract GS-35F-4357D/SA-00-0568. The software and user's guide are tools to help tribes and territories manage caseloads and to simplify the Federal reporting requirements.

Setup Instructions:

If you have MS Access97 or MS Access 2000:

1. Insert the Tribal Child Care Data Tracker CD into the CD-Rom drive
2. The installation application should start automatically
3. When asked, indicate which version of MS Access is currently installed on your computer (either MS Access97 or MS Access2000).
4. The application will guide you through the remainder of the installation process. During the installation process, the application might ask you to RESTART your computer. Select "Yes" to restarting your computer if this question is asked.

NOTE: During the entire installation process (including any computer Restarts), please do not remove the CD until the "InstallShield Wizard Completed" Window is displayed and you select the "FINISH" button.

Minimum and Recommended System Requirements

The Tribal Child Care Data Tracker software (referred to as the Tracker throughout the rest of this guide) was designed to require minimal hardware and software support. It is designed to be installed on individual PCs using the Microsoft® Windows 95 (or newer) operating system. The software requires MS Access 97 or 2000 to operate, and the PC should have at least 35 MB of free disk space available to run the program. **If you do not have MS Access, please call 1-877-249-9117 for additional instructions.** It is recommended that your monitor/screen resolution be set to 1024 X 780 pixels. However the minimum resolution should be at least 800 X 600 pixels. In order to take full advantage of the Tracker's capability to print reports, the PC should be connected to a printer, one 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.

Overview Of The Tracker And Its Functions

Development of the Tracker

The Tribal Child Care Data Tracker was developed by the Child Care Bureau to assist Tribal CCDF grantees in federal reporting and caseload management. This is the first version of the Tracker, which was developed with the assistance of a Tribal Software Development Work Group. Members of this group advised the Child Care Bureau regarding which functions were most important to be included on this version of the Tracker. In subsequent years, the Child Care Bureau hopes to revise the software and expand the number of functions that it supports.

Case Management Functions Supported By The Tracker

The different steps or functions that occur from the time a family applies for child care services until the case is illustrated in Figure1.

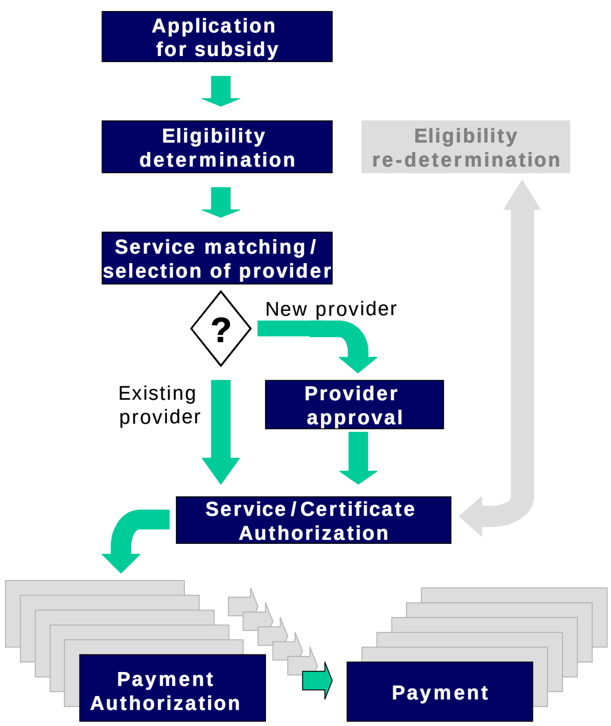


Figure 1 -Process Overview

The process begins with a potential client applying for child care subsidies through the tribe's CCDF program. A series of activities designed to determine the client's eligibility for services ensues. Pay stubs are checked, other sources of income listed, educational programs verified. Finally, the case worker adds the various income amounts and compares the total with the tribe's standard for family size and income eligibility.

If the program and income requirements are met, the applicant chooses a provider. If the parent chooses a current provider where a vacancy exists, such as a licensed center, the case worker will typically commence procedures for authorizing the service. If a relative or friend will be providing care, the tribe will require assurance that minimum health and safety standards are being met before service authorization occurs.

Service Authorization involves specifying the terms of the subsidy. In general, a tribe provides the applicant with an approval letter at the end of the application process, which details the names of the children who will receive services, the service provider, the amount of subsidy and the amount of the parent's co-payment. This approval letter authorizes services for a specific period of time, for example six months. Some tribes also generate monthly certificates or vouchers.

Tribes use various methods to make sure that services have been rendered and co-payments paid before subsidy payments are made. Perhaps the most common are attendance sheets and invoices submitted by providers. Once the case worker is assured that the expenditure is appropriate, payments are then authorized. The financial office of the tribe usually cuts the check to the provider or parent.

At the close of the eligibility period, the tribe checks the client's updated information before eligibility is re-determined for an additional period of time. Once again, service is authorized for a specific period of time. The child care case worker issues vouchers or certificates, verifies service delivery and authorizes payment for the services. This cycle continues until the family no longer requests services or is no longer eligible for services.

Figure 2 details which portions of the Tracker Software supports the various functions of the Case Process:

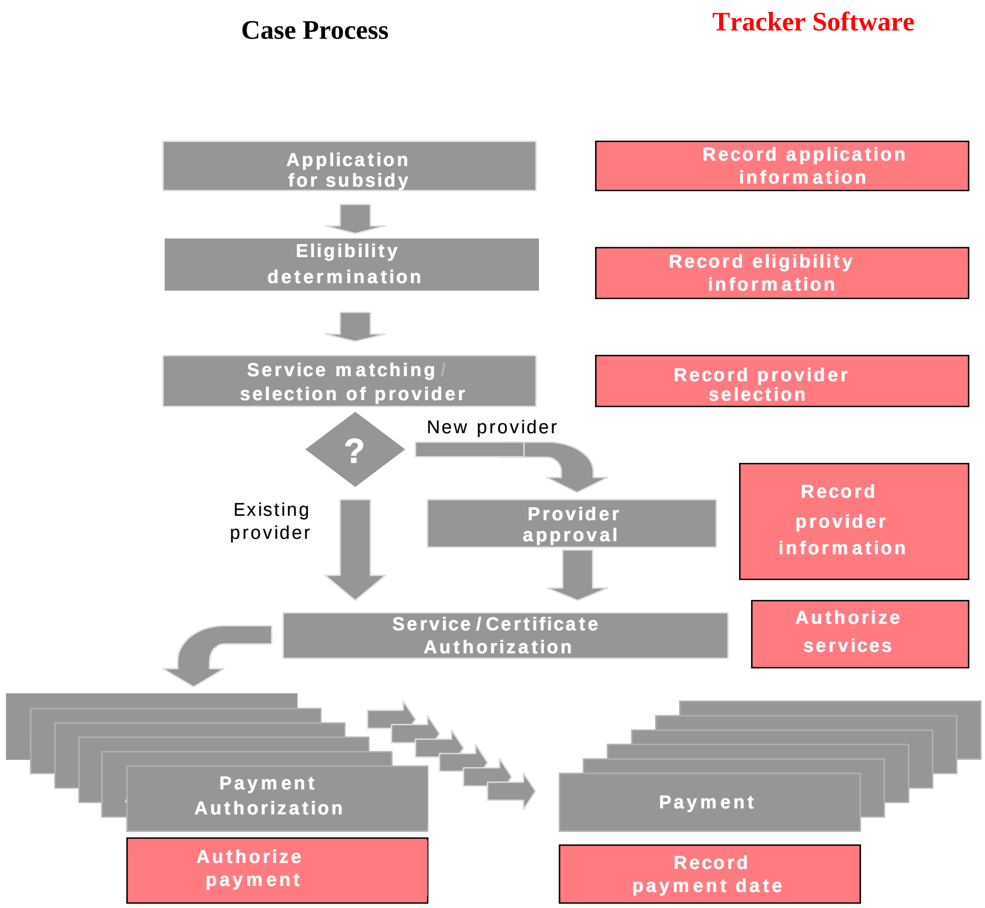


Figure 2 -Recording of Case Events

In ***Figure 2*** above, you can see the actions that the case worker takes to keep track of case events in the Tracker. When information about the applicant's family and the providers are entered, the Tracker can generate approval letters and certificates, manage caseloads and produce federal reports.

Now let’s take a look at the Tracker Main Menu to see where the information is gathered and where to go to generate reports and other information. Each heading on the Main Menu stands for a module or a section that contains specific information and specific functions.

Tracker Modules **Functions**

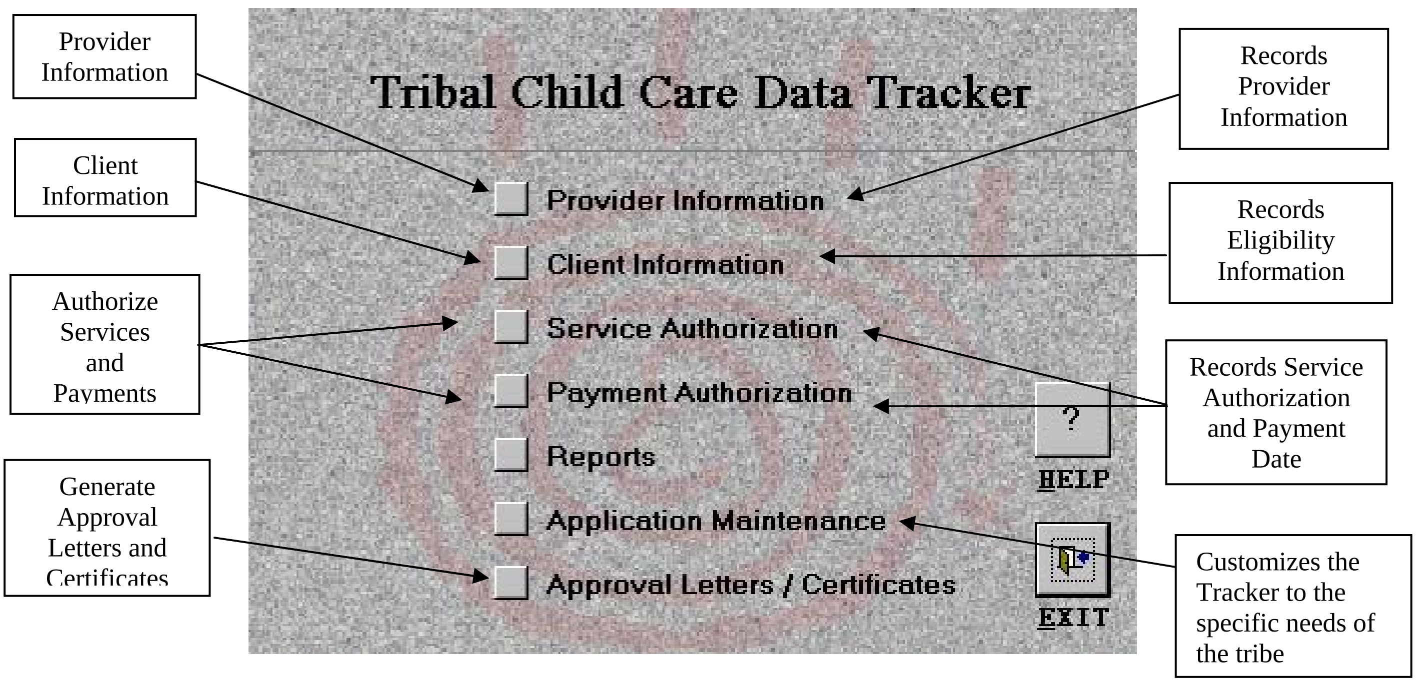


Figure 3 - Data Tracker Main Menu and Its Data Entry Functions

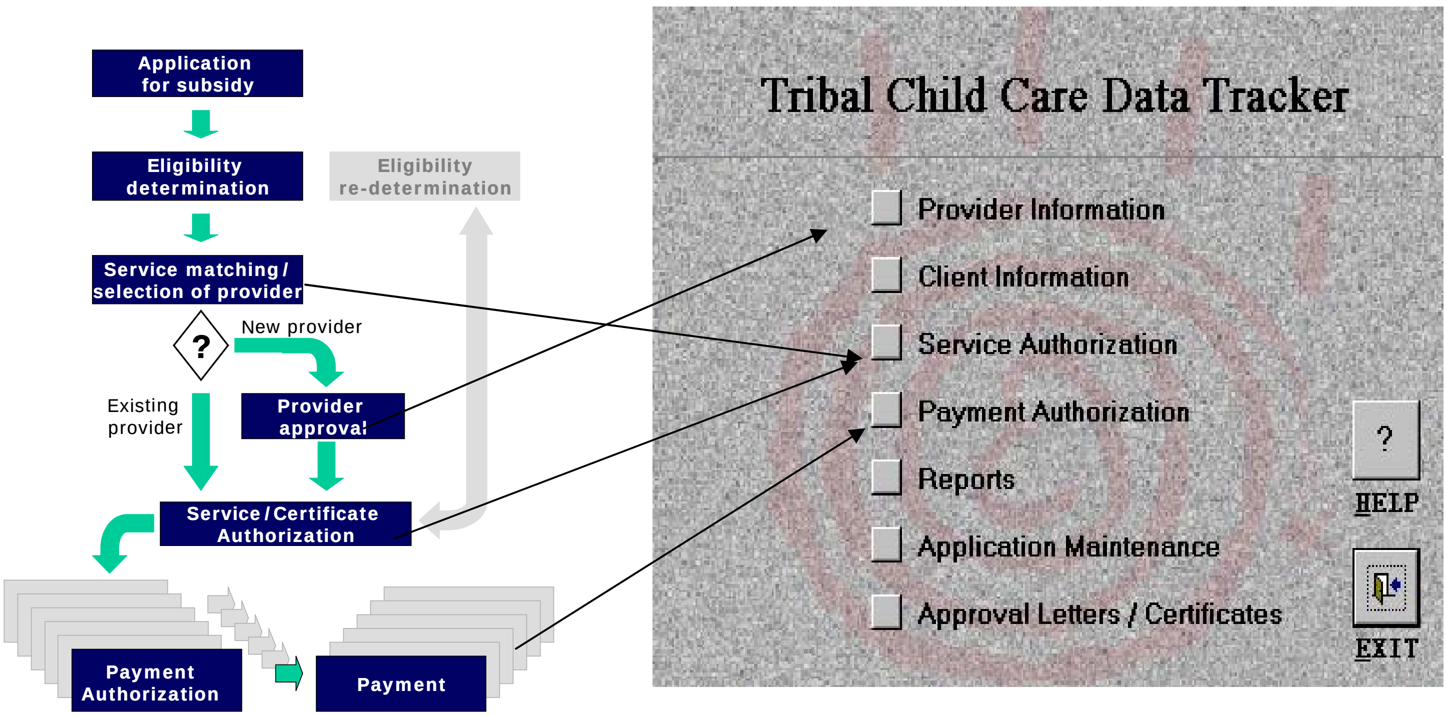


Figure 4 - Overview of the Data Tracker Functions Compared to the Case Management Process

The first fact to keep in mind is that the Tracker is designed to follow cases that the tribe has determined to be eligible for services. When the client's eligibility has been determined, you can enter key information from the client application and eligibility determination process into the second module of the Tracker, **Client Information.** This module has two tabs, one for the applicant and a second for individual family members. **Client Information** includes income, demographic, work, school, and eligibility data. **When first using the Tracker, it is a good idea to enter providers before entering client information. (NOTE: Do not try to use the Tracker until you get to step-by-step directions on page 13).**

The **Provider Information** module contains basic information about the location and status of providers. This module can be used to track the applications of new providers for approval, licensing, or certification. In the **Reports** module, the case worker can generate a catalog of providers for a specific county, so that an applicant can see the local options for care.

The **Service Authorization** module allows tribes to set up the authorized plan of care for each child in the family. The case worker must select a provider for each child; specify the authorized number of hours, and the share of expenditures that will be covered by the Tribal subsidy and by the parents. The Tracker will use this information and generate the necessary approval letters and monthly vouchers/certificates in the **Approval Letters/Certificates** module. In the **Reports** module, various service authorization reports are found.

Tribes use the **Payment Authorization** module to record the actual hours and dollars that will be paid by the Tribal child care subsidy. As was the case in the **Service Authorization** module, specific child and provider combinations are necessary so that a firm audit trail can be established for accounting purposes. The Tribal Child Care office can generate payment authorization records for any selected period sorted by different fields in the **Reports** module. These reports can be printed, signed by the authorizing case worker/supervisor, and sent to the Tribal accounting office for payment.

The **Reports** module also contains a number of items to assist the case worker in managing their caseload such as: listings of which cases are due for eligibility re-determination, and programs to print mailing labels. This module can compile the financial and demographic information on each applicant and child receiving services. It can also generate the mandated annual **ACF-700 Tribal CCDF Data Report**, and provide graphical representation of the ACF-700 findings in the **"Tribal Story Page."**

Application Maintenance is the module where tribes can enter Tribal contact information (which is necessary for the ACF-700 Tribal CCDF Data Report) on the **Letterhead Information** screen. The Application Maintenance module is also where the user will be able to **enter and edit usernames and passwords, customize data elements**, format the text for **Approval Letters** and **Certificates**, and keep **Federal Poverty guidelines** information up to date.

The **Approval Letters/Certificates** module is used by the tribe to provide the applicant with an approval letter at the end of the application process which details the names of the children who will receive services, the service provider, the amount of subsidy, and the amount of the parent's co-payment. This approval letter authorizes services for a specific period of time, usually six months. Some tribes also generate monthly payment certificates or vouchers.

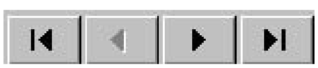
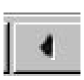
Navigation and Field Types In The Tracker

When you click on any of the first four boxes in the main menu, a data entry screen will appear. All of the important data on individual cases are entered through these screens. Before we look at the screens in detail, we will take a look at how to navigate in the Tracker software.

Navigation In The Tracker

There are some common navigational buttons located at the bottom of the **Client Information, Provider Information**, **Service Authorization** and **Payment Authorization** screens. (Note that these are the main data screens).

The first set of common navigational buttons is the small, black **“forward and back**” arrows found at the bottom of the screen. The forward button takes you to the next record. The last button displayed takes you to the last record. The button with the triangle facing to the left takes you to the previous record, while the first button you see takes you back to the first record.

Buttons	**What the Buttons Do**
	Takes you forward and backward
	Takes you forward to the next record
	Takes you forward to the last record
	Takes you back to the previous record
	Takes you back to the first record

Another button that is common throughout the first four sections of the Tracker is the **New Record** button. When you are in the Applicant Information section, the button is called "**New Case,**" or “**New Person,**” for the Provider Information section, the button is called "**New Provider,**" and for Authorization Information screen, it’s called "**New Authorization.**"

These buttons create new blank records for you to fill with information. There may be times where you may want to add information about an applicant that is not on the applicant screen. To create a screen where additional information can be collected for the applicant, click the **Copy Applicant Info** button from either the Applicant Information tab or the Family Member Information tab. When you click on the Family Member Information tab, you will see a screen filled in with the applicant's information that has been already collected. If more than one family member has been added, you may need to search through the family members to find the applicant's information using the forward and back arrows described above.

Buttons — **What the Buttons Do**

Creates a new record for a new applicant

Adds a new family member on the Family Information tab

Creates a new record for a new provider

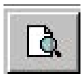
Creates a new service authorization

Copies information from the main applicant screen to the Family Member Information screen

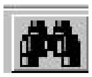
The second set of buttons include a **Preview Report** button, a **Find Record** button, a **New Authorization** button, a **Reset Selections** button, and a **Copy/Create Authorization for Eligible Months** button on the Service Authorization screen. The Preview Report button allows you to view and print the information displayed on the screen in the same format as the Report module. The Find Record button with the binoculars icon allows users to search for text within the Tracker application. To use this feature, select a specific field and then click the Find Record button. It should be noted that in the MS Access 2000 version of the Tracker software, this button could also be used to find and replace text. Note that this feature may not work on the pull-down menus in the Tracker. The New Authorization button creates a new service authorization. The

Reset Selections button changes the Select Child and Select Provider pull-down lists to display all children and all providers with existing authorization records.

Buttons | **What the Buttons Do**



Allows you to view a report



Allows you to search for data within the current screen

Allows you to enter new service authorizations

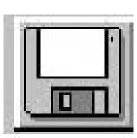
Changes the Select Child and Select Provider pull-down lists to display all children and providers with existing authorization records

Allows duplication of all remaining service authorizations for each remaining month within an eligibility period

After clicking the New Authorization button, you will see an **Edit Authorization** button. This button allows you to make changes to a previously entered record. Any changes or new authorizations must be saved by clicking the **Save** button with the disk icon at the bottom of the screen.

Buttons | **What the Buttons Do**

Allows you to make changes to a previously authorized period



Saves new authorizations or changes to existing authorizations

The third set of buttons is the **Close** and **Help** buttons. The Close button closes the current screen and takes the user back to the previous screen. The Help button opens a window with help information for the current screen

Buttons	**What the Buttons Do**
	Closes current screen and returns you to the previous screen
	Opens a window with help information related to the current screen

The fourth set of buttons relate to the Reports menu where there is a button to Select All reports for viewing or printing and a button to Clear All reports selected for viewing or printing. These buttons save time so that you don't have to select every report or unselect every report currently selected.

Buttons	**What the Buttons Do**
	Allows you to select all reports for viewing or printing
	Allows you to unselect any reports currently selected

The final set of buttons appears on the Approval Letters/Certificates screen. The Generate Approval Letter and Generate Monthly Certificates buttons allow you to print letters and certificates by family or by month.

Buttons **What the Buttons Do**

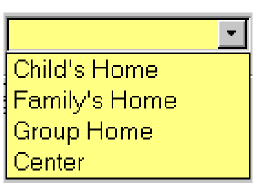
Creates an approval letter for services

Creates certificates by months

Additionally you can also use the “Enter/Return” key as you navigate as well as the “tab” keys. (See additional tips on using these keys in the Troubleshooting section of this manual).

Field Types in the Tracker

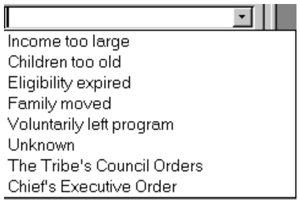
Date Fields will accept a date value in any format, and it will default to the predefined display format of mm/dd/yy.

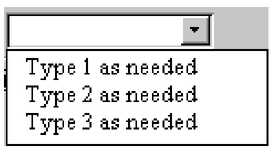


Predefined Pull-Down Menus, found by clicking on the down arrow icon to the right of the text field, will show a predefined list of selections from which you can choose.

Check Boxes allow you to indicate multiple selections or options Relating to the particular topic or question.

User-defined, customizable pull-down menus allow the user to create or modify what appears in the pull-down menus. They are indicated in this guide with an *, and explained in depth below.





User-defined, totally customizable; no default options.

Comment Field will accept a text and a combination of text and numbers that do not require any calculations.

Fields Necessary To Generate The ACF-700 Tribal CCDF Data Report

One of the major benefits of the Tracker is its ability to automatically generate the federally-required ACF-700 Tribal CCDF Data Report. The data elements that must be filled out in order to generate this report are colored yellow in the Tracker.