TRIBAL CHILD CARE
DATA TRACKER

Version 1.0

User's Guide

April 2001

This user's guide is a technical assistance product of the Child Care Bureau, Administration for Children, Youth and Families, US Department of Health and Human Services. The user's guide is for distribution according to department policy. It was produced by Anteon Corporation under Contract GS-35F-4357D/SA-00-0568.

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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.

If you do not have MS Access, please call 1-877-249-9117 for additional instructions.

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 Grantees of the Child Care and Development Fund in federal reporting and caseload management. This is the first version of the Tracker, which was developed with the assistance of the 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 happen from the time a family applies for child care services until the case is closed are illustrated in Figure1.

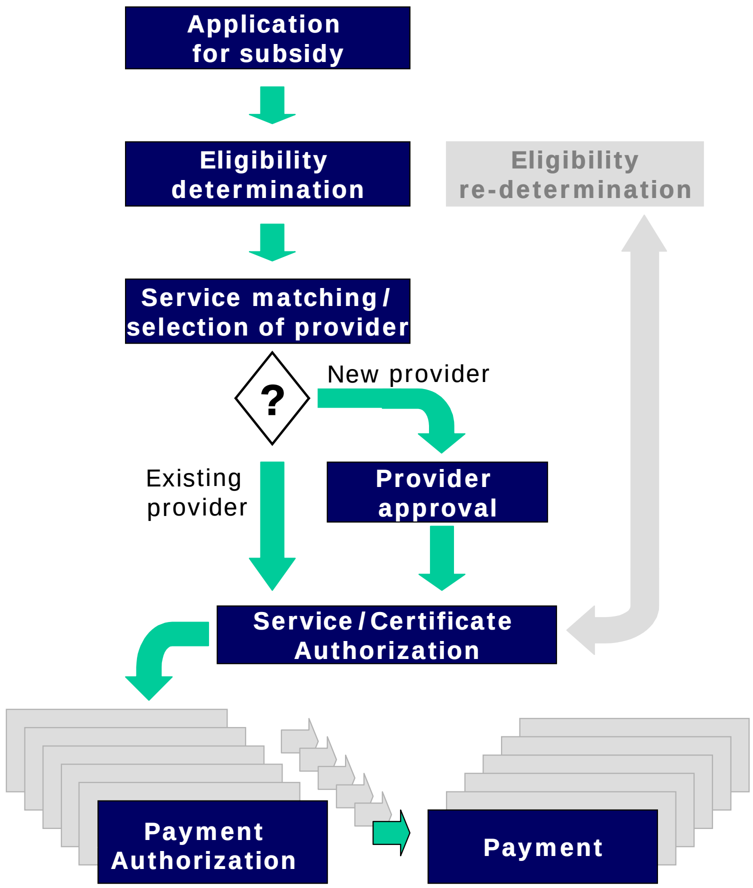


Figure 1 Process Overview

The process begins with a potential client applying for child care subsidies through the tribe. 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 proper, 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:

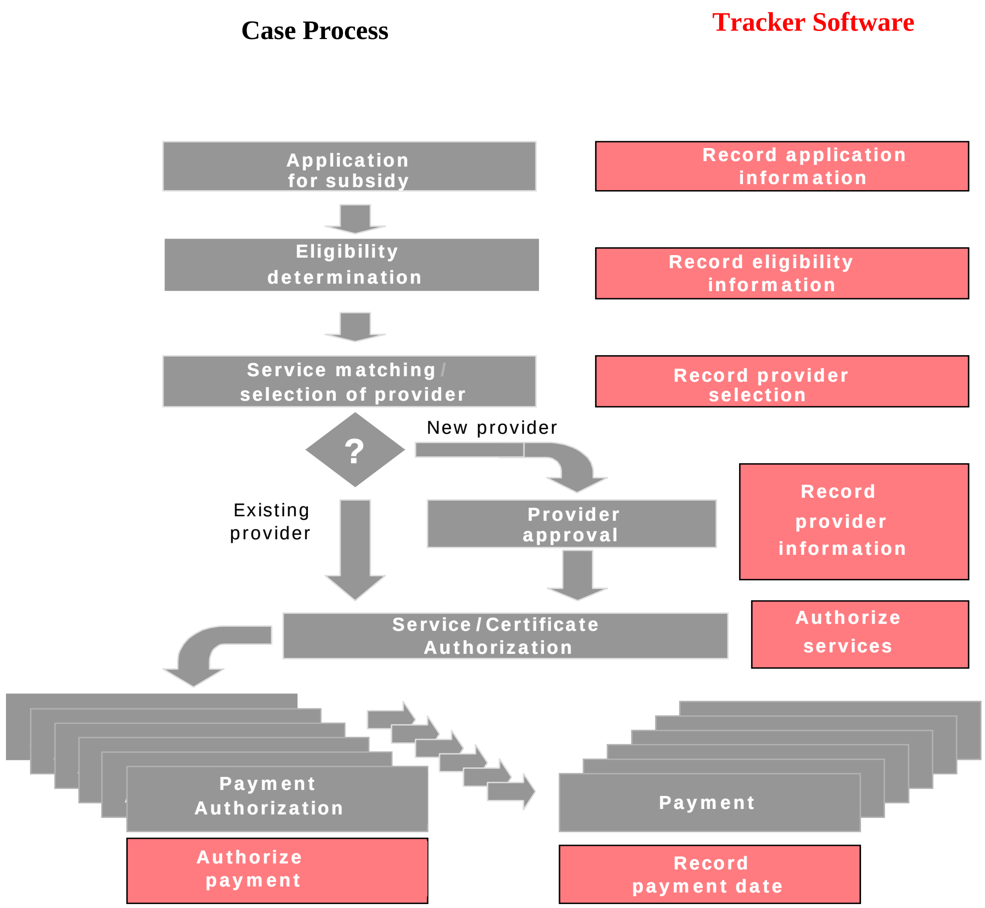


Figure 2 Recording of Case Events

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**

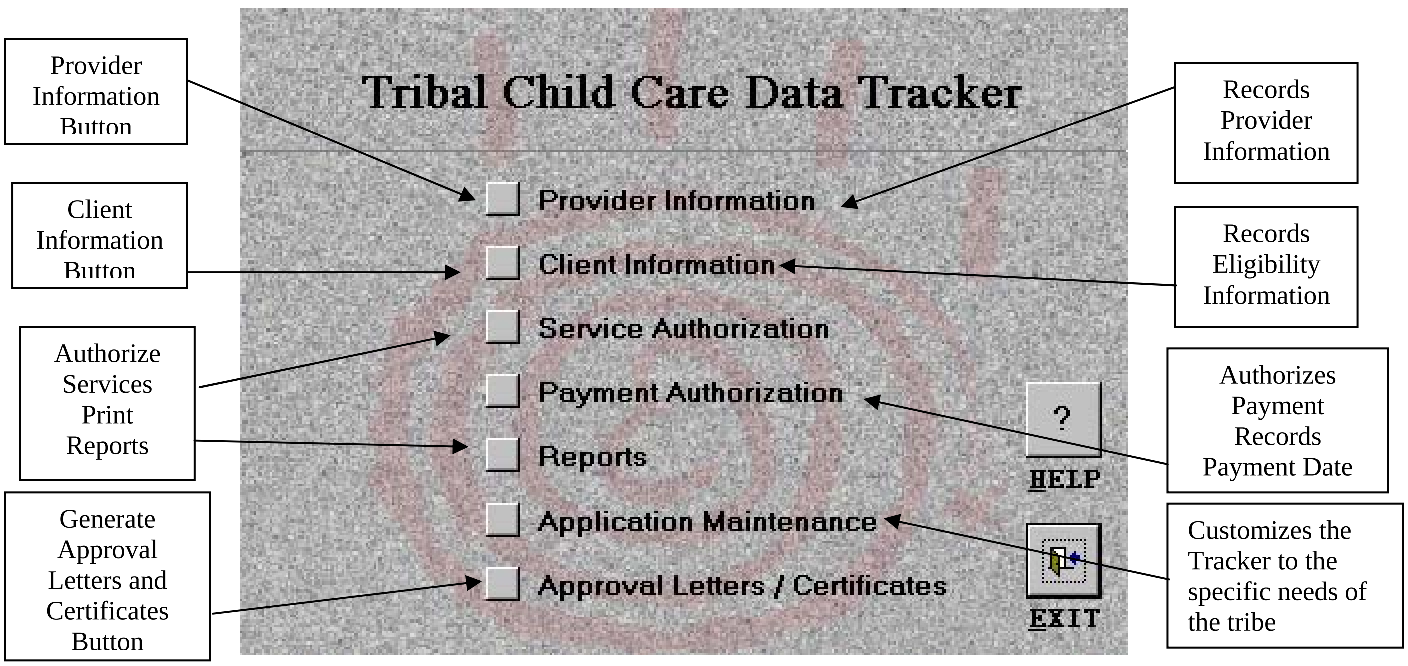


Figure 3 Data Tracker Main Menu and Its Data Entry Functions

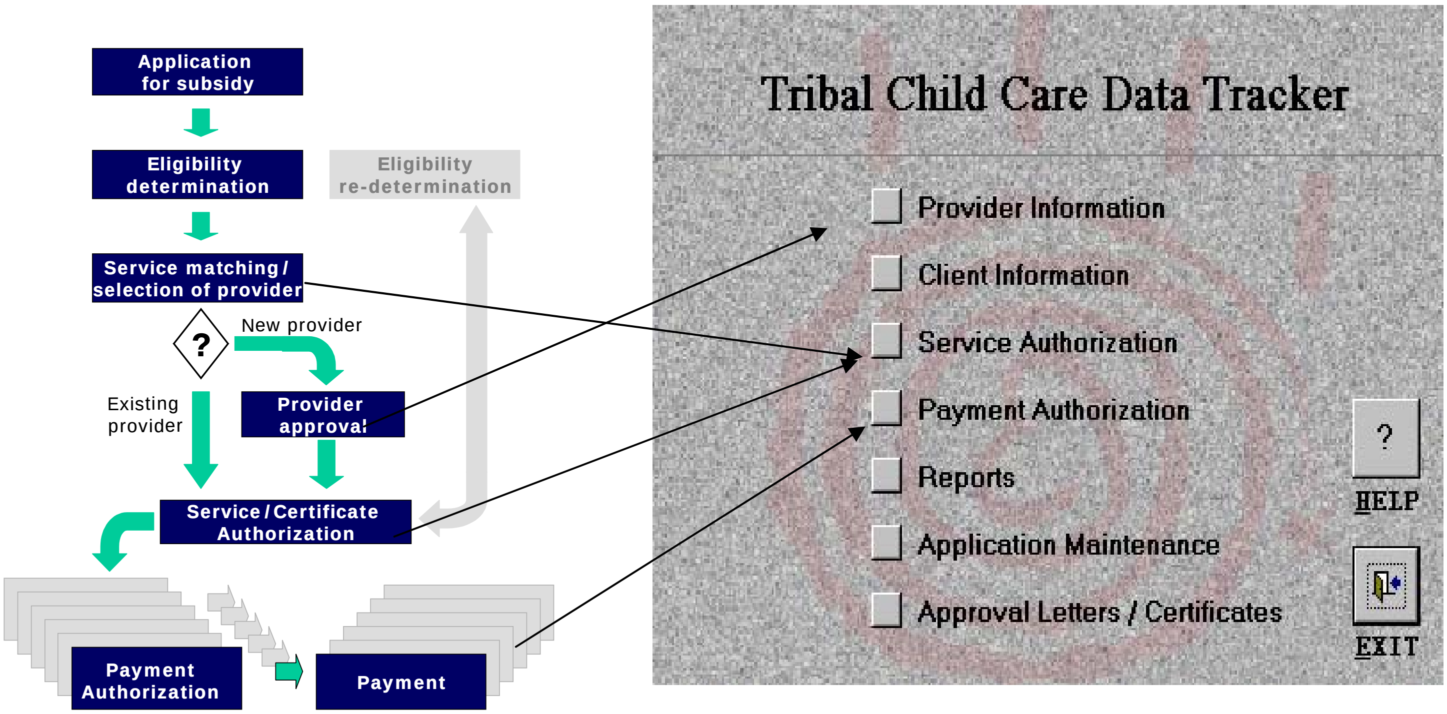


Figure 4 Overview of the Data Tracker Functions Compared to the Case Management Process

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 the section that provides step-by-step directions).**

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. 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 annual **ACF-700** federal 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** 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.

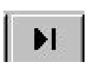
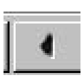
Navigation and Field Types In The Tracker

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.

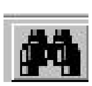
Buttons	**What the Buttons Do**
	Takes you forward and backward
	Takes you forward to the next record
	Takes you forward to the last record
	Takes you back to the previous record
	Takes you back to the first record

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**
New Case	Creates a new record for a new applicant
New Person	Adds a new family member on the Family Information tab
Create New Provider	Creates a new record for a new provider
New Authorization	Creates a new service authorization
Copy Applicant Info	Allows you to copy information about the applicant 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

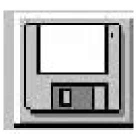
Changes the Select Child and Select Provider pull-down lists to display all children and providers with existing authorization records

Creates an authorization trail and creates an identical authorization for each month of the applicant's 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**

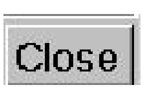
Allows you to make changes to a previously authorized period



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 (Please see additional tips on using these keys in the "Troubleshooting section of this manual.

Types Of Fields In The Tracker

There are several kinds of fields that you will encounter as you use the Tracker.

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

- 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.

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

- 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.

Customization Of The User-Defined Pull-Down Menus

Since every tribe, family and child are different and have circumstances that are unique, the Tracker is designed to give tribes flexibility in how it collects and stores child care data. One way that this is done is through the use of customizable, **user-defined pull-down menus**. These customizable, **user-defined pull-down menus** allow tribes to collect the information that is most useful to them, and most pertinent to their applicants.

These customizable pull-down menus appear on various screens within the Tracker software. They can be viewed or modified by accessing the **Application Maintenance** screen from the main menu. A brief explanation of each customizable field is given in following sections.

Entering Data in the Customizable Pull-Down Menu Fields

The first step is to enter the Application Maintenance screen from the Main Menu. Select the tab at the top of the screen containing the title of the menu you want to enter data into. There are 14 different tabs. Since only 4 tabs at a time are displayed, you may use the small black arrows at the upper-right to navigate back and forth between tabs. After selecting the correct tab, use the mouse to place the cursor within the blank field and type the desired information. As soon as the first character is typed, a new field will appear for the next entry. After you have entered the desired information, click the close button at the bottom of the screen.

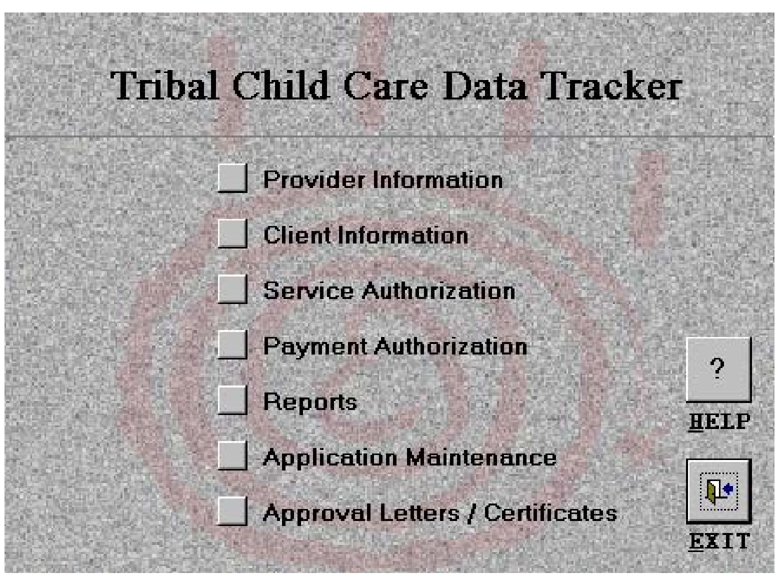


Figure 5 Data Tracker Main Menu

Steps to Entering Data in the Customizable Pull-Down Menu Fields

1. Click the Application Maintenance button on the Main Menu

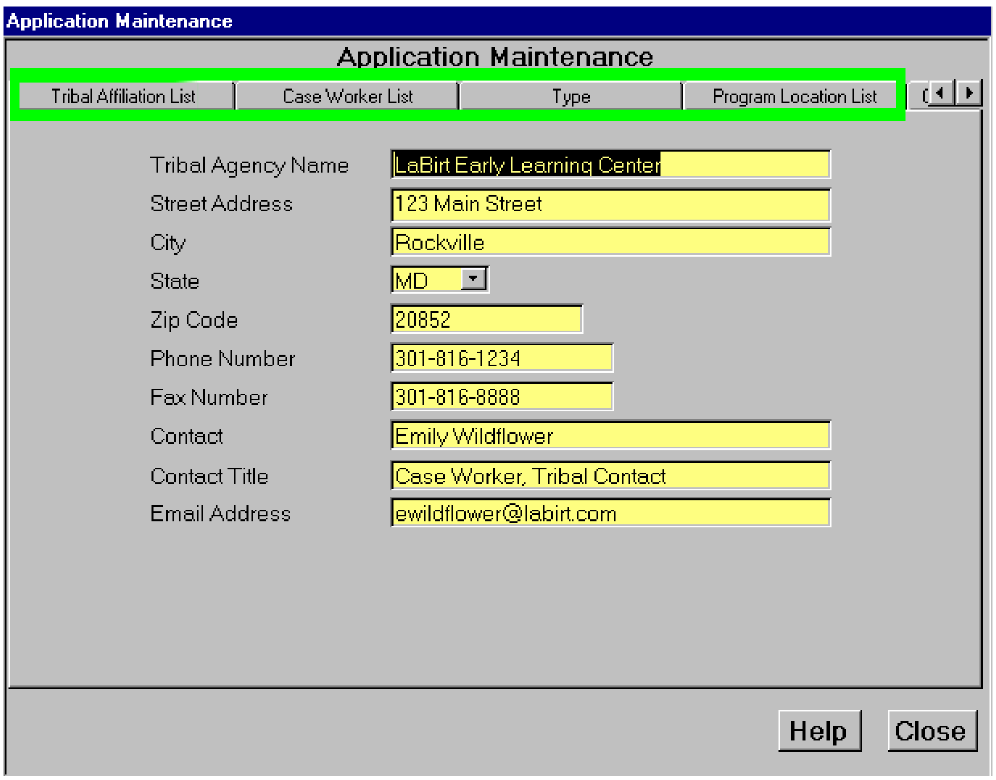
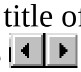


Figure 6 Data Tracker Application Maintenance Screen

2. Click the tab containing the title of the menu you want to customize (**NOTE**: to view the rest of the tabs, click the  in the upper right corner of the screen)
3. Type the desired information
4. Use the tab key or the mouse to get to various fields in the screen
5. Continue typing information into each of the fields
6. Click Close to return to the Main Menu

Fields Necessary To Generate The ACF-700 Tribal Annual Report

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

Step-By-Step Instructions

The Tracker will work best for you if you set up the software in a planned, systematic manner. When you open the Tracker, the following screen will appear as shown below. You must click the close button to get to the main login screen.

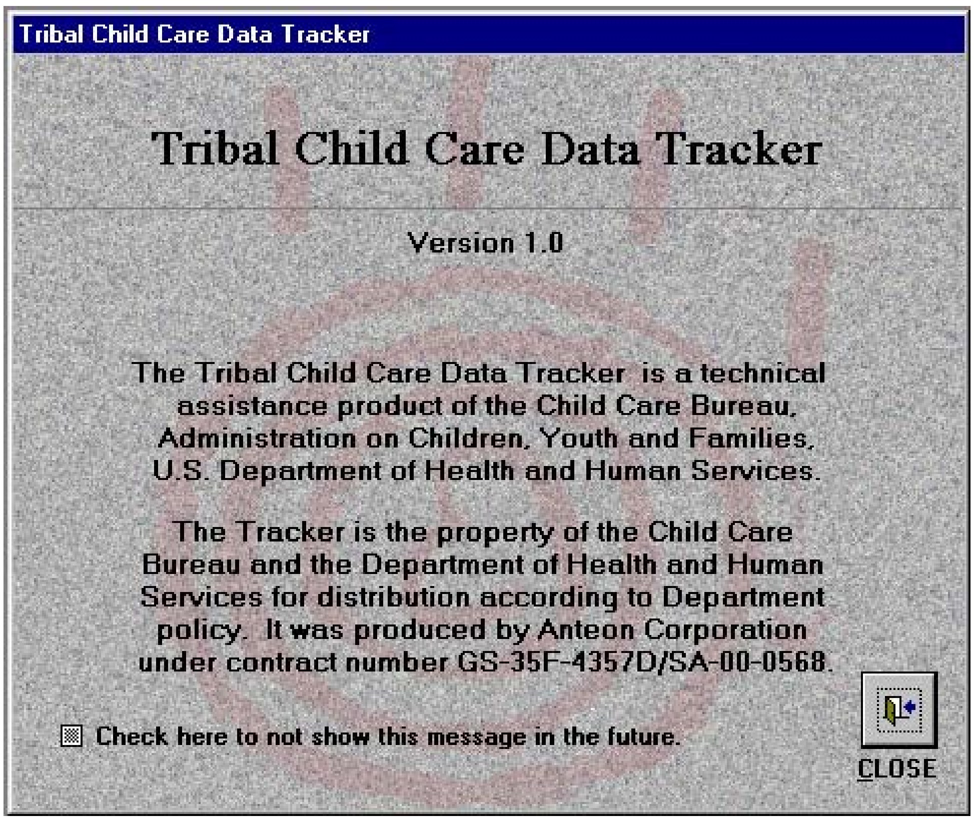


Figure 7 Tribal Tracker Opening Screen

Once you close the main screen, the following login screen will appear as shown:

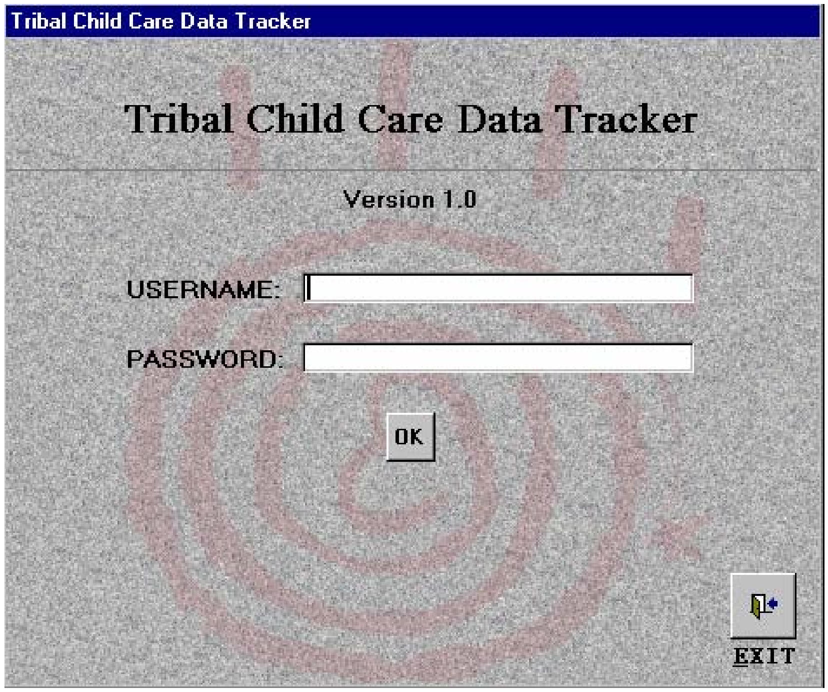


Figure 8 Data Tracker Login Screen

Logging Into the Data Tracker

You must login every time you open the Tracker. You have the ability to change usernames and passwords at any time by clicking the Application Maintenance button. Initially, the software is set so that the Username is **Tribe** and the Password is also **Tribe**. (Please note that Username and password are case sensitive). You must enter username and password exactly how it was created). After typing the word “Tribe” into both fields, click the OK button to open the Main Menu. Next, you click the Application Maintenance button and click the **Username/Password** tab. From this screen, you can create a new user name and password.

Steps to Logging On to Tracker

1. Type **Tribe** into the Username field exactly how it is written.
2. Type **Tribe** into the Password field exactly how it is written
3. Click OK

Figure 9 Data Tracker Main Menu

Steps to Changing Username and Password

1. From the Main Menu, click the Application Maintenance button

Click these arrows to get to Username and Password

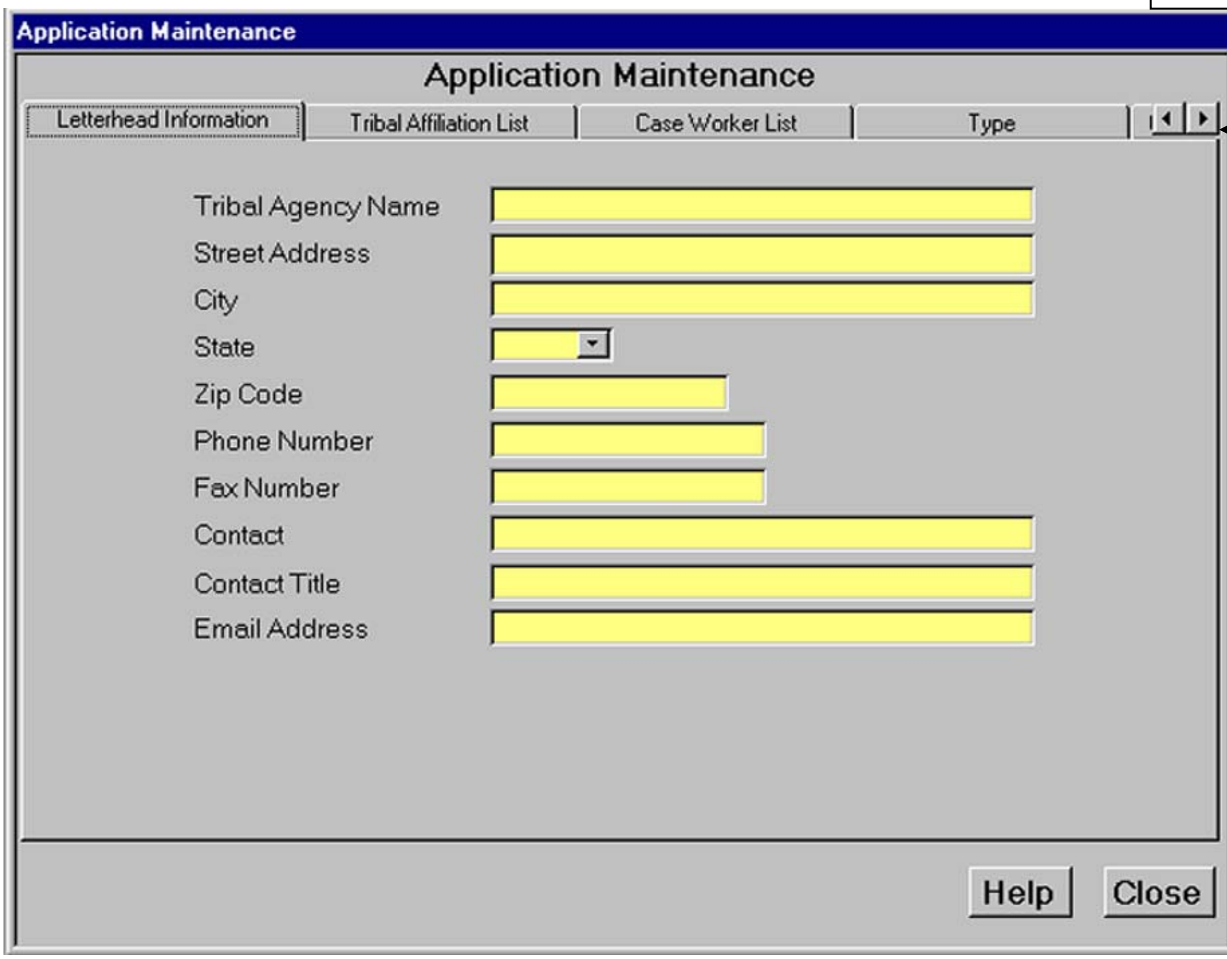


Figure 10 Application Maintenance Screen

2. Click the right arrow to get to the Username/Password tab

Username and Password are case sensitive

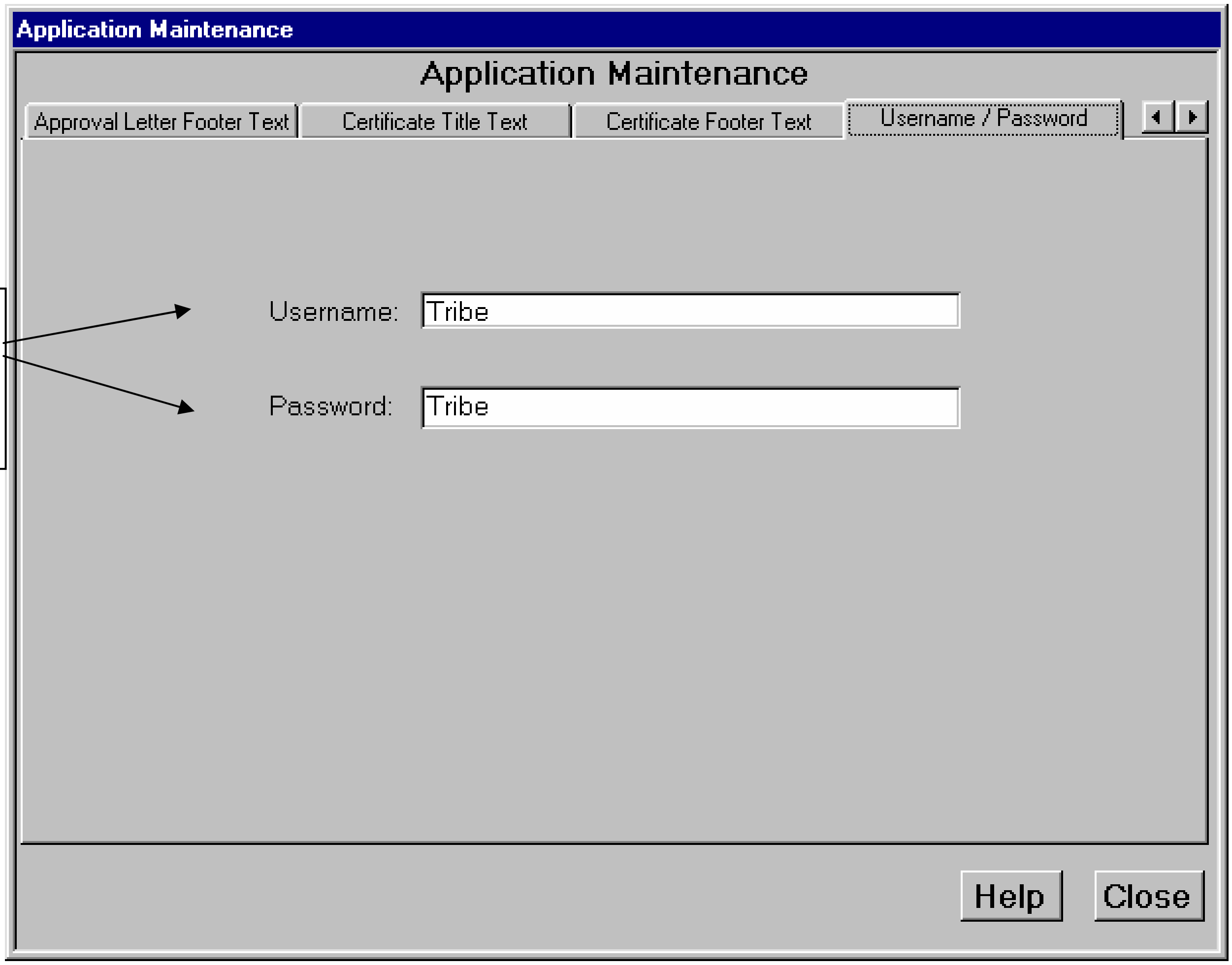


Figure 11 Application Maintenance - Username/Password Tab

3. Click on the Username field, delete the Username listed, and type in a new Username.
4. Click on the Password field, delete the Password listed there, and type in the new Password.
5. Before closing, be sure to record your username and password and keep it in a secure place.
6. Click on the Close button to return to the Tracker Main Menu.

Entering Tribal Contact Information in the Letterhead Information Tab

First, the ACF-700 report requires the tribe name, address, and phone number so we will enter that information now. Entering the contact information also lets the Tracker know which tribe is using the software. You do this by entering Tribal contact information on the **Letterhead Information** Tab of the **Application Maintenance** module of the Tracker.

To enter Letterhead Information, click on the **Application Maintenance** button and select the first tab, **Letterhead Information**. After selecting the Letterhead Information tab, use the mouse to place the cursor within the blank field and type the necessary information. After you have filled in each of the fields in the form, click the close button at the bottom of the screen. Your Letterhead Information will be automatically saved. This identifying information will be used on the ACF-700 report and on Approval Letters.

Steps for Entering Tribal Contact Information

1. Click the Application Maintenance button on the Main Menu.

Figure 12 Data Tracker Main Menu

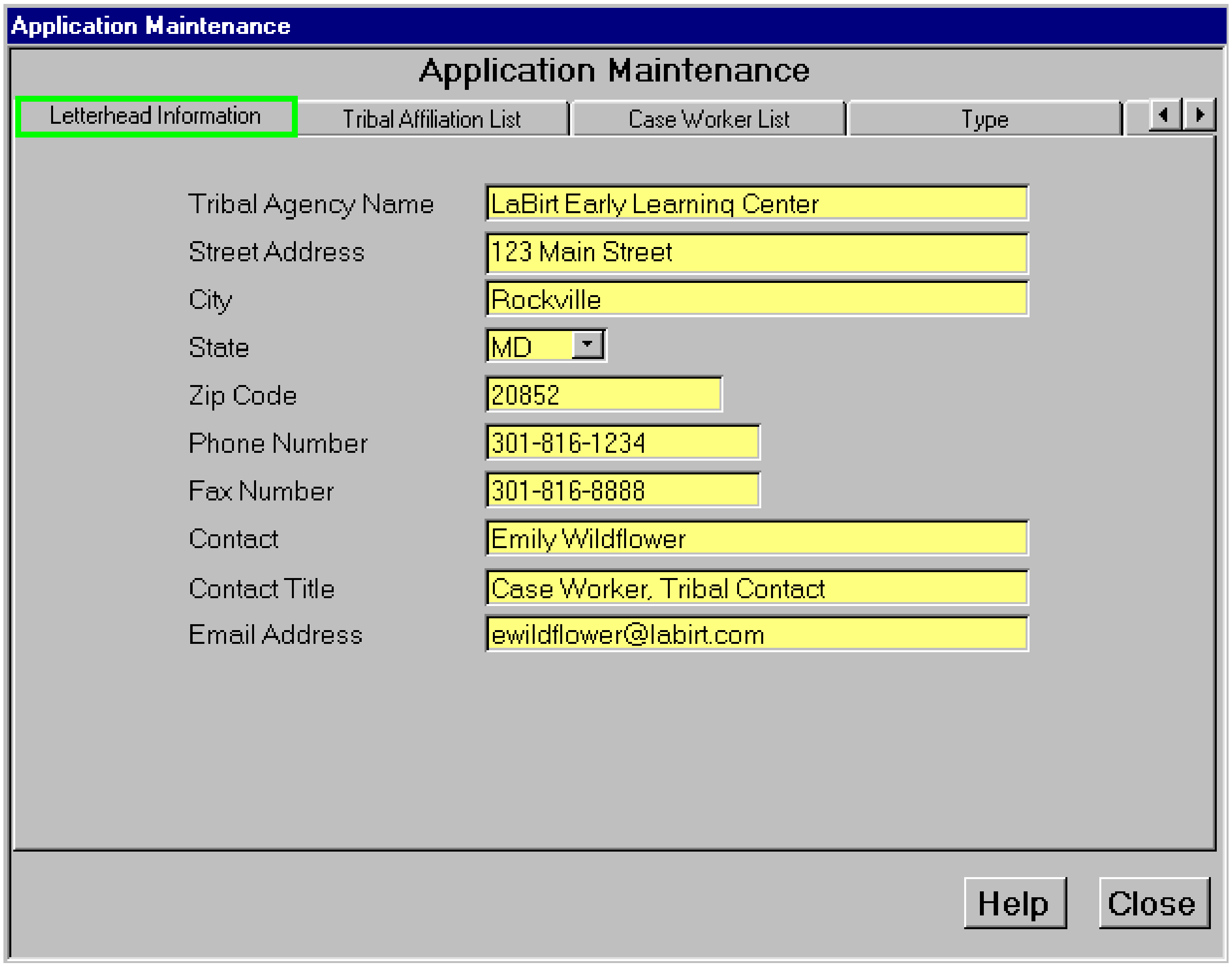


Figure 13 Application Maintenance Screen with Letterhead Information

2. Click the first tab labeled Letterhead Information, if it is not already selected.

3. Click the first field.

4. Type the Tribal Agency Name.

5. Click in the next field.

6. Type the required information.

7. Continue this process until all contact information is entered.

8. Click the Close button to return to the Main Menu.

The Provider Information Screen

After entering the contact information, we recommend that you enter information on existing providers. Although provider information can be entered at any time, you will probably find it helpful to enter information on centers, at least, before you begin entering client information.

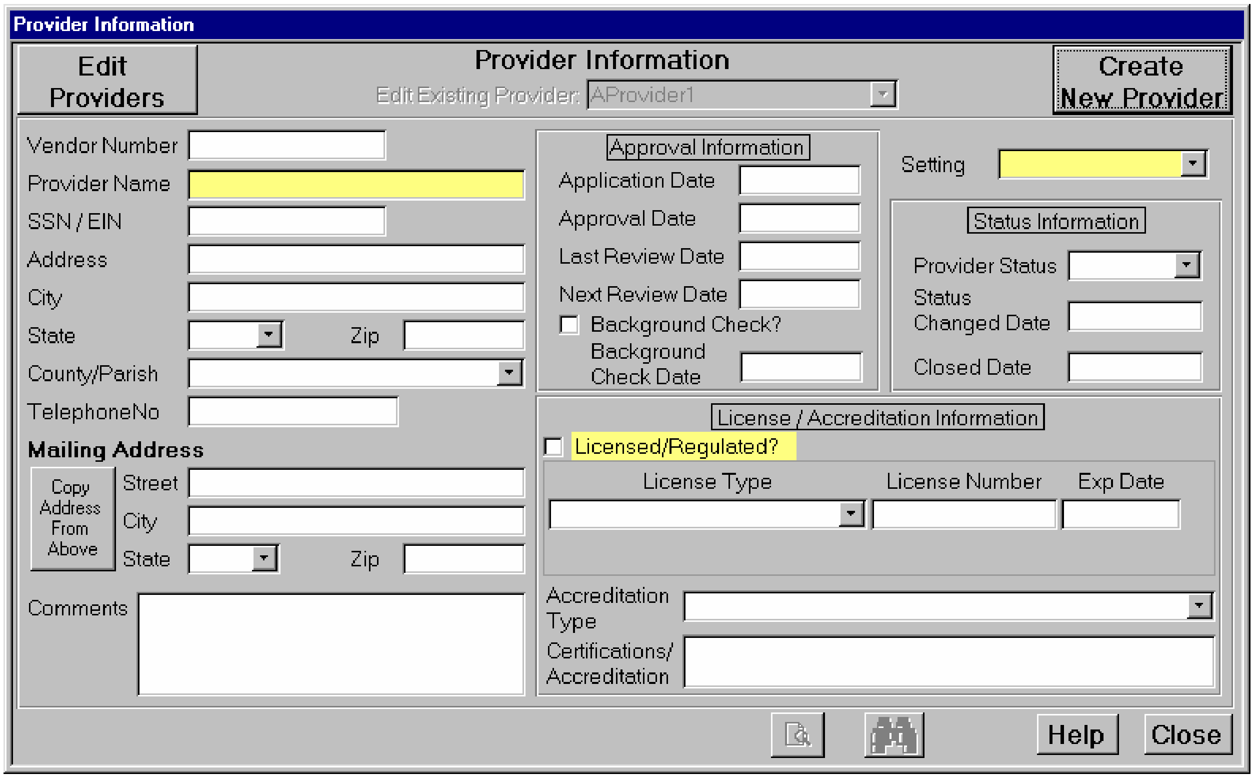


Figure 14 Provider Information Screen

The Provider Information module contains basic information about the location and status of child care providers. This module can be used to track the applications of new providers for approval, licensing, or certification. In the **Reports** module, you can generate a “catalog” of providers sorted by county, so that an applicant can see the local options for care. A brief description of the fields found in the Provider Information module can be found below.

In the Provider Information screen, the user can edit an existing provider’s information by selecting the Provider from the “Edit Existing Provider” pull-down menu or the user can create a record for a new provider by clicking the “Create New Provider” button. After entering the information for the new Provider, the user can click the “Edit Providers” button to edit selected provider information if desired.

The Provider Information module contains a field labeled “License Type,” which is the first time you will encounter a user-defined, customizable pull-down list. Before you start entering providers in the Tracker, take a look at the license types that are already entered in this field –

Tribal, Business, State License, or State Registration – and see if they meet your tribe's requirements. If they do not change them in the Application Maintenance module previously discussed. You can add to, delete, or modify the values in Application Maintenance that are listed in the way that best meets the needs of your tribe.

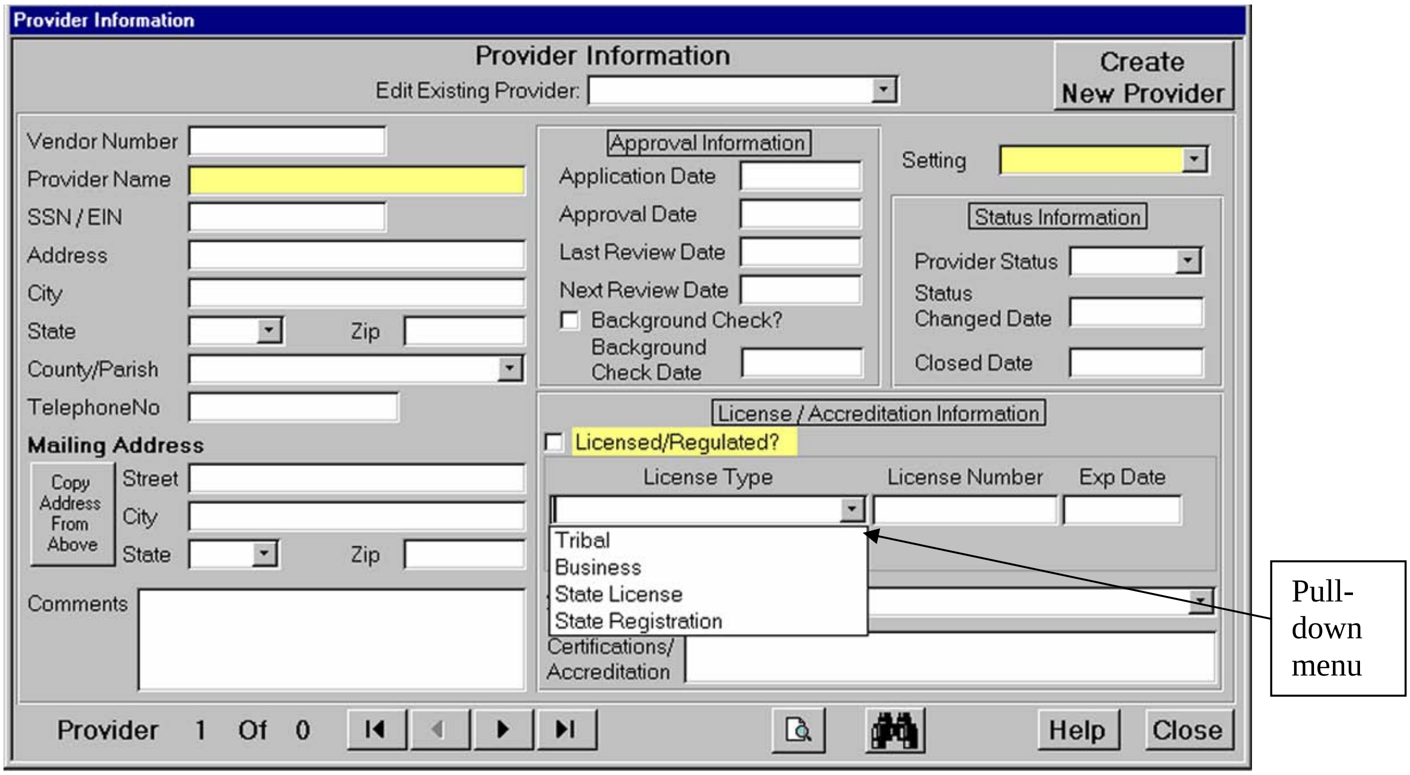


Figure 15 Provider Information - License Type Pull-Down Menu

The following is a brief description of the fields in the Provider Information module, and an indication of the information to be entered in each field.

Provider Information

Vendor Number, Provider Name

Enter a vendor ID number (chosen by the tribe) for the provider. Enter the name of the provider. If the provider is a center or company name, (LaBirt Early Learning Center Inc.) enter the name as it appears. If the provider is an individual (Marx, Groucho) enter the last name first.

SSN / EIN

Enter the Social Security Number or the Employer Identification Number (EIN). The EIN is similar to an SSN for a business.

Address, City, State, Zip

Enter the street or physical address and the city. Use the predefined pull-down menu to select the state. Enter the Zip Code.

County/Parish

Select a county or parish from the drop-down list. This list will be populated according to which state you selected above.

Telephone Number

Enter the phone number of the provider.

Mailing Address

Copy the provider's address from the frames above by selecting the **Copy Address From Above** button. Otherwise, enter the appropriate mailing address. These fields are used to generate the provider **mailing lists**.

Comments

Enter any additional information regarding the provider can be entered in the comment field.

Approval Information

Application Date, Approval Date

Enter the date the application to provide Child Care services was filed, and enter the date the application was approved.

Last Review Date, Next Review Date

Enter the date of the last review. Enter the date of the next review according to the review schedule used by the tribe, frequently every six months (for example: enter 6/30/01 if last review date was 1/1/01).

Background Check, Background Check Date

If a background check has been performed, place a check in this box. Enter the date the background check was performed.

Setting Information

Setting

Choose the child care setting type using the pre-defined pull-down menu. The choices are Child's Home, Family's Home, Group Home, or Center.

Status Information

Provider Status, Status Changed Date, Closed Date

Choose the provider status from the pre-defined pull-down menu. The choices are Active, Probation, Inactive, Restricted, or Closed. Enter the date of any change in status in the **Status Changed Date** field. Enter the date that this provider was closed or became ineligible to provide child care services in the **Closed Date** field.

License/Accreditation Information

Licensed/Regulated

Check this box if it applies. A licensed or regulated provider is a provider that is legally regulated or licensed by a Tribal or State-designated licensing agent.

***License Type**

*The License Type is a user-defined, customizable field. This means that you can go into the Applications Maintenance screen, select the License Type tab, and enter the types of licenses that are appropriate in your jurisdiction.

License Number, Expiration Date

Enter the provider's license number and the date that the provider's license expires.

Accreditation Type

Choose the accreditation type that applies from the pull-down menu. The choices are No Accreditation, National Accrediting Organization, State-only Accreditation, Religious Affiliation Accreditation, or Multiple Accreditation.

Certificates/Accreditations

Enter any other certificate or accreditation information in this field.

Steps for Entering a New Provider

Figure 16 Data Tracker Main Menu

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

Click this button to create a new Provider

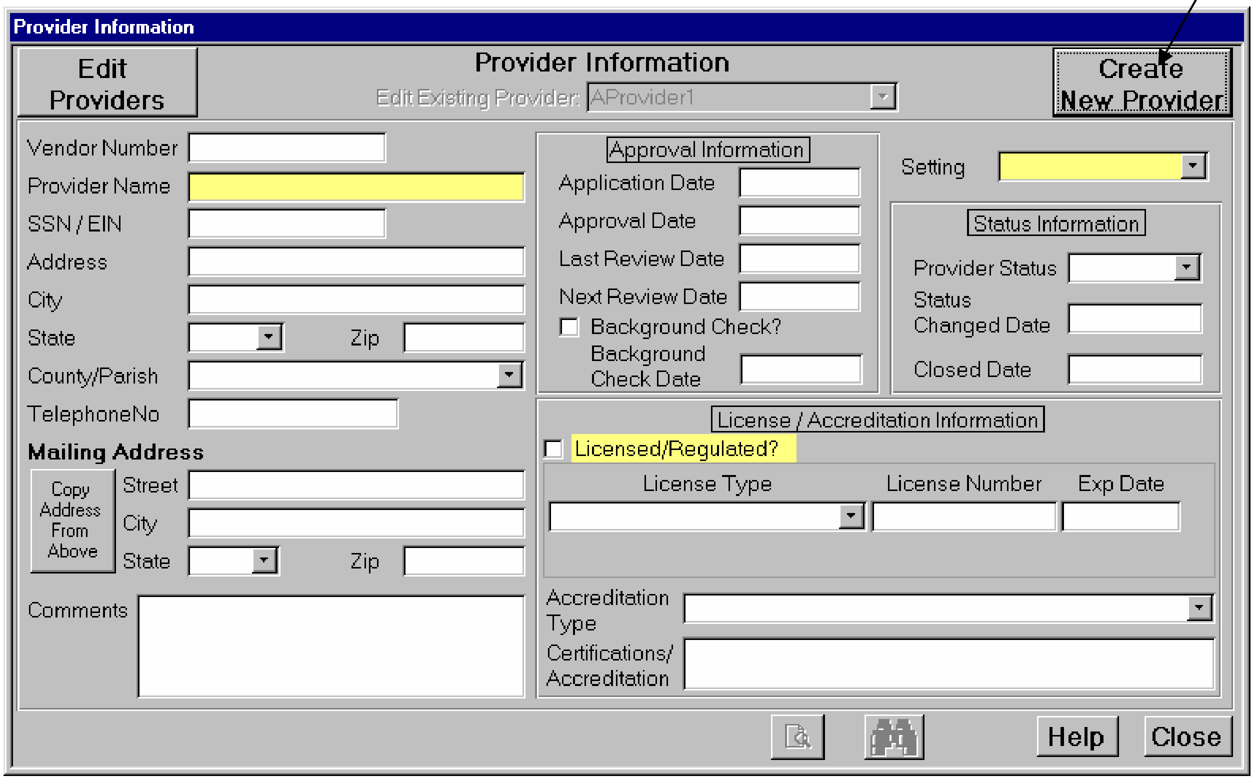


Figure 17 Provider Information Screen

2. Click the Create New Provider button.

3. Type in a Vendor Number and the Provider's name.

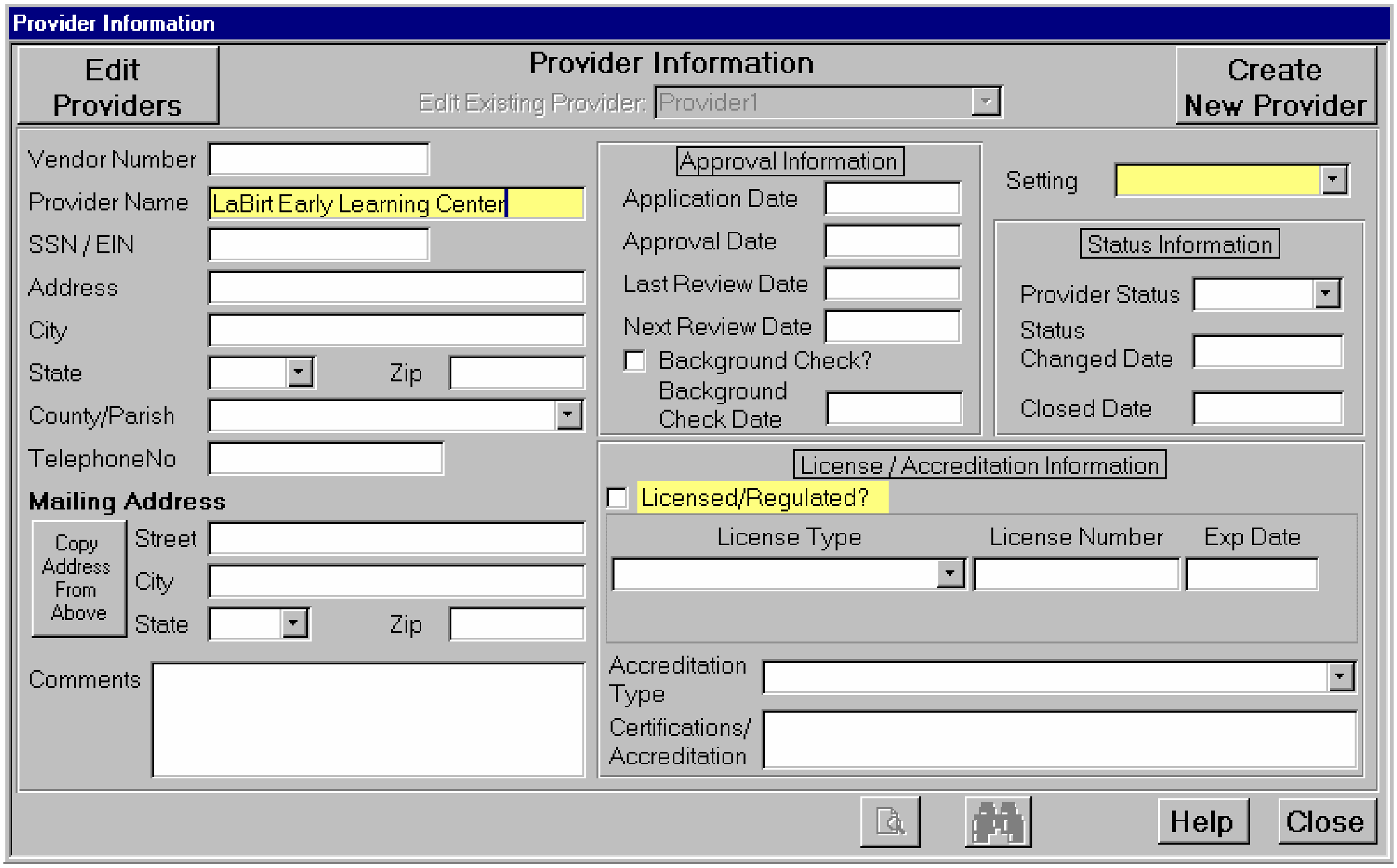


Figure 18 Provider Information - Provider Name

4. Type in SSN/EIN, street address, and city.

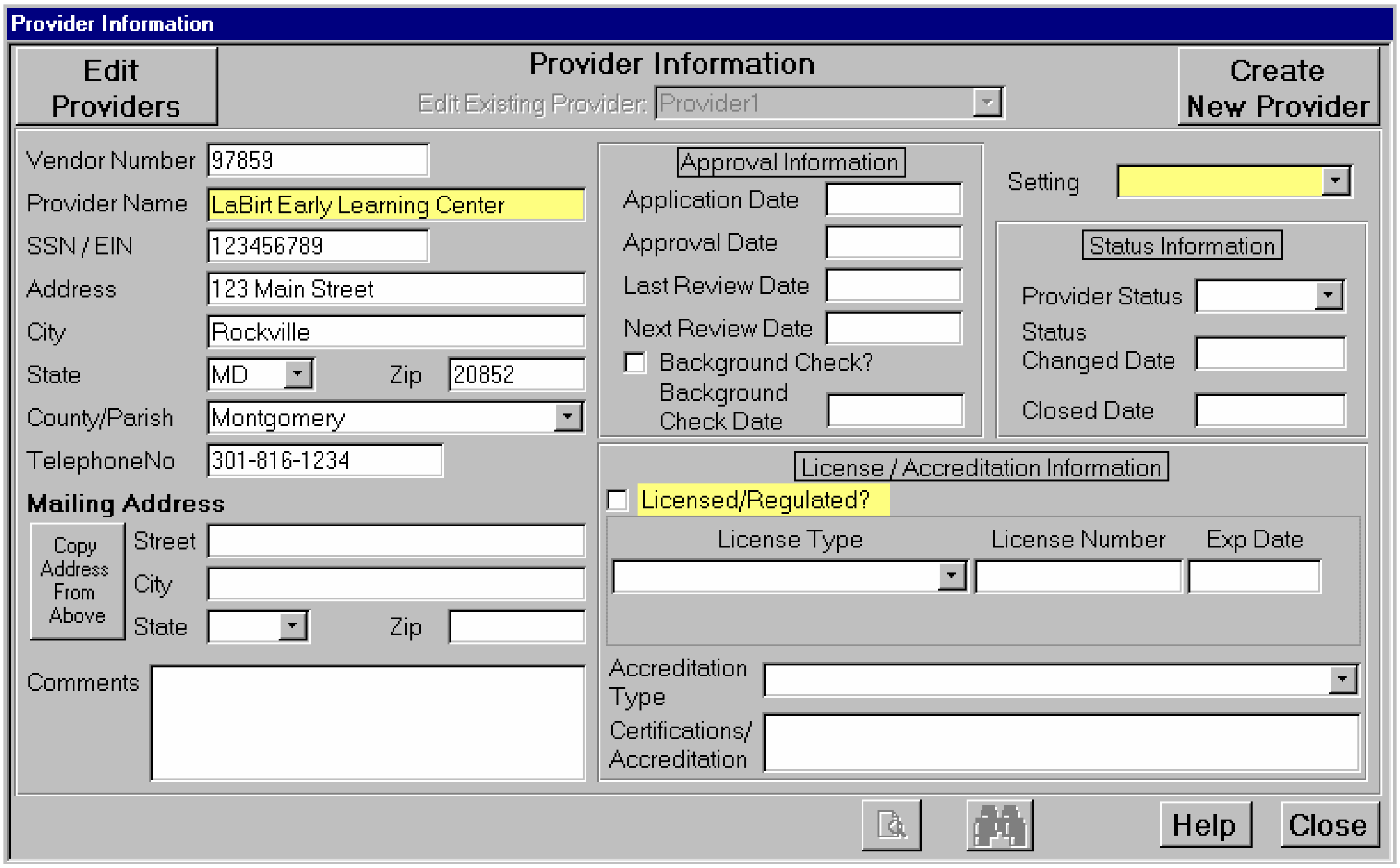


Figure 19 Provider Information - Street Address Completed

5. Click the pull-down menu next to the State field and select the state the Provider is located in.

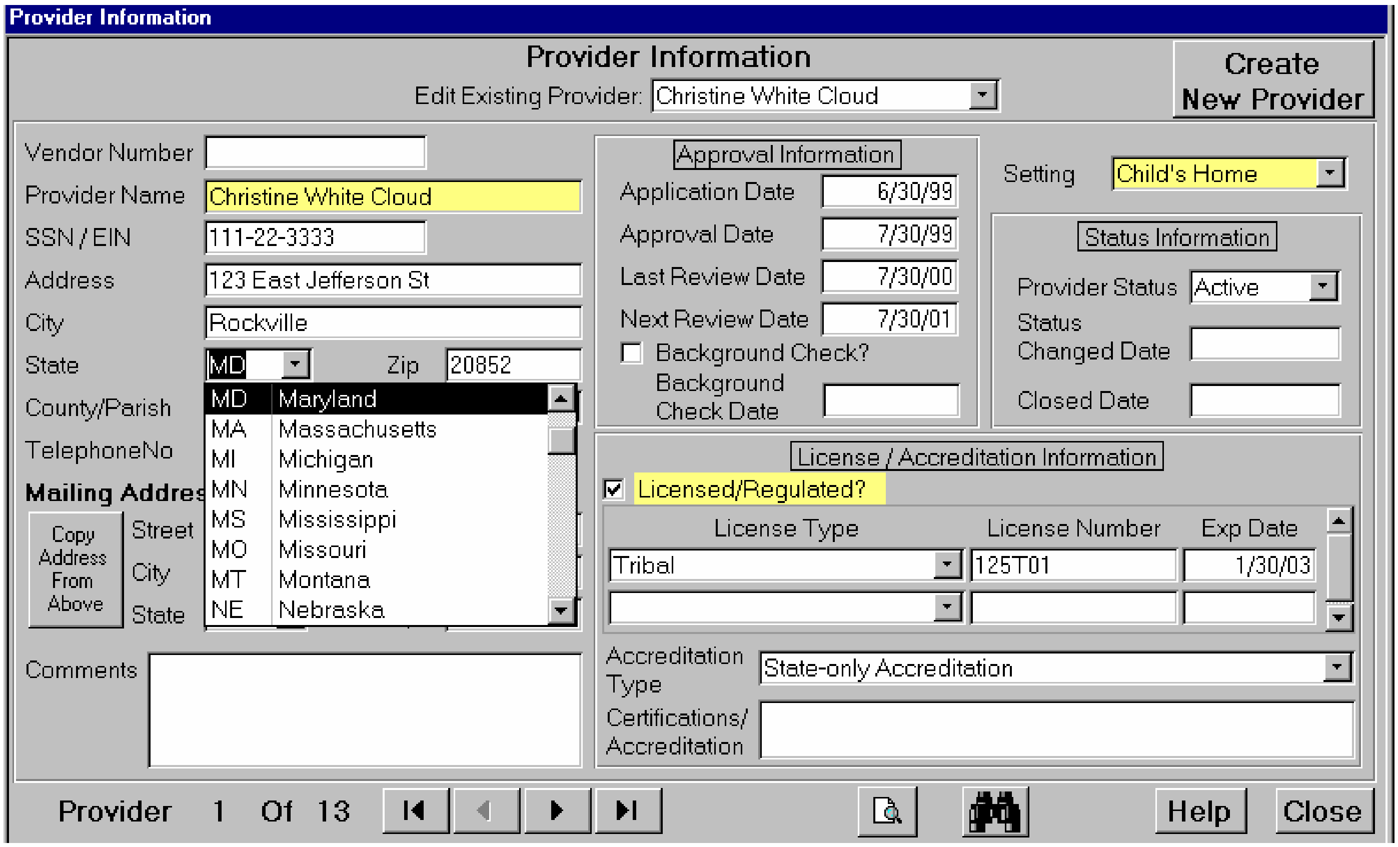


Figure 20 Provider Information - State Pull-Down Menu

6. Type in the zip code of the provider.

7. Click the County/Parish pull-down menu and select the County or Parish the Provider is located in.

8. Type in the Provider's telephone number.

9. If the Provider's mailing address is the same as the street address, click the Copy Address From Above Button.

10. If the Provider's mailing address is different from the street address, type in the mailing address.

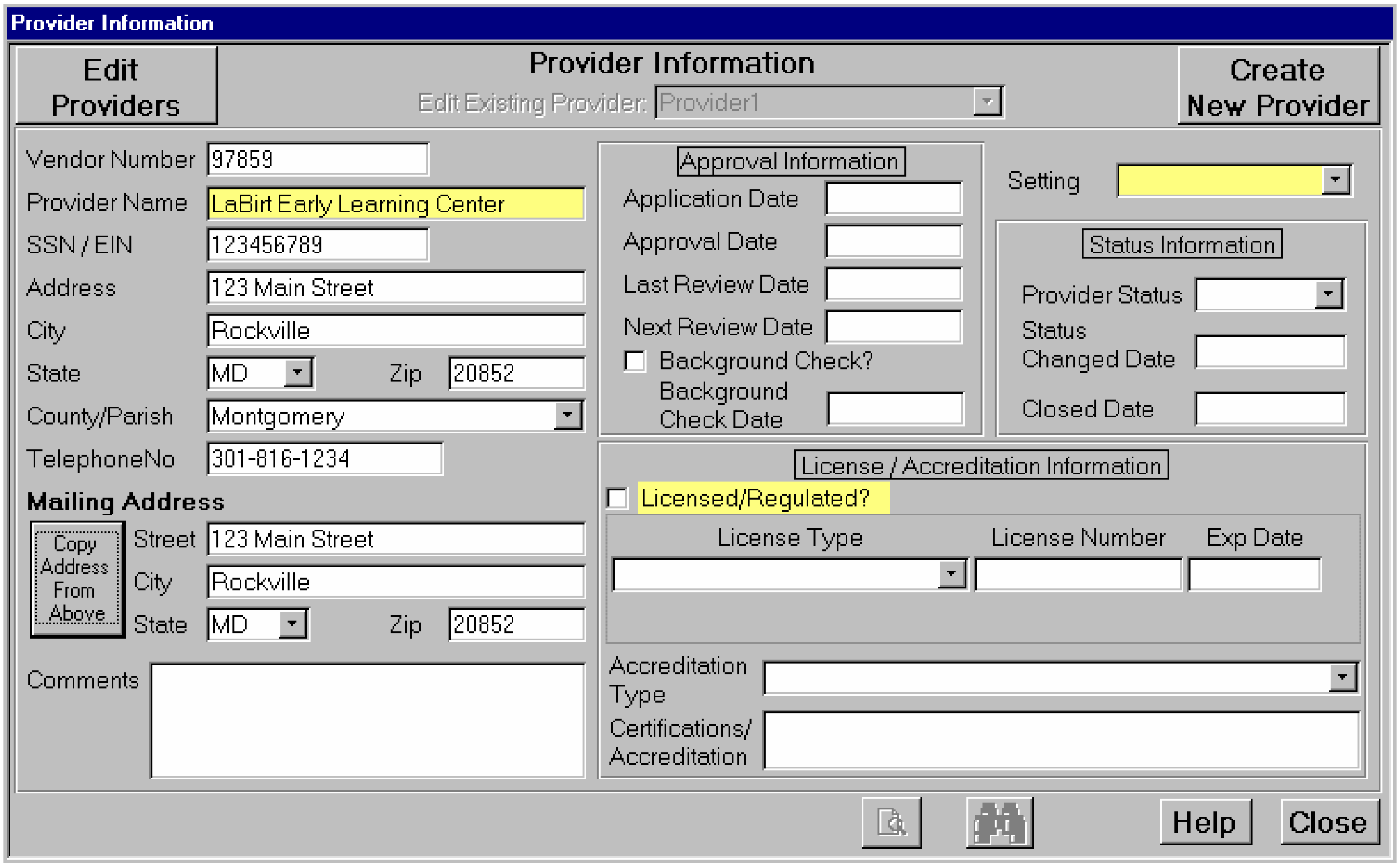


Figure 21 Provider Information - Mailing Address Complete

11. In the Approval Information section, type in the date of the application, the date the Provider was approved to provide child care, the date of the last review, and the date of the next review.

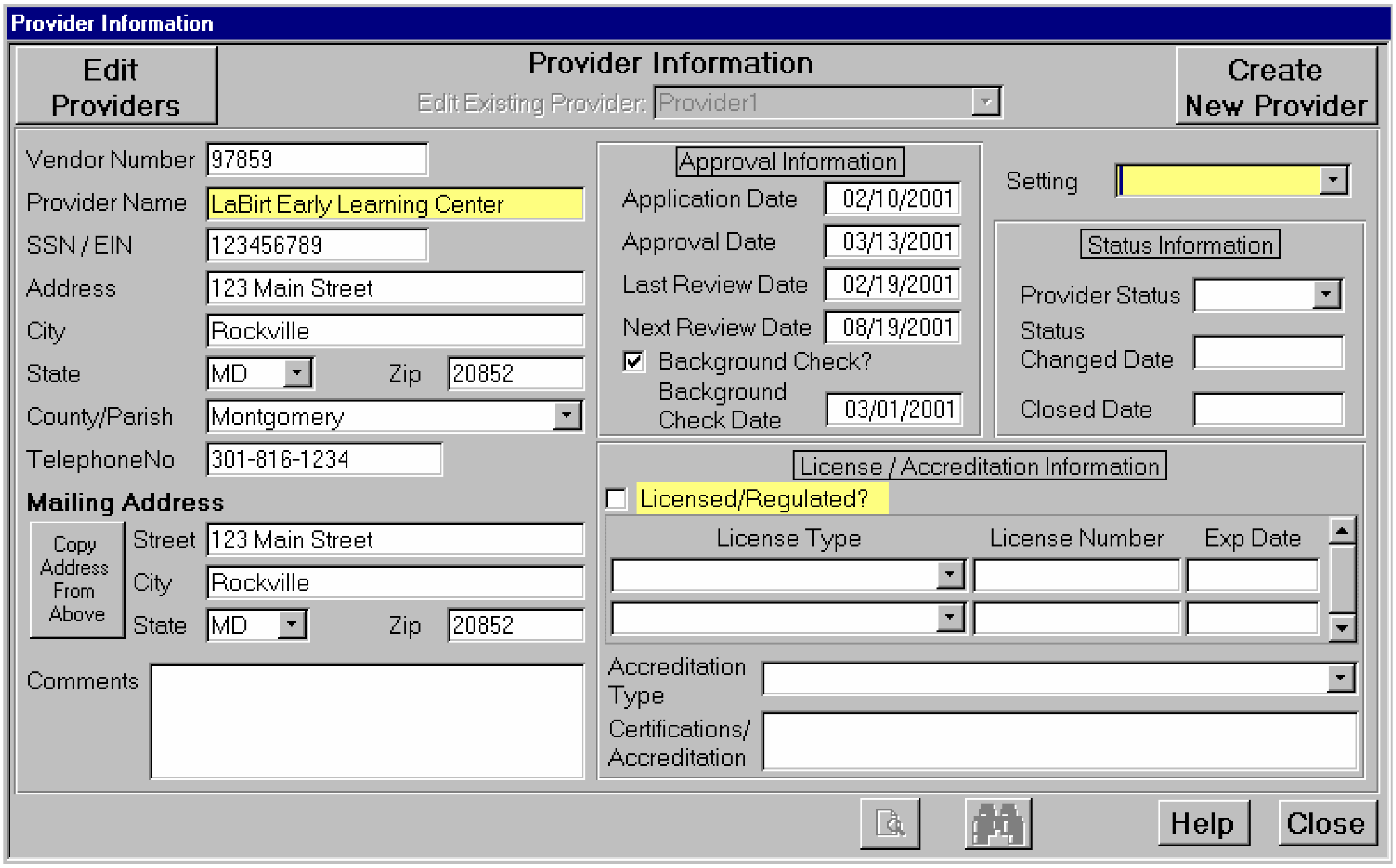


Figure 22 Provider Information - Approval Complete

12. If a background check occurred, check the Background Check box and enter the date the background check was done.

13. Click the pull-down menu next to the Setting field.

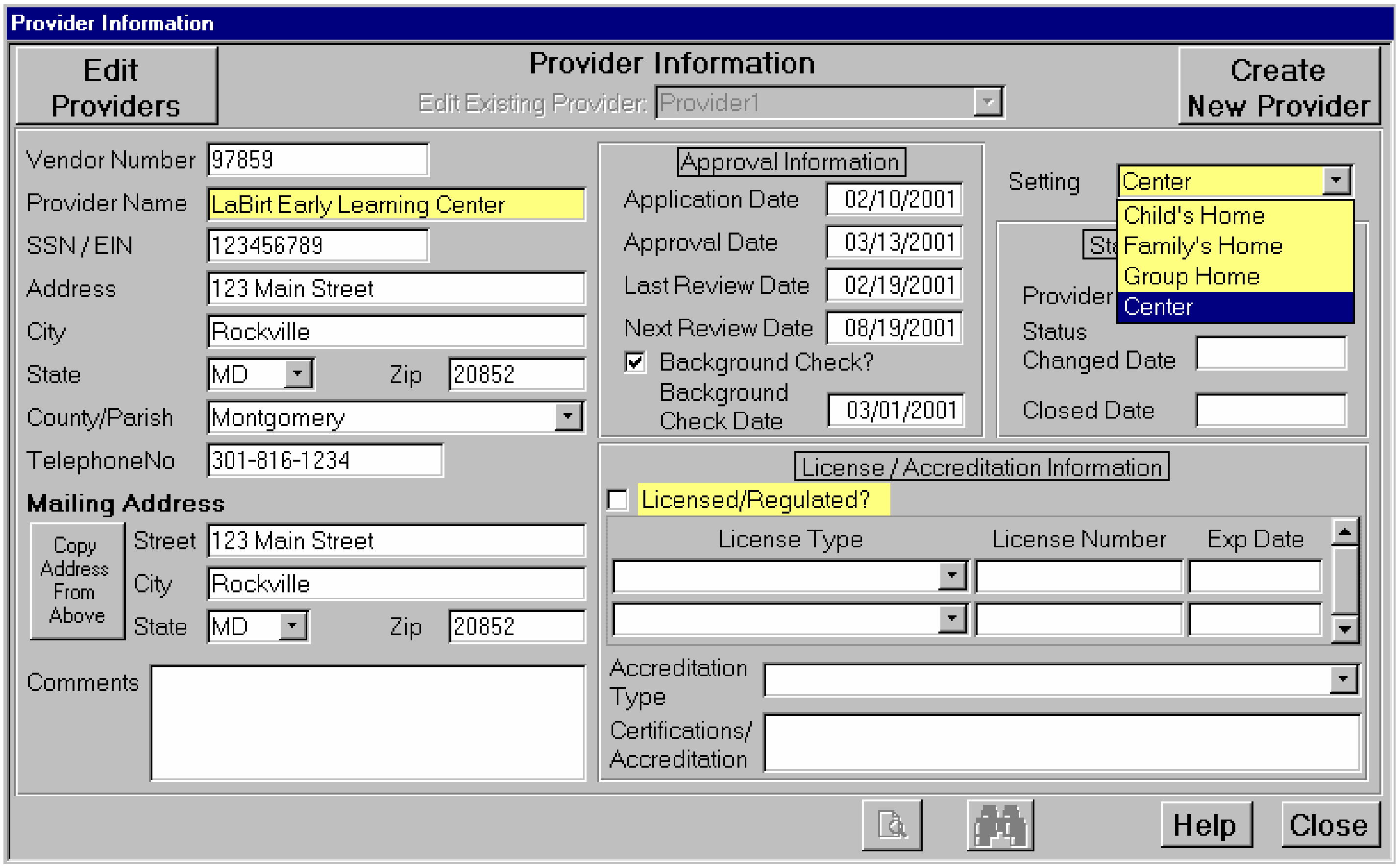


Figure 23 Provider Information - Setting Pull-Down Menu

14. Select the type of setting.

15. Click the pull-down menu next to the Provider Status field and select the status of the Provider from the pull-down menu.

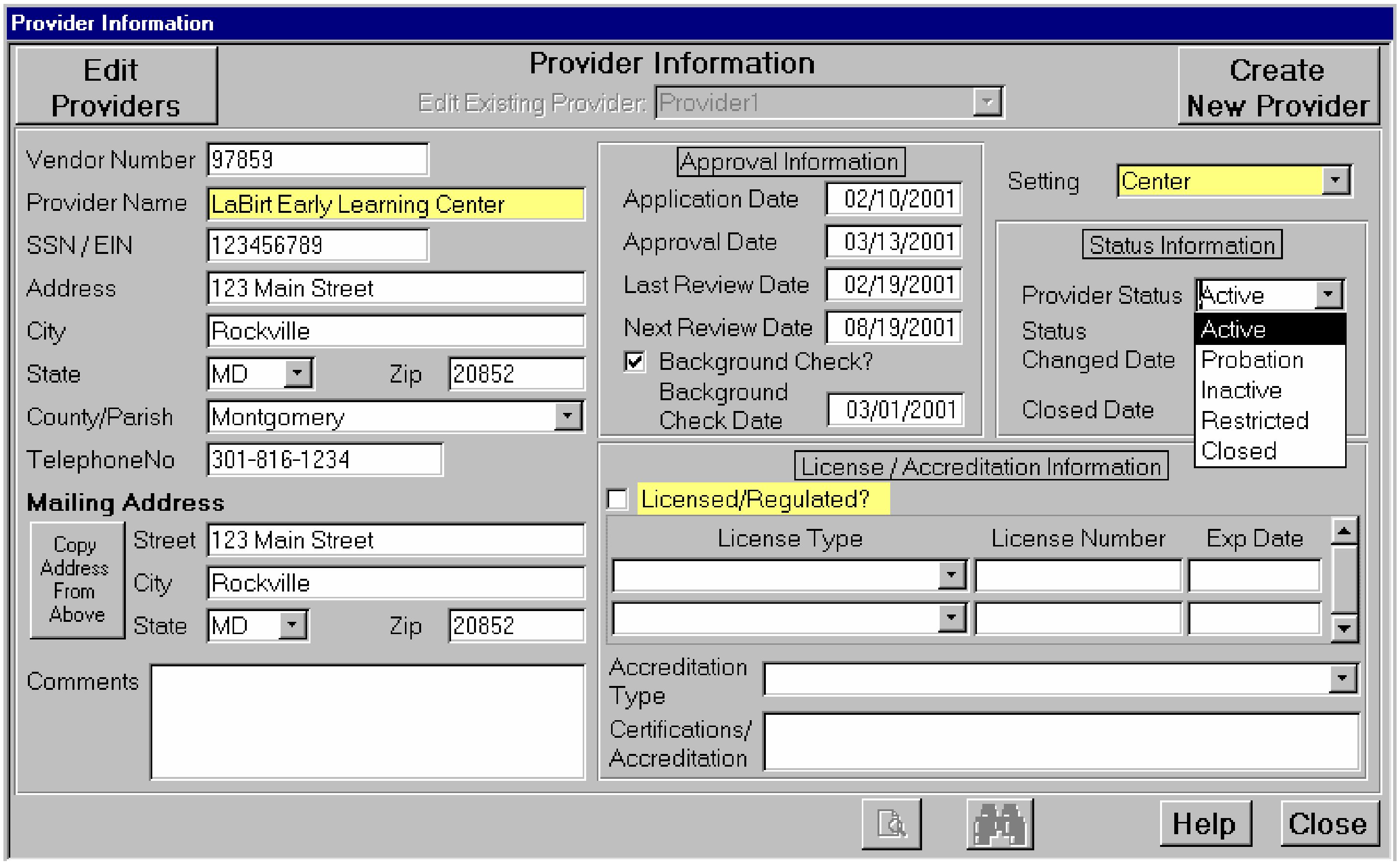


Figure 24 Provider Information - Provider Status Pull-Down Menu

16. Enter the date the Provider's status changed.

17. If the Provider is no longer used for subsidized child care, type the date the Provider status was closed.

18. If the Provider is licensed or regulated, click the box for Licensed/Regulated so a check appears in the box.

19. Click the pull-down menu under the License Type field and select the license type. (**NOTE**: This is the first field that can be customized. To add selections not listed, see the Adding New Provider License Types or the Customizing Fields section).

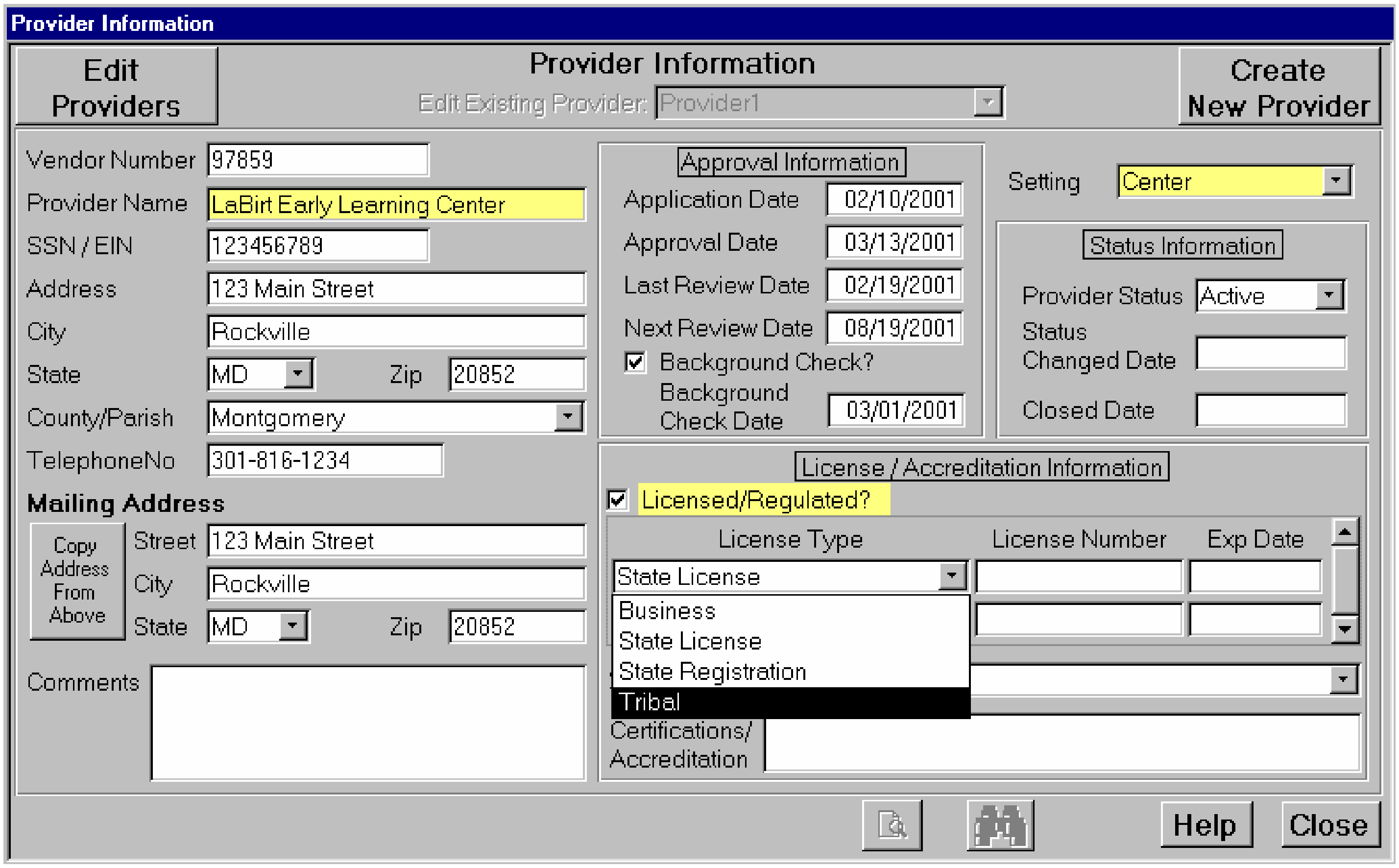


Figure 25 Provider Information - License Type Pull-Down Menu

20. Enter the license number and the license expiration date.

21. Enter additional license information as necessary, a vertical scroll bar will automatically appear after the first license entry.

22. If the Provider is accredited, click the pull-down menu next to the Accreditation Type field and select the Accreditation type.

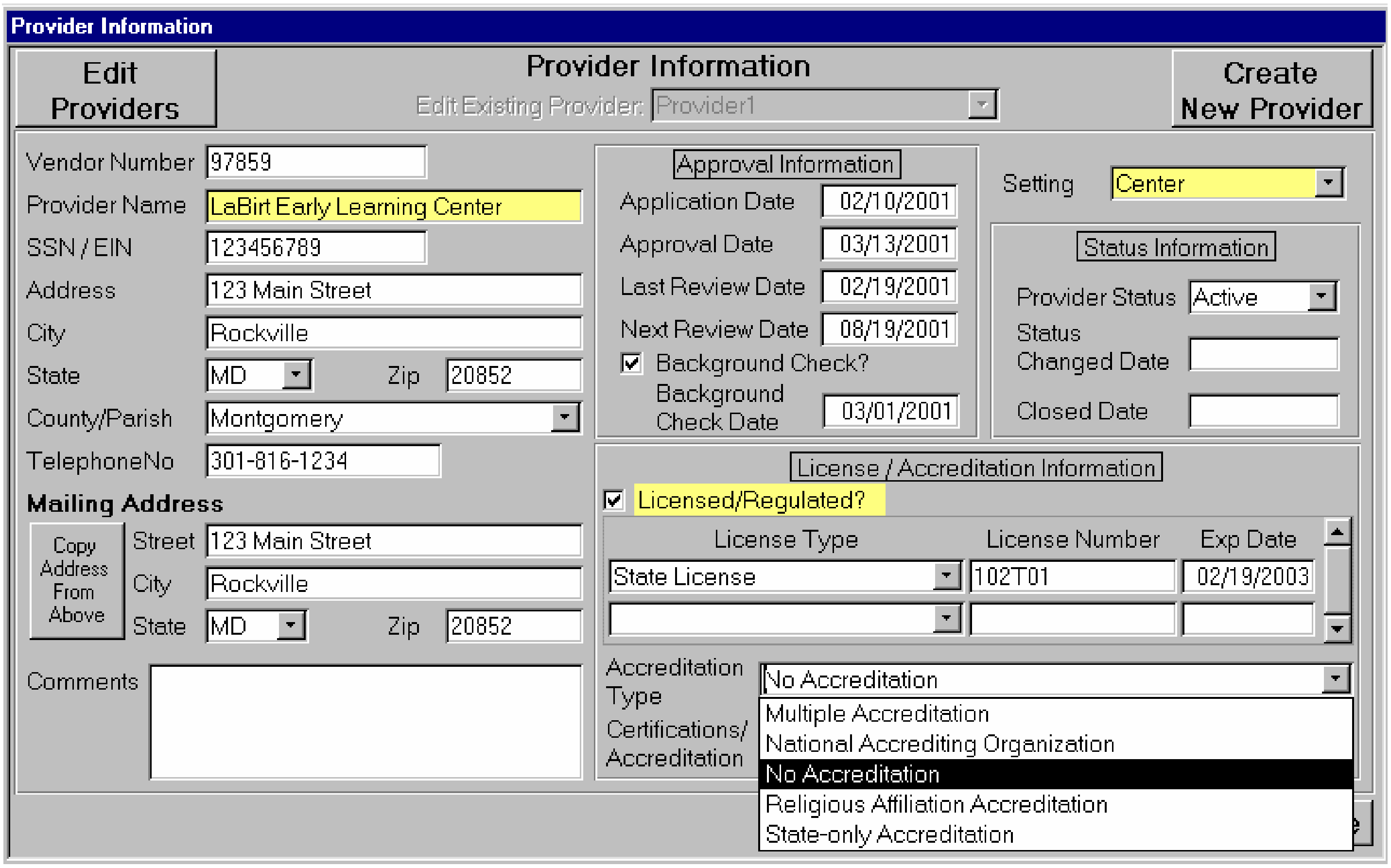


Figure 26 Provider Information - Accreditation Type Pull-Down Menu

23. Type information concerning the Provider's accreditations and/or certificates into the field below the pull-down field.

24. Click Close to exit the Provider Information screen and return to the Main Menu.

Steps for Editing an Existing Provider

Figure 27 Main Menu

1. Click the Provider Information button from the Main Menu.

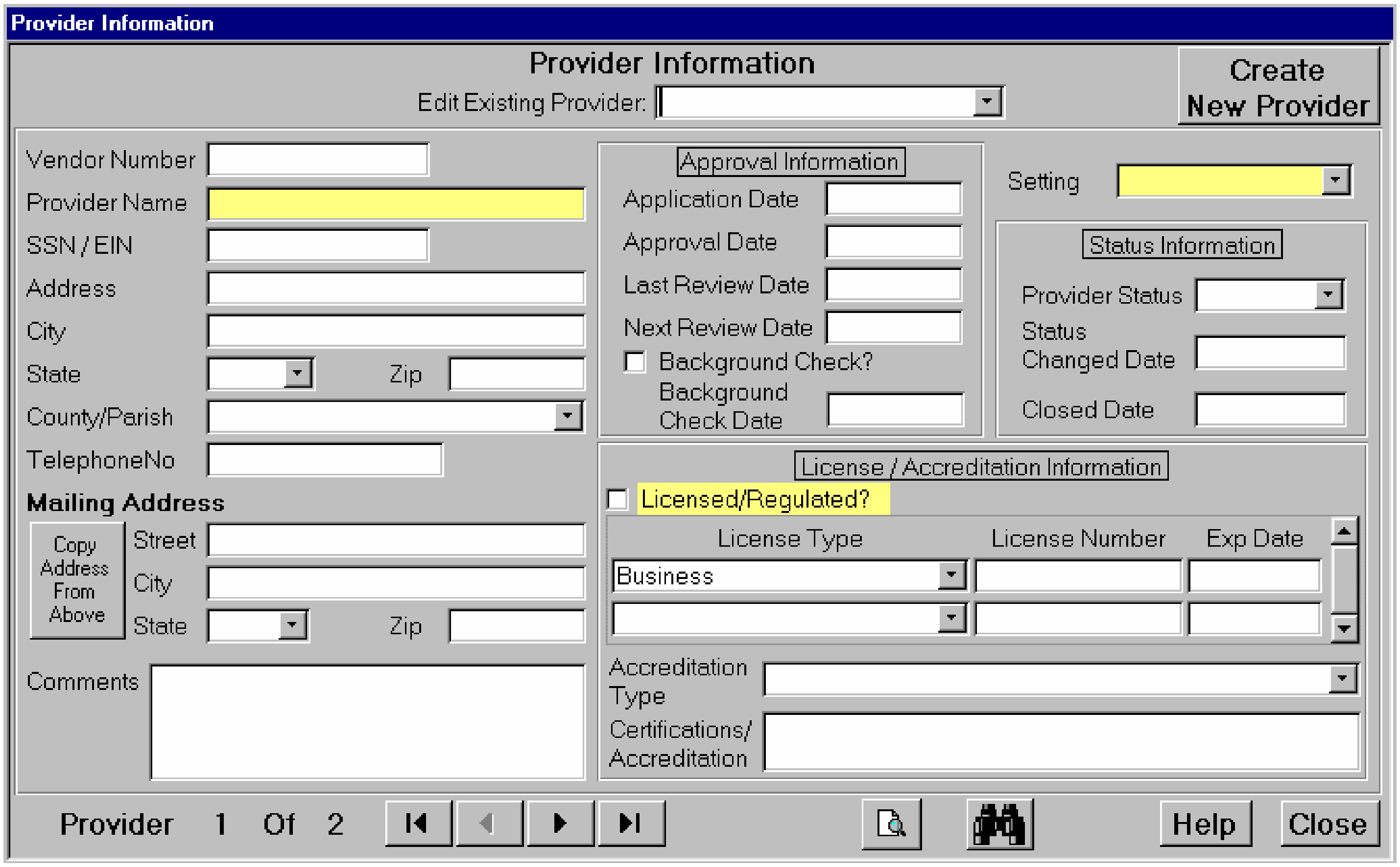


Figure 28 Provider Information - Edit Screen

2. Click the pull-down menu next to the Edit Existing Provider field.

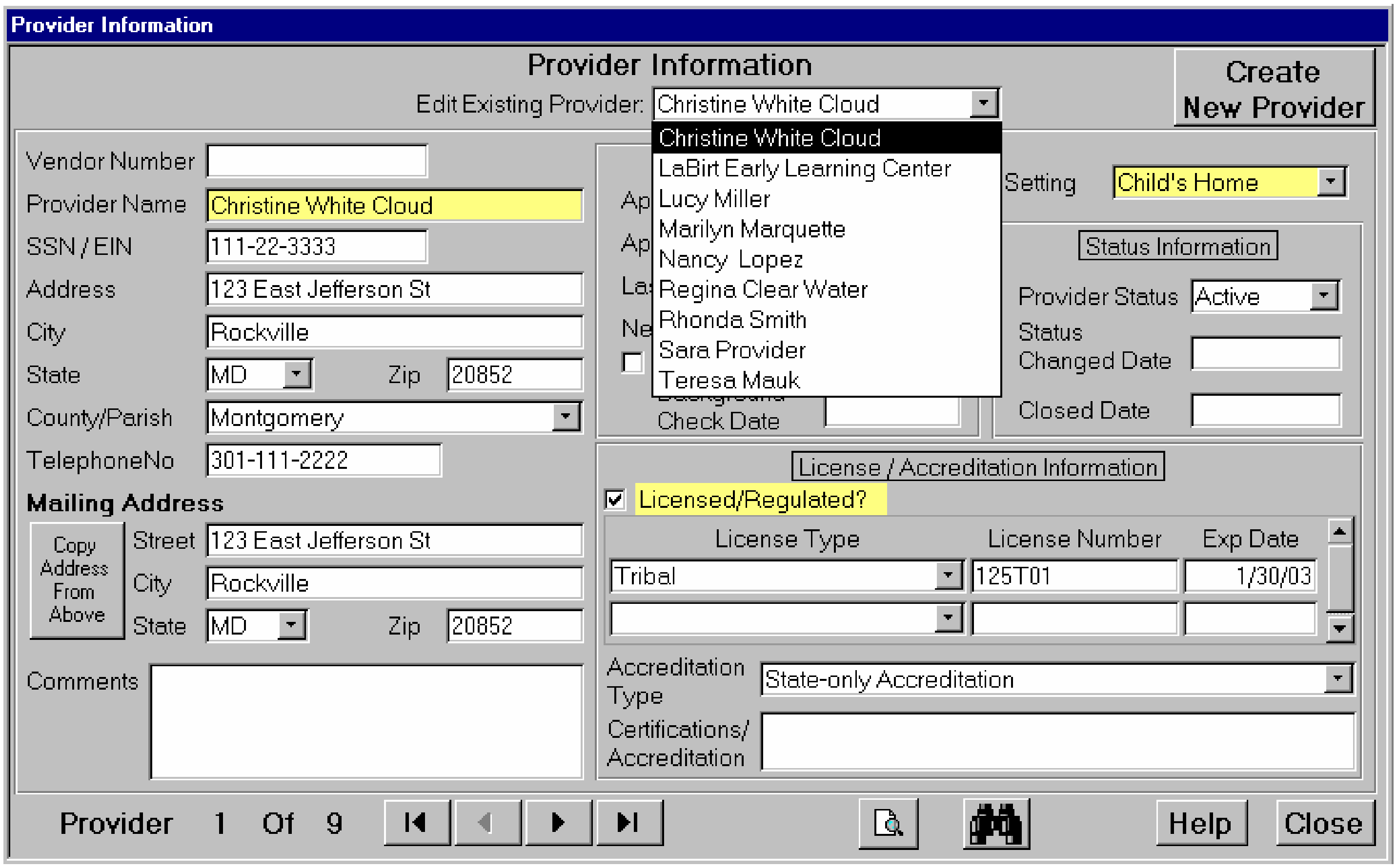
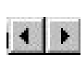


Figure 29 Provider Information – Existing Provider Pull-Down Menu

3. Select the Provider you wish to edit.
4. Click in the field you wish to edit and type in the change.
5. Click Close to exit the Provider Information screen and return to the Main Menu.

Steps for Customizing the License Type Field

1. Click the Application Maintenance button from the Main Menu.
2. Click the  until you see the License Type tab.
3. Click the License Type tab.

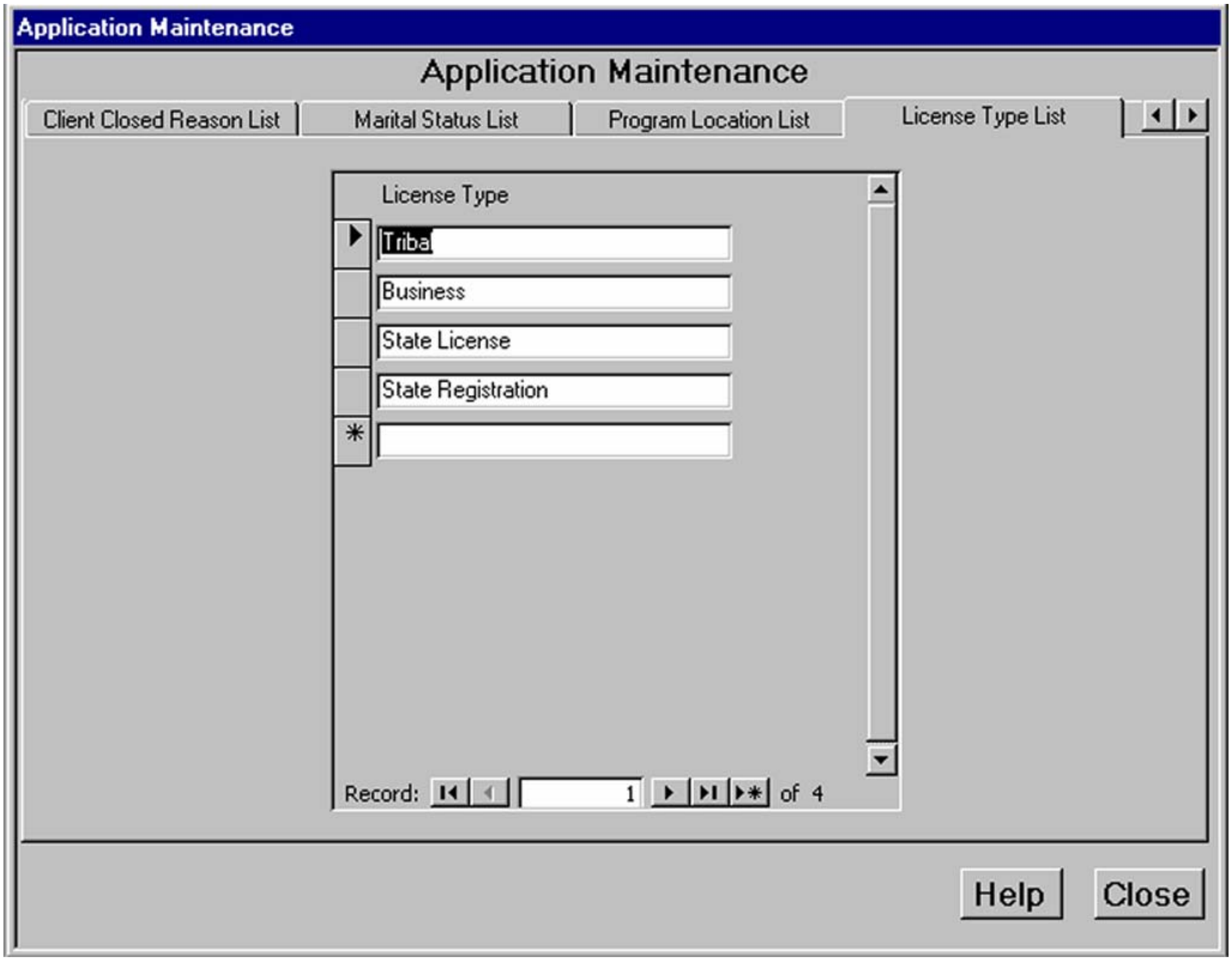


Figure 30 Application Maintenance - License Type Tab

4. If you want to change the existing license types, click on the field of the type you want to change and type in the change.

5. If you want to add a new license type, click on the first blank field and enter the type of license you want to add.

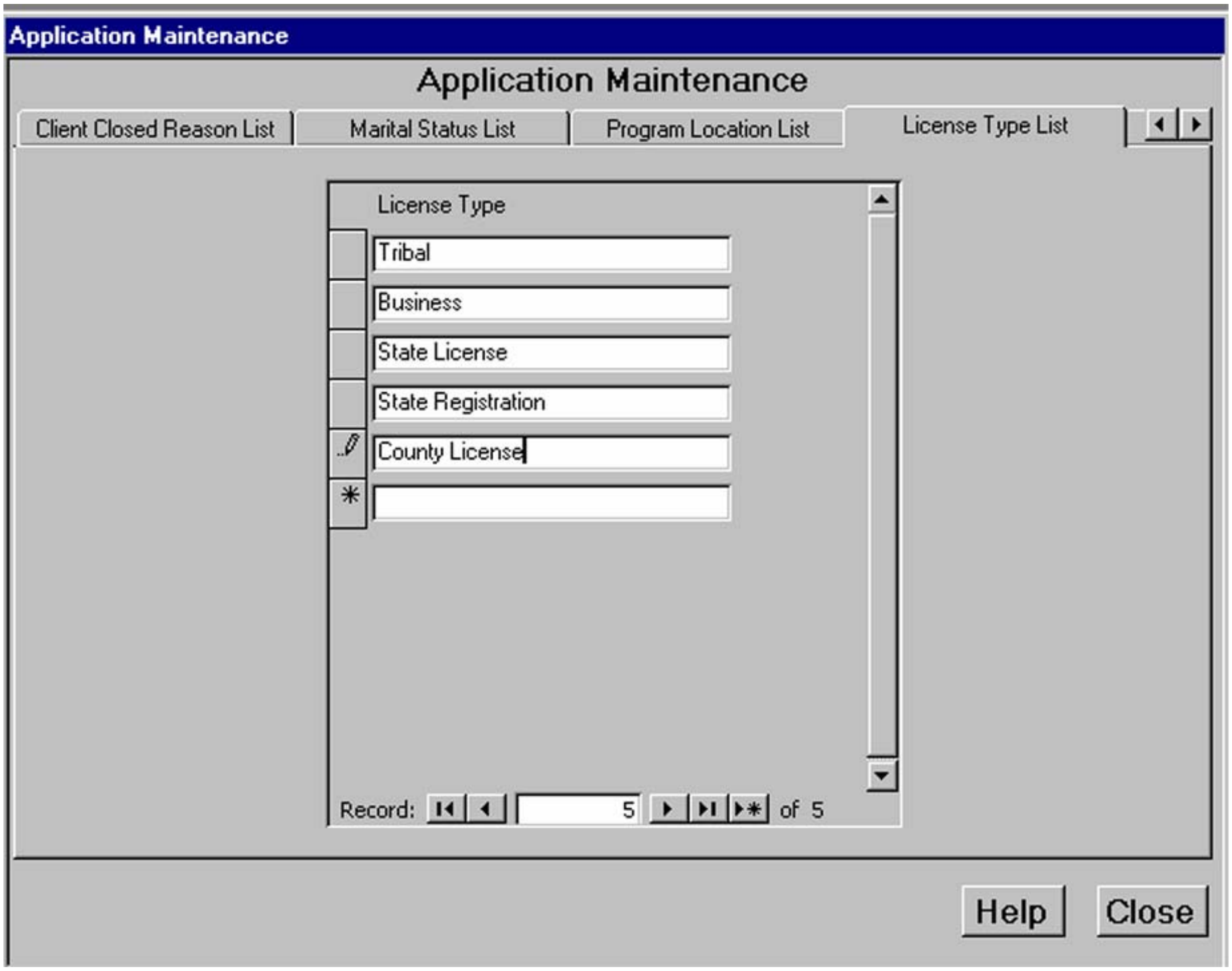


Figure 31 Application Maintenance - New License Type

6. Click Close to exit the Application Maintenance screen and to return to the Main Menu.

The Client Information Screen

After 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.**

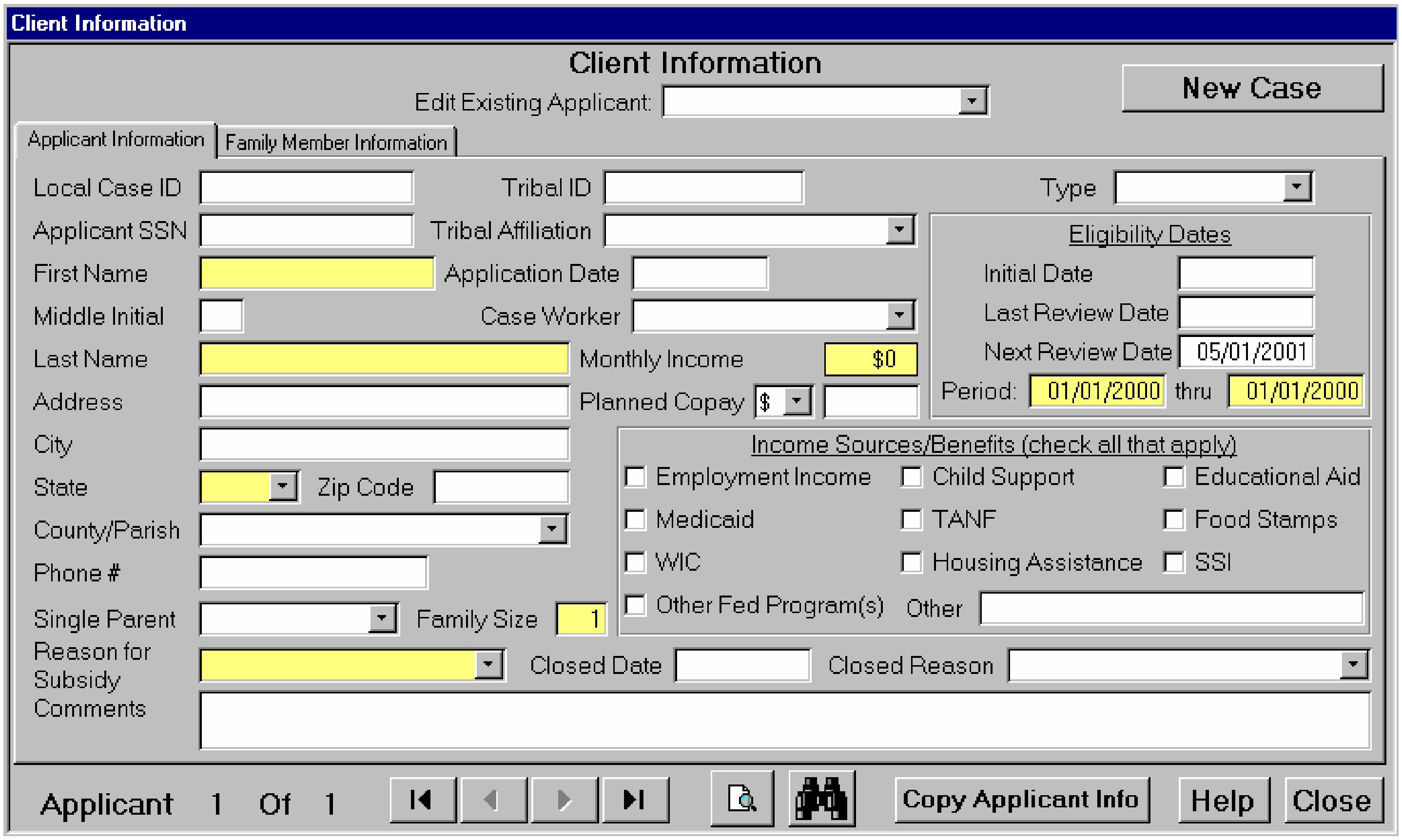


Figure 32 Client Information Screen

This module is divided into two screens, or tabs - one for **Applicant Information**, and a second for individual **Family Member Information**. Client information includes contact, income, demographic, work, school, and eligibility data.

The Applicant Information Screen

Create New Case or Edit Existing Case?

When information about a new applicant is first entered, you should select the **New Case** button at the top right of the Applicant Information screen. This will create a new, blank record, into which you may enter the client's information. If you discover that you've made an error after you entered the information, all you have to do is click the **Edit Cases** Button, select the Client's record (see below), make the necessary changes, and close it again.

If you're modifying information about a case that is already in the system, you can select the existing case from the **Edit Existing Applicant** pull-down menu at the top of the screen, which lists all the applicants already in the system, sorted by last name, then first name.

The other data fields on this screen are briefly described below.

Local Case ID

To be assigned by the tribe according to any system it chooses. For example, the tribe may choose to continue the case ID numbering system it was using previously in order to maintain consistency.

Applicant Contact Information

Enter the Name, Address, Phone, Social Security Number, and the County/Parish of the applicant in these fields.

Single Parent, Family Size, Reason for Subsidy

Allowable entries in the **Single Parent** field are No, Yes, or Not Applicable (in the case of protective services, for example, a child may be the applicant).

The **Family Size** field is where you record the number of family members, and is necessary, when combined with the Federal Poverty Guidelines table (see Application Maintenance module), in helping to determine eligibility. Note that this number may be more than the number of children receiving child care subsidy including the parents since other family members may be in the household.

The **Reason For Subsidy** is very important because it is a required data element for the ACF-700 report. Values are Work, Training/Education, Work/Training/Education, Protective Services, and Other. It should be noted that these allowable values are different than the ones listed on the ACF-700 reporting form. On the ACF-700, the options are only Work, Training/Education, or Protective Services. So, when the Tracker is used to generate the ACF-700 report, both Work *and* Work/Training/Education will be entered in the Work reason for subsidy box.

The ‘Other’ value is for future use and should not be used because it is not an acceptable data element for the ACF-700 report and will cause errors in your reporting.

Tribal ID, *Tribal Affiliation List

If the tribe issues a unique Tribal ID to its members, it may be recorded in the Tribal ID field. The Tribal Affiliation List is a user-defined, customizable field that can be very useful, for instance, for Tribal Child Care organizations that may serve people from several different tribes within their system, and wish to keep track of which tribes are receiving services.

Application Date, *Case Worker List

The Application Date is used to enter the date that the client applied for child care subsidy. The Case Worker List is a customizable field, entered under the **Case Worker List** tab in the **Application Maintenance** module, where you can keep track of which case worker is handling each case. It is very useful in determining such things as caseloads, and the name and telephone number format allows an easy way to know whom to call for information about a case.

Monthly Income, Monthly Co-Payment

Income eligibility is based upon the applicant’s Monthly Income, and is entered as a dollar amount. Applicant’s Monthly Co-Payment is a pull-down menu that allows the applicant’s monthly payment to the childcare provider to be expressed as a dollar amount or as a percentage. If you choose to record the family’s monthly co-payment as a percentage, you might choose to enter the percent of the family’s contribution in the field to the right. If the family’s contribution is recorded as a monthly dollar amount, you might wish to record the family’s total monthly contribution for all children in this field.

***Type**

The Type field, found on the **Applicant Information** tab, is one of the most flexible, and therefore most useful, of the user-defined pull-down menus. A Tribal Child Care Agency may enter literally *anything* (up to 50 characters) in this field that it wants to keep track of concerning a given applicant or case.

Eligibility Dates

Information about eligibility dates, periods of eligibility and review dates are determined by the tribe and entered here. This information is necessary for authorizing service, and will be very useful in managing caseloads. For example, by using the review dates, you can generate reports in the **Reports** module detailing which cases will be up for review in the next 30 or 60 days. Note that the eligibility dates are 30 or 60 days from the date in the **next review date field** and **not** 30 or 60 days from eligibility period.

Income Sources/Benefits

The Income Sources/Benefits check-boxes reflect various programs from which a family may receive benefits or income. Check all that apply. Additional programs may be listed in the 'Other' field (up to 100 characters).

Closed Date, *Closed Reason List, Comments

The Closed Reason List pull-down menu displays a preliminary list of reasons why a particular case may be closed, and a place to enter the date it was closed. Although there are some common reasons already listed, a tribe may wish to enter other reasons that more accurately reflect their applicants and program. Any additional reason may be entered in the **Closed Reasons List** tab of the **Application Maintenance** module.

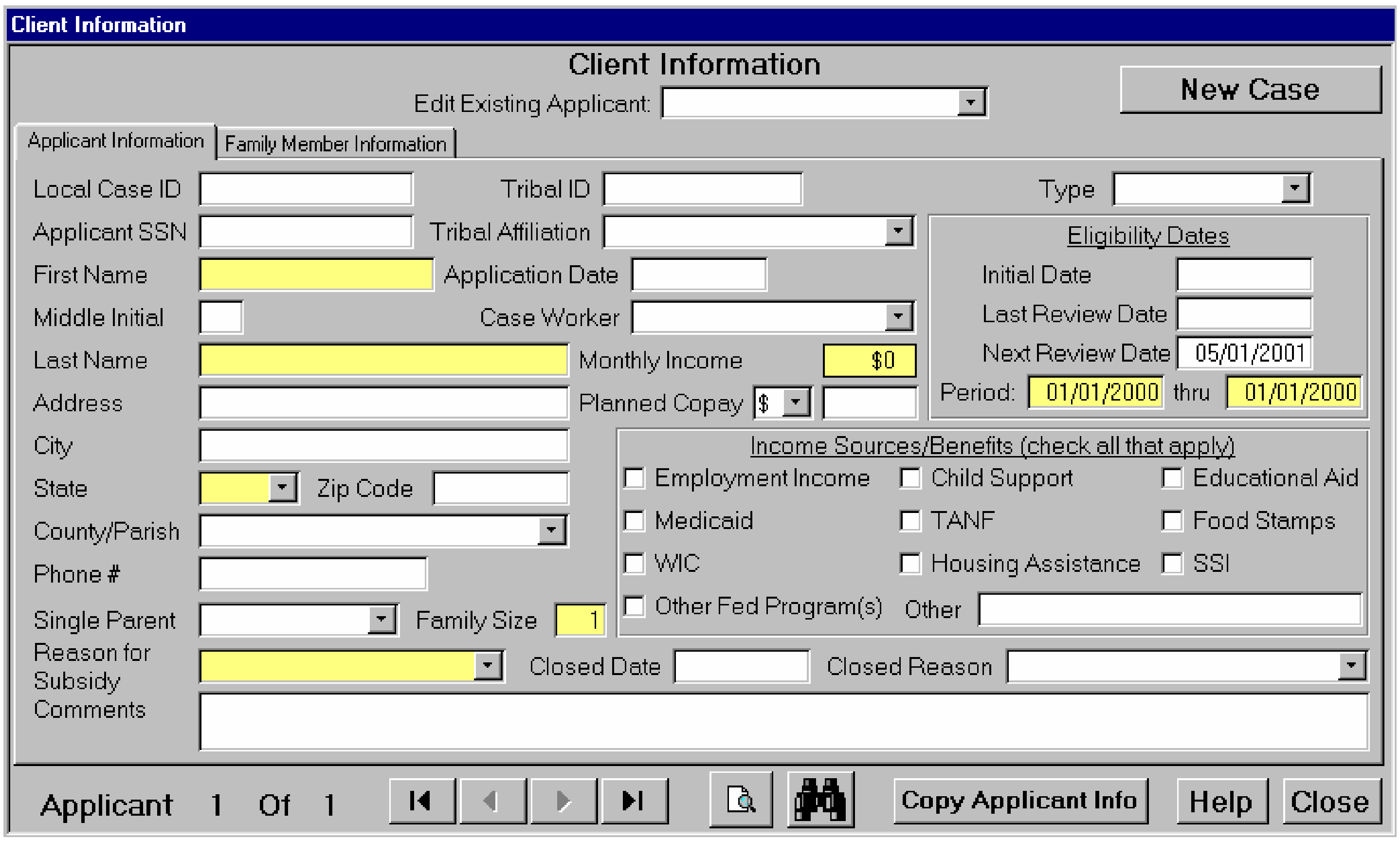


Figure 33 Applicant Information Screen

Notes, special instructions, or any other comments may be entered in the comments field at the bottom of the screen.

Steps For Entering a New Applicant

1. Click the Client Information Button from the Main Menu.

2. Click the New Case button.

3. Enter Data for all fields up to and including the phone number.

4. Click the pull-down menu for Single Parent.

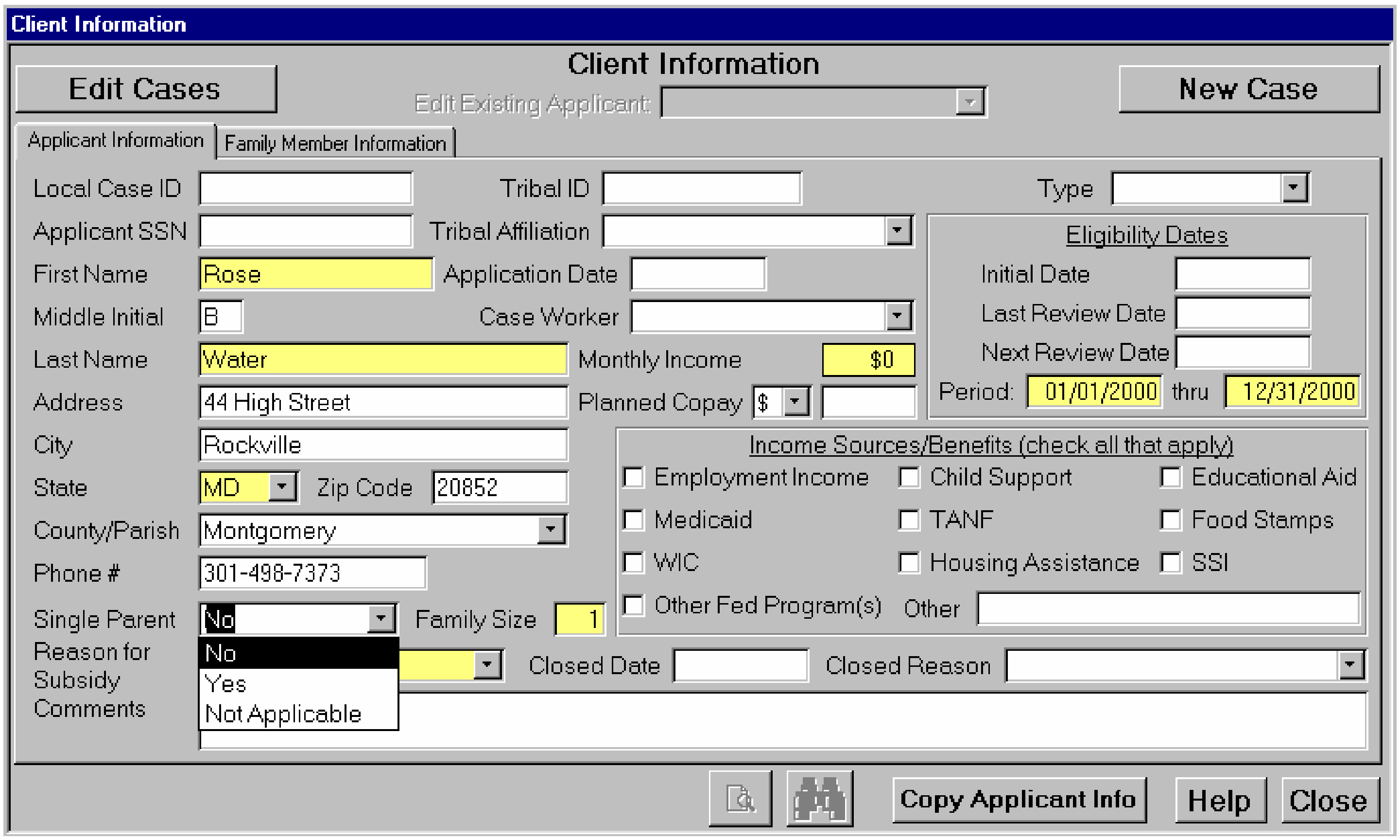


Figure 34 Client Information - Single Parent

5. Select the Single Parent status.

6. Enter the number of family members living in the applicant’s household in the Family Size field. The Family Size field is a required and a value must be entered. The default value is 1, which will only be correct when the child is the applicant.

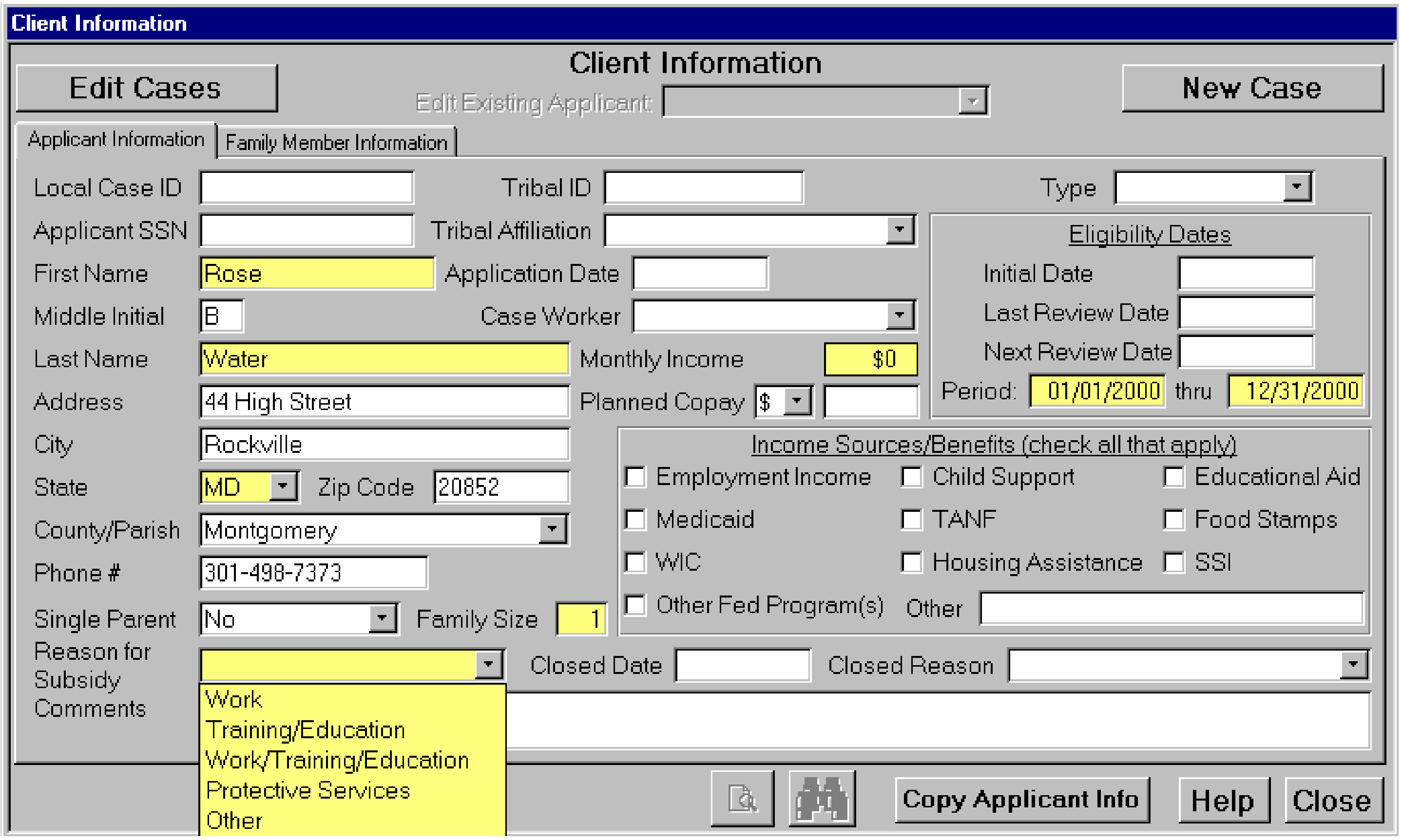


Figure 35 Client Information - Subsidy Reason

7. Click the Reason for Subsidy pull-down menu.

8. Select the reason that the applicant receives subsidized child care.

9. Type in the Tribal ID.

10. Click the Tribal Affiliation pull-down menu, if appropriate. (**NOTE:** You must first enter Tribal Affiliations on the appropriate tab of the Application Maintenance screen).

11. Select the Tribal Affiliation of the applicant.

12. Enter the application date.

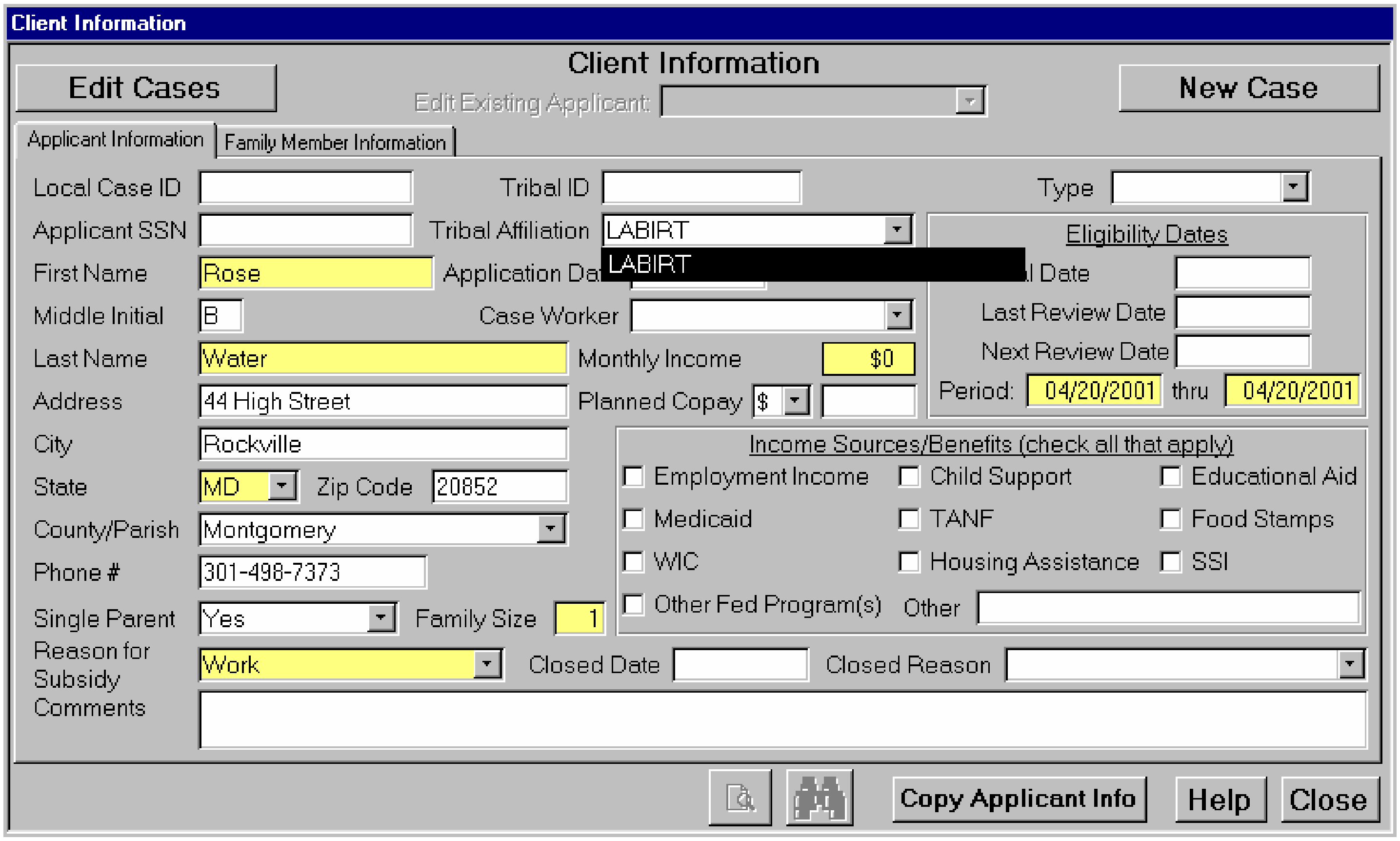


Figure 36 Client Information - Tribal Affiliation

13. Click the pull-down menu for Case Worker. **NOTE:** You must first add Case Worker information on the Application Maintenance screen.

14. Select the Case Worker.

15. Enter the Applicant's monthly income.

16. Click the pull-down menu for the Monthly Co-payment field and indicate either a dollar sign or a percent symbol.

17. Type the co-payment dollar amount or co-payment percentage in the field next to the monthly co-payment pull-down menu.

18. To choose a type defined by your Tribal agency, click the pull-down menu next to the Type field**.**

19. Click on the Type that applies for this applicant.

20. Enter the initial date of eligibility (01/01/2001) in the field next to Initial Date.

21. Enter the last review date and the next review date of the applicant in the **Last Review Date** and **Next Review Date** fields**.**

22. Enter into the **Period: thru** field the Eligibility Period's month, day and year for the beginning and ending of the current period.

23. For **Income Sources/Benefits**, click in the boxes that reflect the programs from which a family may receive benefits or income. Once clicked, a check will appear in the box. Click on a check box to de-select a particular income source/benefit.

24. If you select Other Fed Programs, type the program name in the **Other** field.

25. If subsidized care for this applicant ends, enter the date subsidized care ended in the **Closed Date** field.

26. If the case is closed, select the reason subsidized care ended from the pull-down menu next to the **Closed Reasons** field**.**

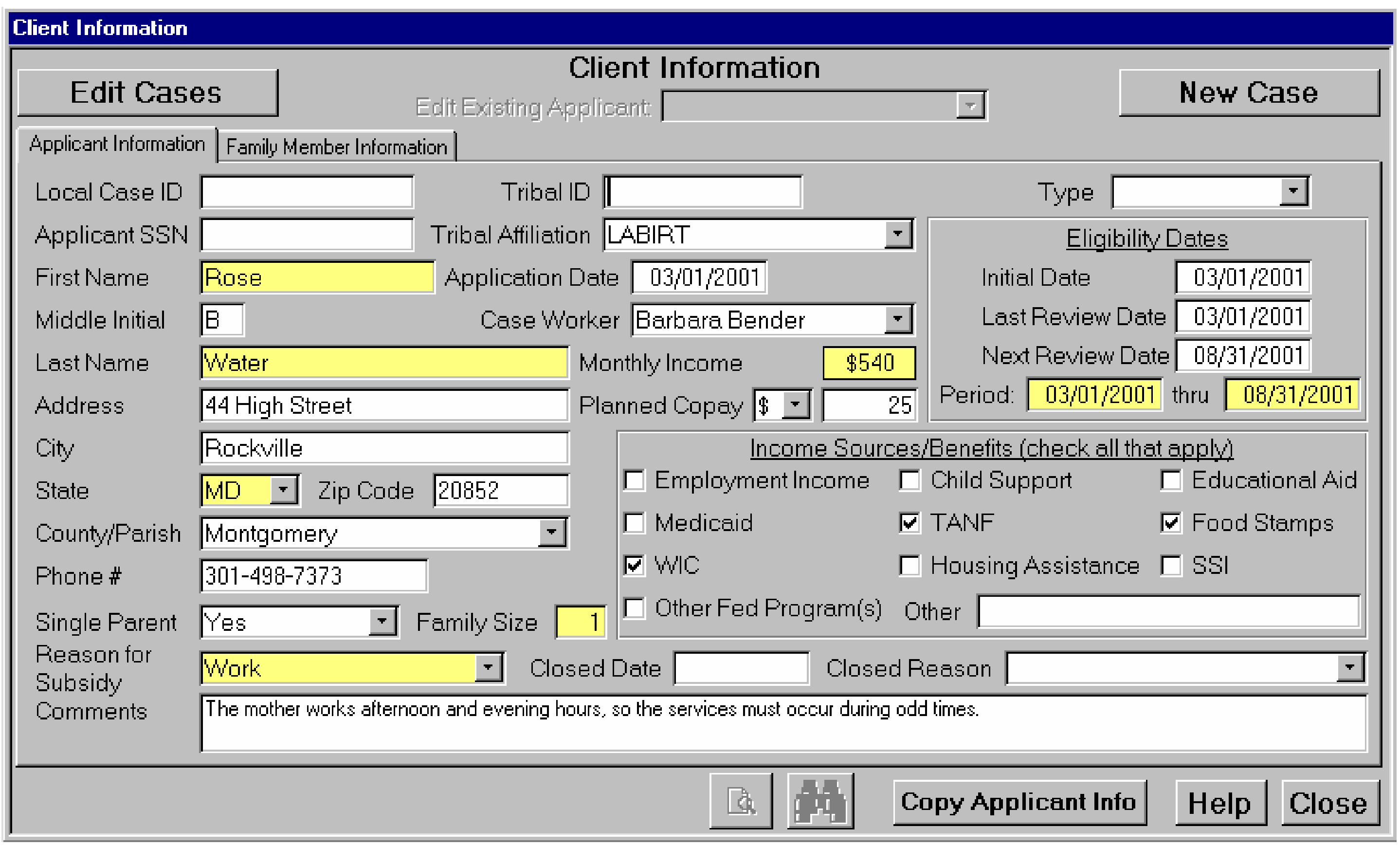


Figure 37 Completed Applicant Information Screen

27. Additional comments can be typed into the **Comments field**.

28. To enter information on the applicant's family members, click the Family Member Information tab. To return to the Main Menu, click Close.

To edit an existing Applicant, click on the Applicant you wish to edit, click on the field you wish to edit, and then enter the new information by typing it or making a different selection from the pull-down menu.

The Family Member Information Screen

This screen can be used in three ways. Some tribes will want additional information about the Applicant. This information can be entered onto the **Family Member Information** tab where additional fields are available to collect the additional information. Some tribes will want to list every household member, including grandmothers, aunts, and others. Other tribes will enter information only on children receiving services. The important thing to remember, no matter what system your tribe decides to adopt, is that **<u>every child receives his or her own record, or screen.</u>** Information about individual family members is entered on the Family Member Information screen. Brief descriptions of the fields follow.

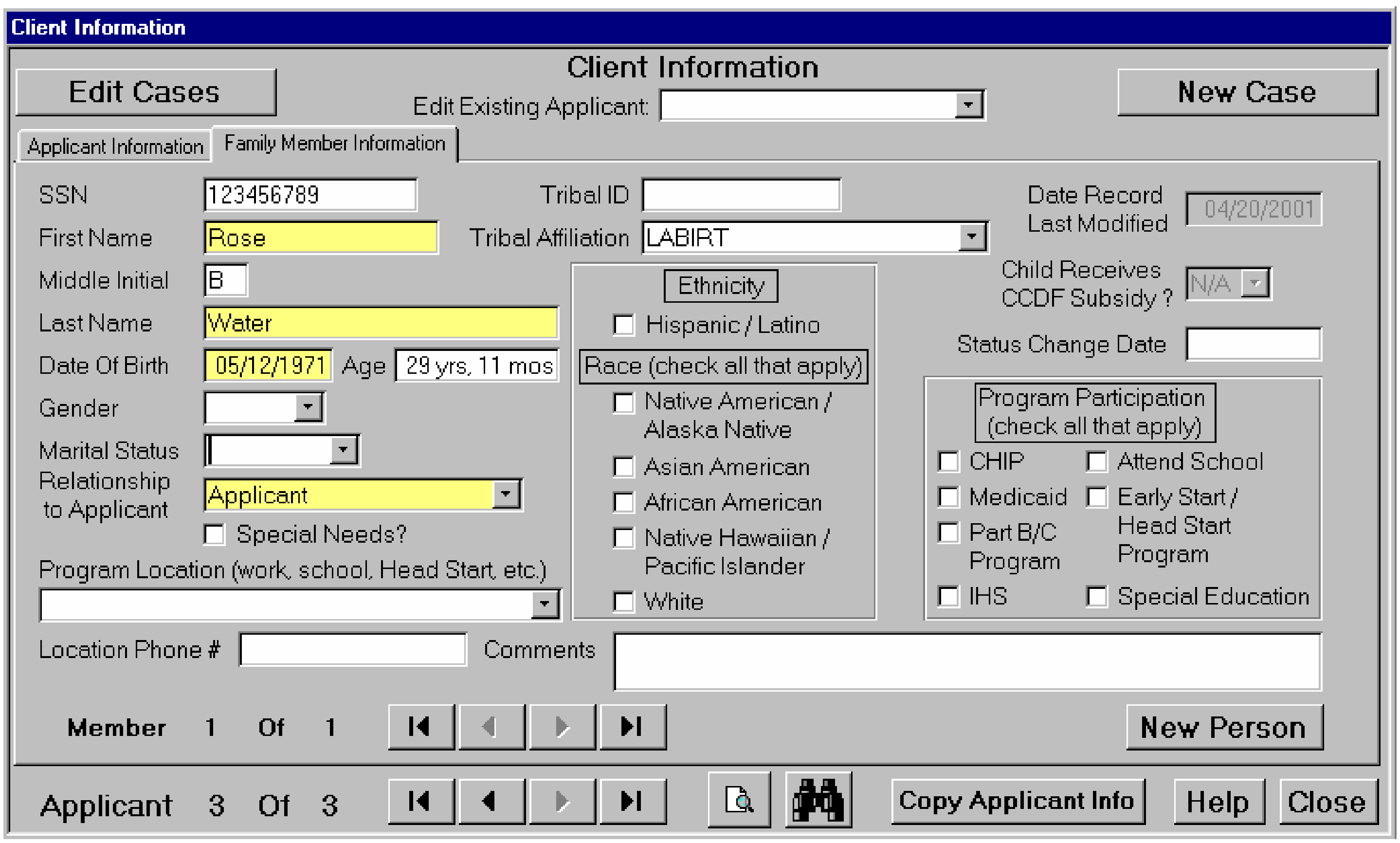


Figure 38 Family Member Information Screen

Create New Case or Edit Existing Case

If you want to add additional information about the applicant, begin by clicking the **Copy Applicant Info** button, which allows you to create/update a family member record for the selected applicant with the information entered in the Applicant Information tab.

If you wish to add a new person to the family, select the New Person button at the bottom right of the Family Member Information tab. If you're modifying information about a family member that is already in the system, you can select the existing case from the Edit Existing Applicant pull-down menu at the top of the screen, and then you can use the navigation arrows at the bottom left of the screen to advance to the family member you wish to modify. These arrows are located next to the label saying Member 1 of 3, or however many family members there are**.**

Family Member Information

Enter the name, date of birth (age will be calculated), gender, and social security number of the family member.

***Marital Status, Relationship to Applicant**

The Marital Status and Relationship to Applicant fields allow a wide range of reporting options for the individual family members. In addition to children in child care programs, information about other members of the immediate or extended family may be entered, according to individual circumstances or Tribal customs. The **Marital Status** pull-down menu may be customized by selecting the **Marital Status** tab from the **Application Maintenance** module.

Special Needs

Check this box if the family member has Special Needs (such as a disability) that require special care.

***Program Location List, Location Phone Number**

The Program Location List **user-defined** pull-down menu may be customized by accessing the **Application Maintenance** module, and selecting the Program Location List tab to enter the appropriate information. It is used to reflect the location at which a family member is obtaining service. For instance, if the applicant is attending school, the name of the school might be entered, along with the location phone number in the field below.

There is a **Comments Field** where you can enter any additional information associated with the family member, including information associated with the Program Location List. This field may be used to further clarify the Program Location entry. In this case, a contact name and class schedule might be appropriate. Once again, flexibility is the key. Collect the information that is important to your tribe and your clients.

Tribal ID, *Tribal Affiliation List

Again, the Tribal Affiliation List is a user-defined, customizable field that can be very useful. For instance, it can be used for Tribal Child Care organizations that may serve people from several different tribes within their system, and wish to keep track of which tribes are receiving services. If the family member has different, or additional, affiliations than the applicant, they may be listed here.

Ethnicity/Race

Ethnicity and Race information is becoming an increasingly important factor in the collection and interpretation of Child Care data, and will continue to gain importance, especially in the realm of federally required reporting, in the future. Consequently, the Ethnicity/Race section of the screen was included in the Tracker.

If the family member is of Hispanic or Latino ethnic background, put a check in that check box. *Then* put a check in the box indicating *each* race that applies to the family member. At least one race category should be selected.

Date Record Last Modified

The date that the record was last modified is <u>automatically</u> entered into this field when changes to the record are made.

Child Receives CCDF Subsidy/Status Change Date
Allowable entries in the Child Receives CCDF Subsidy field are Yes, No or N/A. The date that the child's status last changed may be entered in the Status Change Date field. (NOTE: If "yes" is not selected, no childcare authorizations can be generated for that child).

Program Participation List

This section of the tab lists programs that the family member may be participating in, including CHIP, Medicaid, Part B/C, HIS, Early or Head Start, attending school, or receiving Special Education. Please check *all* that apply.

Steps For Entering Additional Information About the Applicant (i.e., Parent/Guardian)

1. Make sure the Family Member Info tab is selected.
2. Click Copy Applicant Info button, which will complete the fields directly related to the fields entered on the Applicant tab.
3. Click in the Date of Birth field. Enter the month, day, and year the Applicant was born.
4. The Age field will automatically be completed after you enter the birth date.
5. Verify that the Gender, Marital Status, and Relationship to Applicant fields are completed and correct.
6. Click the Special Needs check box if the Applicant has any special needs or disabilities.

7. Click the pull-down menu below the Program Location field.
8. Click on the Program Location (if the location is not listed, you can customize this field using the Application Maintenance).
9. Type in the phone number of the program location in the Location Phone number field.
10. If the Applicant is Latino or Hispanic, click the check box next for Hispanic/Latino.
11. Click the check boxes for *all* races that apply to the Applicant.
12. When first entering applicant information, there will be no Status Change, but this field can be completed if the status of the Applicant ever does change. You initially enter the first approval date.
13. Under Program Participation, click the check boxes for any programs the Applicant participates in or receives services from.
14. The Comments field is available for any additional information you would like to include.
15. To return to the Main Menu, click Close.
16. To add more family members, click the New Person button.
17. To add a new applicant, click the New Case button.
18. To edit an existing applicant, choose the applicant from the Edit Existing Applicant pull-down menu and change the fields desired.
19. To edit an existing family member, select the correct applicant and use the arrows at the bottom left to find the record for the family member being changed. Enter changes and click Close to return to the Main Menu.

Steps for Entering New Family Member Information

1. If you are entering from the Main Menu, click the Client Information button.
2. Choose the desired applicant from the Edit Existing Applicant pull-down menu.
3. Click the Family Member Info tab.
4. Click the New Person button.
5. Enter the SSN, first name, middle initial, and last name.
6. Type in the date of birth of the family member.
7. Select the gender from the pull-down menu.
8. Select the marital status from the pull-down menu (if the status is not included in the pull-down menu, you can customize the pull-down menu on the Application Maintenance screen).
9. Select the relationship of the family member to the applicant from the pull-down menu (if the relationship is not included in the pull-down menu, you can customize the pull-down menu on the Application Maintenance screen).
10. Click the Special Needs check box if the family member has any special needs or disabilities.
11. Click the pull-down menu below the Program Location field. Click on the program location (If the location is not listed, you can customize this field using the Application Maintenance).
12. Type in the phone number of the family member location in the Location Phone # field.
13. If the family member is Latino or Hispanic, click the check box next for Hispanic/Latino
14. Click the check boxes for *all* races that apply to the family member.

15. Select from the pull-down menu next to the field Child Receives CCDF Subsidy whether that family member receives CCDF subsidy. (**NOTE:** Any selection other than "yes" will prevent childcare authorizations)
16. When you first enter family members, there will not be a status change for that family member. However, if the status of a family member changes at any time, type the date it changes into this field. You initially enter the first approval date.
17. Under Program Participation, click the check boxes for any programs the Applicant participates in or receives services from.
18. The Comments field is available for any additional information you would like to include about this family member.
19. To add a new family member, click the New Person button.
20. To return to the Main Menu, click Close.
21. To add a new Applicant, click the New Case button.
22. To edit an existing Applicant, choose the applicant from the Edit Existing Applicant pull-down menu and change the fields desired.

The Service Authorization Screen

After determining eligibility, entering applicant and family member information, and selecting or approving a provider, the next step in the process, is to **authorize service.** You enter this information in the **Service Authorization** module.

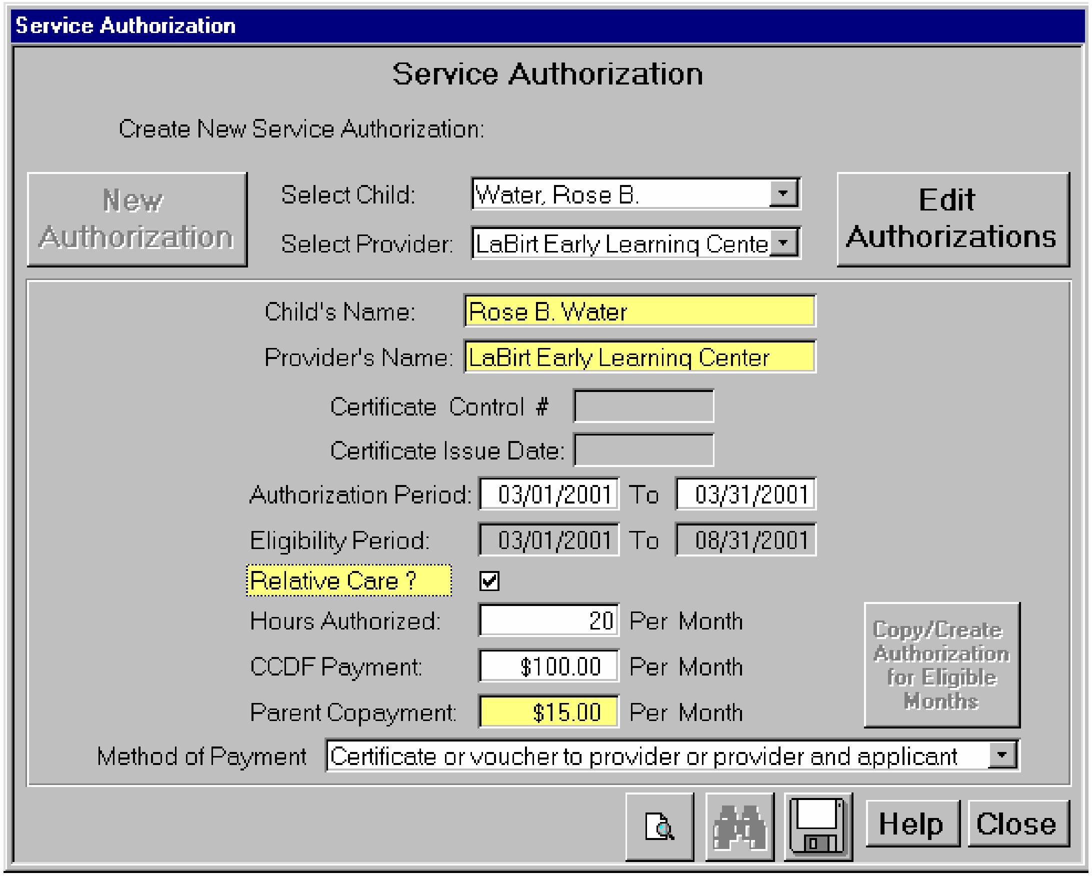


Figure 39 Service Authorization Screen

The Service Authorization module allows the user to set up an authorized plan of care for **each child** in the family during the period of the family's eligibility. Providers are selected for **each child**, and child care services are authorized for a certain number of hours per month, and at a specified rate.

Upon entering the **Service Authorization** module, the record navigation area at the bottom of the form will show you a message similar to "**Authorization 1 of 30**" (30 is used in this example as the total number of authorizations created to date), indicating that the first record of the total existing records is currently displayed.   You can either create a new authorization or edit an existing authorization. Editing an existing authorization is done by selecting the desired child/provider authorization record using the navigation arrows or by using the **Select Child** and **Select Provider** pull-down lists. Selecting an individual child using the **Select Child** pull down list will automatically display the **first** (not the last) existing authorization for the selected child while also reducing the **Select Provider** pull-down list to only those providers serving the selected child. If you use the **Select Provider** pull-down list to further refine your search, the **first** authorization record for the selected child/provider combination will be displayed while the

Select Child pull-down list will be modified to reflect those children served by the selected provider.

NOTE: The children and providers displayed in the **Select Child** and **Select Provider** pull-down lists will continue to change according to the child and provider selected. Clicking the **Reset Selections** button will change the **Select Child** and **Select Provider** pull-down lists to display all children and all providers with existing authorization records.

The user sets up new authorizations by clicking the **New Authorization** button. This creates blank fields in which to enter data. The case worker must then select the child for which an authorization is being created from the pull-down list labeled **Select Child.** This list contains all the children entered in the system, sorted by family last name, and then by child. Once the child is selected, the case worker selects the provider from the **Select Provider** pull down list. (Note closed providers will not appear on this list)

Once this is entered you must enter the **Authorization Period**. You may only authorize services on a monthly basis. If this is a new authorization, the date fields will be blank. This is entered in an "mm/dd/yyyy to mm/dd/yyyy" format like 04/01/2001 to 04/30/2001. **Remember you may not authorize services for children if you haven't entered the eligibility dates**.

If the provider is a relative of the child, put a check in the **Relative Care?** check box.
Next, enter the **Hours Authorized** for care**,** the maximum dollar amount of the authorized **CCDF Paymen**t during the same period, as well as the **Parent Co-payment**. (**NOTE:** The actual number of service hours provided and the actual CCDF Payment may be **less** than the authorized hours but not more. The amount the provider charges should equal the sum of the CCDF payment and the parent co-payment). Finally, the case worker must enter the method of payment, whether certificate or voucher to provider or provider and applicant, grant/contract with provider, cash payment to applicant, or Tribal operated center.

The certificate control number and certificate issuance date will be generated when you generate a certificate for the selected child. The Application Maintenance Module will allow you to customize and track certificates.

When all the information is entered in a new authorization, **you must click the Save button**, which is an icon labeled with a pictured of a diskette, in order to save the record into the system. (**NOTE:** Unlike other screens in this software, you must click the Save icon to save the entered data.)

Because the Federal reporting requirements, such as the ACF 700, are based on monthly averages, the Tracker accounting is currently based only on Service Authorizations and Payment Authorizations that begin and end within the same month. It is anticipated that most Service Authorizations and Payment Authorizations will cover a period that begins on the first day of a month and end on the last day of the month.

To facilitate this typical monthly accounting, when you enter a date in the **Authorization Period** in the "From Date" field, the "To Date" field automatically defaults to the last day of the same month. You can edit this defaulted value to any day within this month that is not before the "To Date" field and not past the end of month. The software will provide appropriate messages and not allow Authorization Periods that span from one month to another. It is not necessary for the Authorization Period to begin on the first day of the month or end on the last day of a month, however, both the "From Date" and the "To Date" must be within the same month and the "To Date" cannot be before the "From Date". (Note that the Service Authorization Certificate generated by this software currently only shows a month/year regardless of the day of the month entered in the tracker software authorization screen.)

In addition the Tracker software will only allow you to enter one Service Authorization for a particular child, month/year, and provider combination. However you may have separate authorizations for each provider for the same child and month/year. In other words you may enter any number of providers for the same child and month/year combination.

After saving an initial authorization for a Child/Provider combination, you can click the **Copy/Create Authorization for Eligible Months** button to create an authorization trail by automatically creating an identical authorization for each month of the applicant's eligibility period. This means that this process needs to be done only once at the beginning of each eligibility period, rather than repeatedly every month. (Note that all authorizations created with the **Copy/Create Authorizations for Eligible Months** begin in the first day of the month and end on the last day of the month, except when the Eligibility Period does not end on the last day of the month).

Steps for Entering A New Service Authorization

1. Enter the Service Authorization Screen from the Main Menu.
2. Select the New Authorization button.
3. Select the Child from the Select Child pull-down menu.
4. Select the Provider from the Select Provider pull down menu. This information will be automatically copied to the appropriate fields below.
5. Place the cursor in the Authorization Period box. Enter the date for which services are authorized. Press Enter. (**Remember the Tracker will automatically calculate to the end of the month.)** .
6. If the child is receiving subsidized care from a relative of the child, click on the Relative Care? check box.
7. Enter the total number of hours authorized per month in the Hours Authorized field.
8. Place the cursor in the field to the right of the CCDF Payment and enter the dollar amount that CCDF will subsidize.
9. Place the cursor in the Parent Co-Payment field and enter the dollar amount representing the parent's co-payment.
10. Go to the Method of Payment pull down menu and select the method of payment to be made, whether it will be in the form of a grant/contract with the provider, etc.

11. Click on the Save icon at the bottom of the screen, which is a button labeled with a diskette, to save the current Service Authorization. (Note that after you click the Save button, the screen shows the first authorization for the child/provider combination, not the last).
12. If desired, click the **Copy/Create Authorization for Eligible Months**. Make sure the Service Authorization you want copied is showing before you click this button.
13. After creating all desired authorizations, it a good idea to review them for accuracy. Remember that any errors found may be edited.
14. Click the Close button to return to the Main Menu.

The Payment Authorization Screen

(The Payment Authorization screen applies only to the subsidy amount and not the parent co-payment). When you create a new Service Authorization, a **Payment Authorization** record for that service is automatically created. The Payment Authorization screen allows the case worker to compare services authorized with services delivered before authorizing the financial office to make payment.

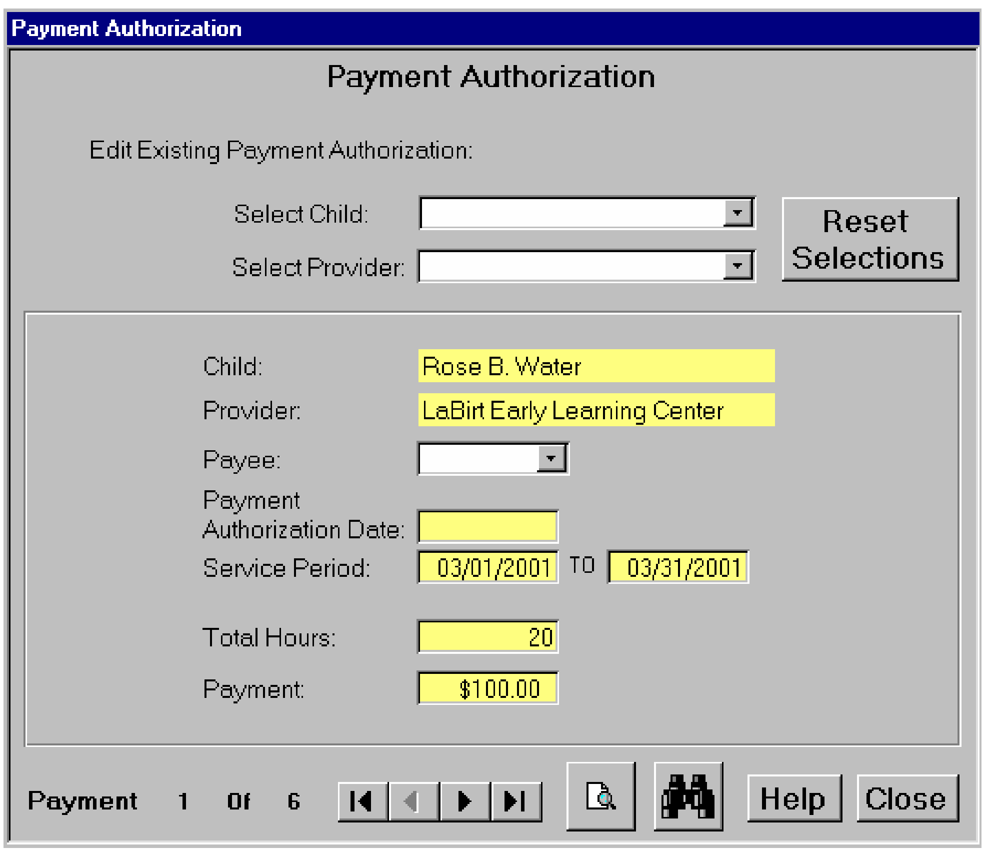


Figure 40 Payment Authorization Screen

Various methods are used to verify that services have been rendered before payments are made. The most common are attendance sheets and invoices submitted by providers. It may be a good idea to verify that the co-payment has been made and subtracted from the total cost before authorizing payment. After ensuring that the expenses are proper the case worker then authorizes payment. The financial office of the tribe usually cuts the check to the provider or parent. Please note that the software will not allow any payment authorizations greater than the amount authorized. Additionally, payment authorizations can only be generated during the periods of time that services have been authorized. If you try to authorize a payment before or beyond eligibility dates, you will receive an appropriate message from the software.

Upon entering the **Payment Authorization** module, the record navigation area at the bottom of the form will show you a message similar to **Payment 1 of 6** (6 is used in this example as the total number of payments created to date) indicating that this is the first record of the total existing records currently displayed. The case worker can edit an existing payment by selecting the desired child/provider payment record by either using the navigation arrows or using the **Select Child** and **Select Provider** pull-down lists. Selecting an individual child using the Select Child pull-down list will automatically display the first existing payment for the selected child while also reducing the Select Provider pull-down list to only those providers serving the selected child. If you use the Select Provider pull-down list to further refine your search, the first payment record for the selected child/provider combination will be displayed while the Select Child pull-down list will be modified to reflect those children served by the selected provider. Once the case worker finds the desired child-provider combination, the case worker can then compare invoices, timecards, or other documentation to determine what to pay.

NOTE: The children and providers displayed in the **Select Child** and **Select Provider** pull-down lists will continue to change according to the child and provider selected. Clicking the **Reset Selections** button will change the Select Child and Select Provider pull-down lists to display all children and all providers with existing payment records.

Next, select the payee (either the provider or the client) from the pull down list. After entering the **Payment Authorization Date**, **Service Period**, **Total Hours** and **Payment Amount** fields must be checked and changed as necessary. Remember again, that the software will not allow a payment greater than the amount authorized. If a greater payment is appropriate, first change the service authorization.

A few things to remember when entering a payment date:

- The payment authorization date is the actual date that you are authorizing for a provider to receive payment. This could be different than the date that the service provider receives payments or current date.
- The date that you actually key into this field date you are authorizing payment could essentially differ. It would be beneficial that these two dates be the same to avoid any confusion.

Steps for Entering A Payment Authorization

1. Enter the Payment Authorization screen from the Main Menu.
2. Select the Child from the Select Child pull-down menu.
3. Select the Provider from the Select Provider pull-down menu. This information will be automatically copied to the appropriate fields below.
4. Go to the Payee pull-down menu, and select either Provider or Client.
5. Place cursor in the Payment Authorization Date field and enter the date.
6. Verify that the information appearing in the Service Period, Total Hours, and Payment amount fields is correct. Make changes as necessary.
7. Select Close to return to the Main Menu

Reports Screen

One of the most valuable capabilities designed into the Tracker is its ability to generate the tribe's federally required **ACF-700 Tribal Annual Report.** More important is its ability to organize, display, and report information about a tribe's child care programs in such a way as to enable the tribal program administrators to more effectively and efficiently meet the child care needs of their tribal community. You can print or preview any report by selecting the Preview or Print feature at the bottom of the screen. You also have the option of selecting all Reports to be **previewed** or **printed** or by de-selecting all Reports. Reports can be generated on everything from the **ACF-700** and the **Tribal "Story** Page", to payments and mailing labels. There are eight major reporting areas on the Reports screen. A description of each follows.

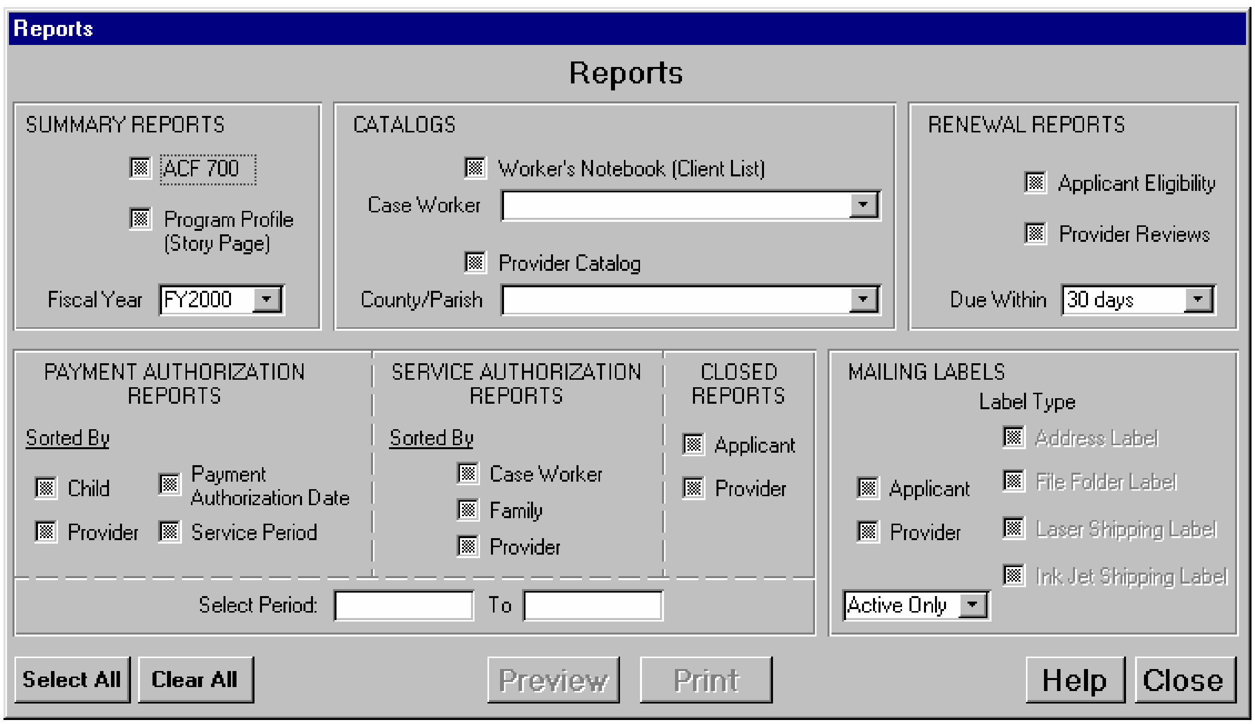


Figure 41 Reports Screen

Summary Reports

The Tracker's Summary Reports section allows you to view and report information about your tribe's child care program over the period of a given fiscal year. There are two reports available in this section: The **ACF-700 Tribal Annual Report**, due on December 31 of each year for the Fiscal Year just ended, and the **Program Profile Report**, also known as the "**Story Page**". Please note that in order to generate an accurate ACF-700 Report and Story Page, all children served throughout the fiscal year needs to be entered. While the Tracker can generate the ACF-700 Tribal Annual Report, you must still submit this report via the ACF-700 submission site, or by sending in a hard copy of the ACF-700 form. So while you are able to get a hard copy of this report, the Tracker does not actually submit your data. Additionally, all payment authorizations for the fiscal year must be completed. Since you have three months before the ACF-700 report is due, be certain to complete your payment authorizations before you generate your report. Most of the ACF 700 calculations are based on the **Payments Authorizations,** not the **Service Authorizations**. The **Story Page** consists of a page of charts, graphs, and numbers that are a vivid, visual representation of how your child care program looks. It contains valuable information on children, providers, settings, etc.

Story Pages

- Are a graphical representation of your Tribe's data
- Number of children and families served
- Average number of number of children served per month
- Average CCDF and parent payment per month
- Average number of service hours per month
- Percent of children served relative to poverty guidelines
- Number of children served by age
- Percent of children served by type of care
- Percent of children served in licensed vs. legally operated centers

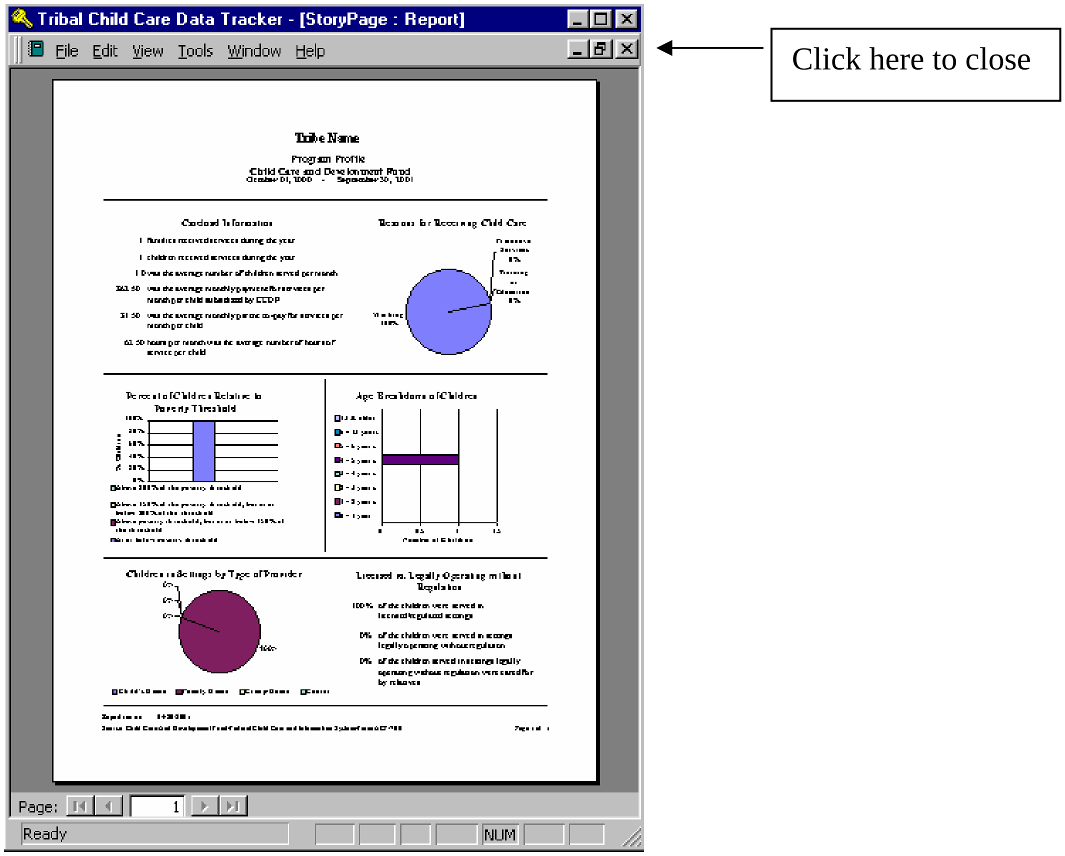


Figure 42 Tribal Story Page

Provider Catalogs

The **Provider Catalog** will provide you with a list of all providers: active, restrictive, probationary and no status. Not shown are inactive and closed providers. The list displays all the information that has been entered for each active day care provider. This list of active day care providers can be generated containing all providers (when no county is selected), or only the providers located within a specific county.

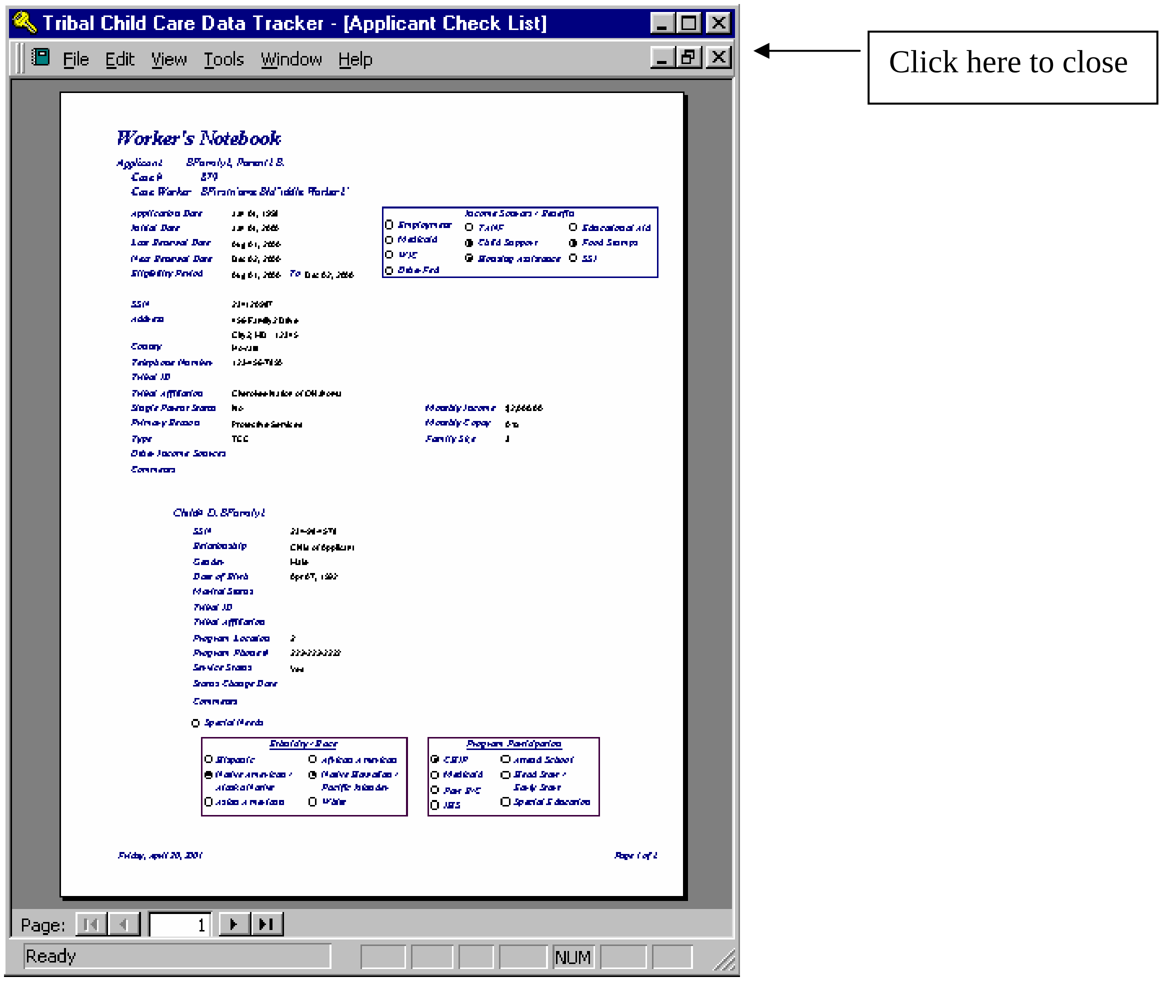


Figure 43 Worker's Notebook

The **Case Worker's Notebook,** or **Client List** will provide you with a list of all active clients. This report will display all the information that has been entered regarding the applicant and the applicant's children receiving CCDF subsidies. This information is generated from the client and provider screens. It is a valuable tool to help you manage your child care caseloads. If this report is generated when no case worker has been selected, the details for all clients will be shown including those without a case worker assignment.

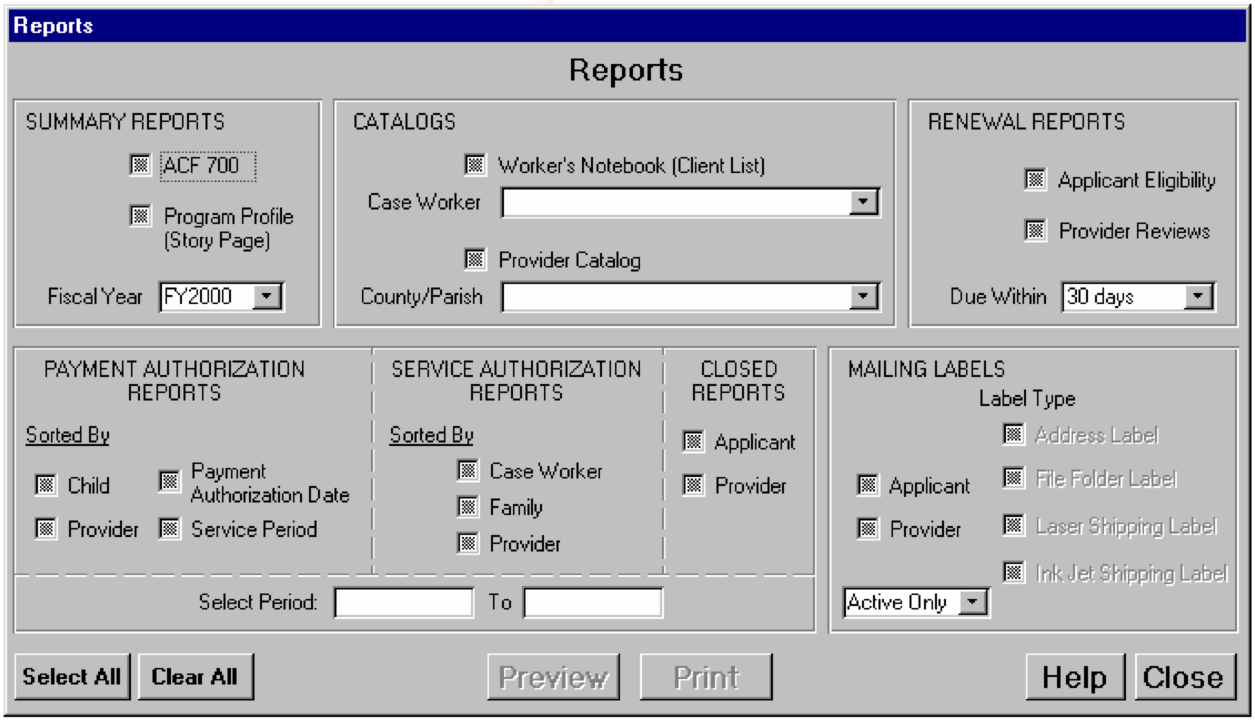


Figure 44 Reports Screen

Renewal Reports

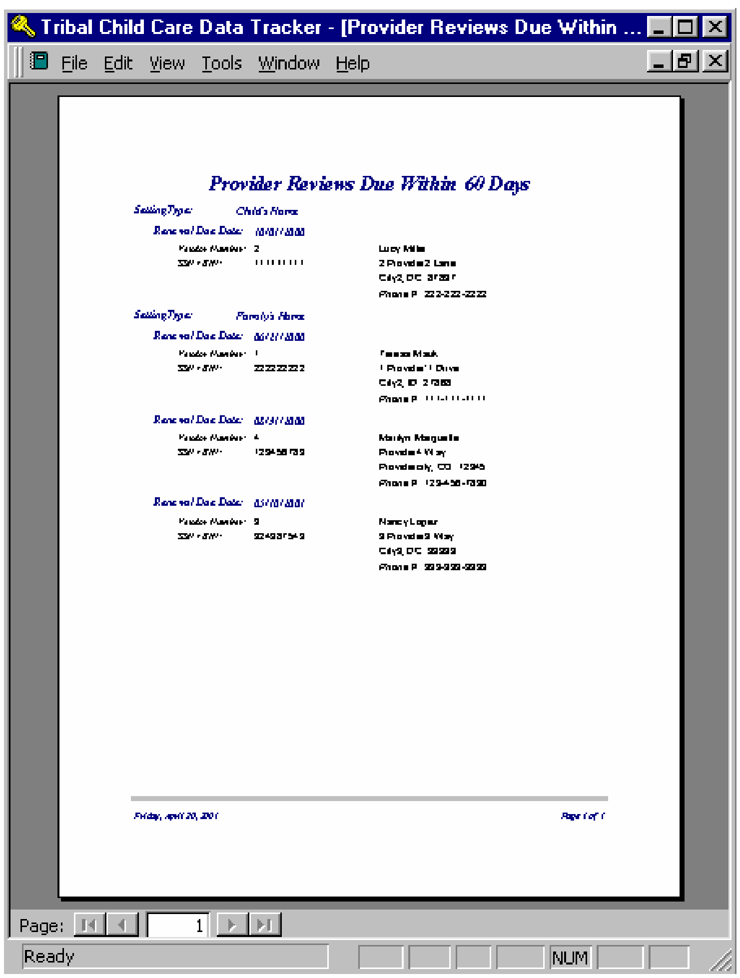
The **Renewal Reports** Section of the Reporting module is an excellent case management tool. The **Applicant Eligibility Report** will list all the applicants due for a review (based on the "Next Review Date" in the Client Information Screen, not the eligibility period), the date that this review is due, and the case worker assigned to the case. It can be generated for those applicants due for review in the next 30 days or 60 days or both. For those applicants whose eligibility ends in the current month, the "Eligibility Date" "Cert Month" will appear **Red.** The **Applicant Eligibility Report** lists the following**:**

- Case Worker's Name
- Eligibility determination due date
- Case Number
- Phone Number

The **Provider Reviews Report** performs essentially the same function for those providers whose eligibility to provide child care services is up for review. This report lists all the information that has been entered into the Tracker concerning each provider, as well as the setting type, vendor number, and review date. Like the Applicant Eligibility Report, it can generate reviews (based on the "Next Review Date" in the Provider Screen) due in the next 30 or 60 days or both. The **Provider Reviews Report** lists the following:

- Setting Type
- Renewal Date
- Vendor Number
- SSN/EIN Number

It should be noted that both the Applicant Eligibility and the Provider Reviews dates are generated based on information you have entered in previous modules of the Tracker.



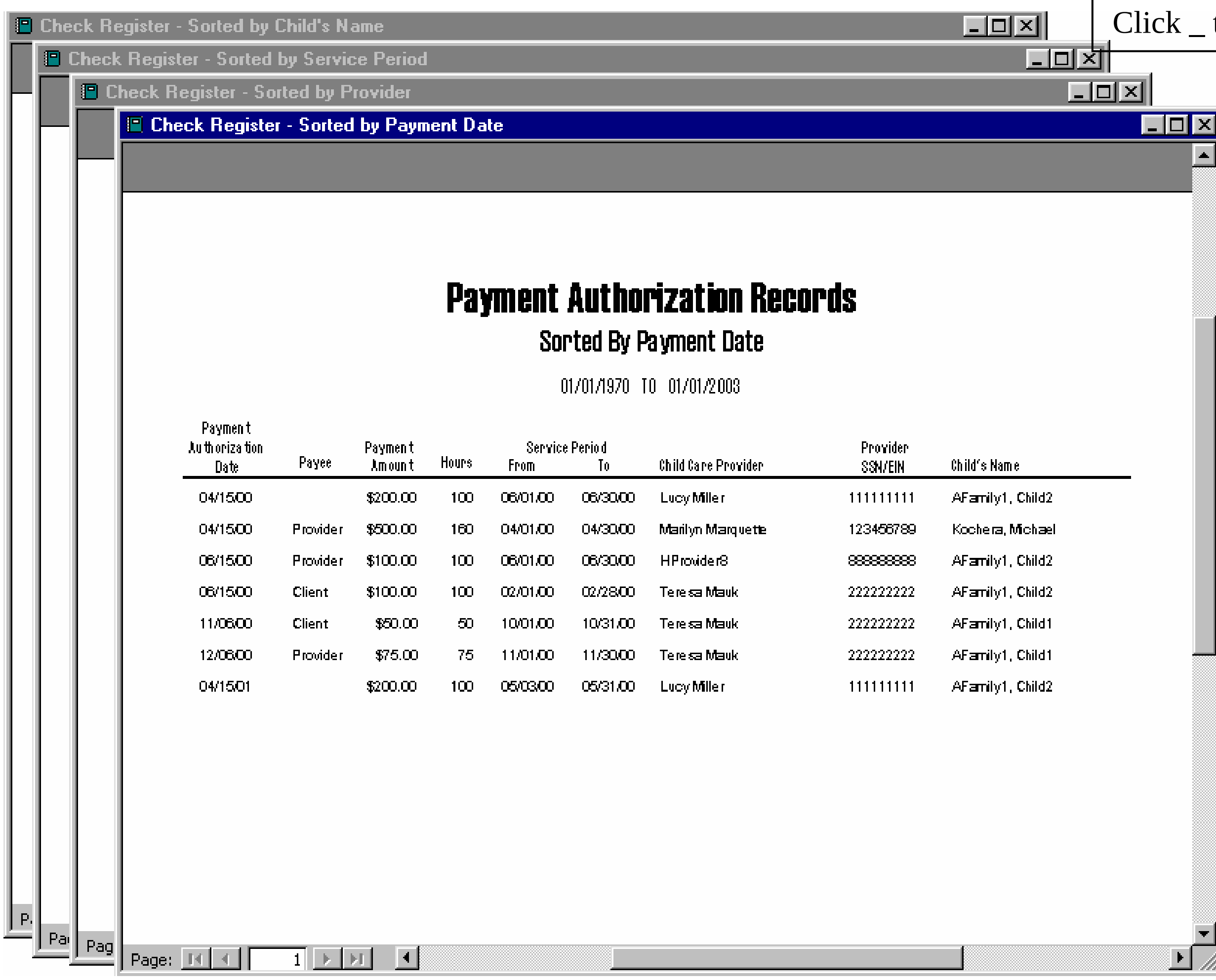
Click here to close

Figure 45 Provider Reviews Report

Payment Authorization Reports

The **Payment Authorization Reports** Section of the Tracker is an accounting tool from which payments can be made by the tribe's financial office. These reports can be sorted by Child's name, Provider's name, Payment Authorization Date, or Service Period. After selecting how the Payment Authorization Report is to be sorted — the case worker needs to select the time period that the report will cover by entering the dates in the **Select Period** field at the bottom of the screen. All of the reports list the same information but in different orders

Click x to close
Click _ to minimize



Payment Authorization Records

Sorted By Payment Date

01/01/1970 TO 01/01/2003

Payment Authorization Date	Payee	Payment Amount	Hours	Service Period From	Service Period To	Child Care Provider	Provider SSN/EIN	Child's Name
04/15/00		$200.00	100	06/01/00	06/30/00	Lucy Miller	111111111	AFamily1, Child2
04/15/00	Provider	$500.00	160	04/01/00	04/30/00	Marilyn Marquette	123456789	Kochera, Michael
06/15/00	Provider	$100.00	100	06/01/00	06/30/00	HProvider8	888888888	AFamily1, Child2
06/15/00	Client	$100.00	100	02/01/00	02/28/00	Teresa Mauk	222222222	AFamily1, Child2
11/06/00	Client	$50.00	50	10/01/00	10/31/00	Teresa Mauk	222222222	AFamily1, Child1
12/06/00	Provider	$75.00	75	11/01/00	11/30/00	Teresa Mauk	222222222	AFamily1, Child1
04/15/01		$200.00	100	05/03/00	05/31/00	Lucy Miller	111111111	AFamily1, Child2

Navigation Arrows

Figure 46 Payment Authorization Reports

When a report is displayed on the screen, you can easily use the page arrows to navigate between the pages of the report. To close a report, simply click the **Close** button at the top of the screen. To print a report while previewing the report, click on the Printer Icon in the upper left hand corner of the screen. When viewing more than one report, you can **minimize** viewed reports or simply close them. In most cases you probably would want to minimize them to make them easily assessable.

Service Authorization Reports

The **Service Authorization Reports** Section of the Tracker is a case management tool that can generate three separate reports for any selected period. These reports are sorted by case worker, provider, or family. They provide a record of who should be receiving services for any given time period. You can therefore get a listing of upcoming payments.

Note that the Service Authorization Reports sorted by Case Worker or Family list all service authorizations with active clients. The Service Authorization Reports sorted by Provider only list authorizations who's **Provider Status** is "Active", "Restricted", or "Probation" (excluded are Providers whose Provider Status is "Closed", "Inactive", or not entered).

Closed Reports

The **Closed Reports** Section of the Tracker is divided into two sections: Closed Applicants and Closed Providers. The **Closed Applicants Report** will tell you which applicants have stopped receiving Child Care subsidies during the selected period and the reason for the closure. It also lists Case ID, Applicant Name, SSN and the Closed Date. The **Closed Providers Report** will generate a list of any providers whose status changed to closed or inactive during the service period. It also lists provider information, and the date that the provider has stopped providing services. This report does not list the reason the provider has stopped providing services. Please note that in order for a provider's name to appear on the report, the provider's **Provider Status** must be "Closed" and a **Closed Date** must be entered; or the provider's **Provider Status** must be "Inactive" and the **Status Changed Date** must be completed. (Note: If you would like to obtain a listing of all closed or inactive providers, be sure you enter a date range dating prior to the your desired date period to the current date. This will ensure that the software captures all providers who have become closed or inactive).

Mailing List and Labels

This **Mailing Lists and Labels** Section of the Tracker will give you the ability to print out labels and mailing lists for the Applicants and Providers stored in the Tracker. The Tracker Software allows you to choose only those who are active or choose all records. You can print mailing labels, file folder labels, ink-jet shipping labels and laser-jet shipping labels containing your applicant and provider information. The following is a description of label sizes that you can choose:

- White Address Label, Avery Label #2160, Laser, 1 x 2 5/8"
- White File Folder Label, Avery Label #2181, Laser, 2/3" x 3 7/16"

- White Shipping Label, Avery Label #5163, Laser, 2” x 4”
- White Shipping Label, Avery #8163, Ink Jet, 2” x 4”

Clear All, Select All, Preview, Print

At the bottom of the Reports menu you will find the buttons that allow you to easily work with the reports you have selected. If you wish to generate all the available reports, choose the **Select All** button. You can preview the reports on the screen by clicking the **Preview** button, or send them directly to the printer with the **Print** button. If you Preview the reports on the screen, you can then print the reports by clicking on the printer icon at the upper left corner of the screen. You can select the **Clear All** button to easily remove your previous report selections. Before you select and generate more reports, it’s important to clear your selections after you have finished viewing or printing selected reports. Otherwise, the previous reports will be generated again as well as the newly selected reports.

Steps for Running, Viewing or Printing Reports

1. Enter the Reports screen from the Main Menu.
2. Select the report(s) you wish to generate by placing a check in the box next to the report name. If you wish to run all the reports at once, click the Select All button at the lower left of the screen.
3. If you are running Payment Authorization, Service Authorization, or Closed reports, you must enter dates in the Select Period fields at the bottom of the screen.
4. Select the Preview button at the bottom center of the screen to view the reports, as they will be printed.
5. If you wish to send the desired reports directly to the printer, select the Print button at the bottom center of the screen.
6. Select the Close button to return to the Main Menu.

The Application Maintenance Screen

The Application Maintenance screen allows you to customize the user-defined pull-down menus. As well as allowing you to customize your application, the Application Maintenance module has several additional features and capabilities. They are briefly described below.

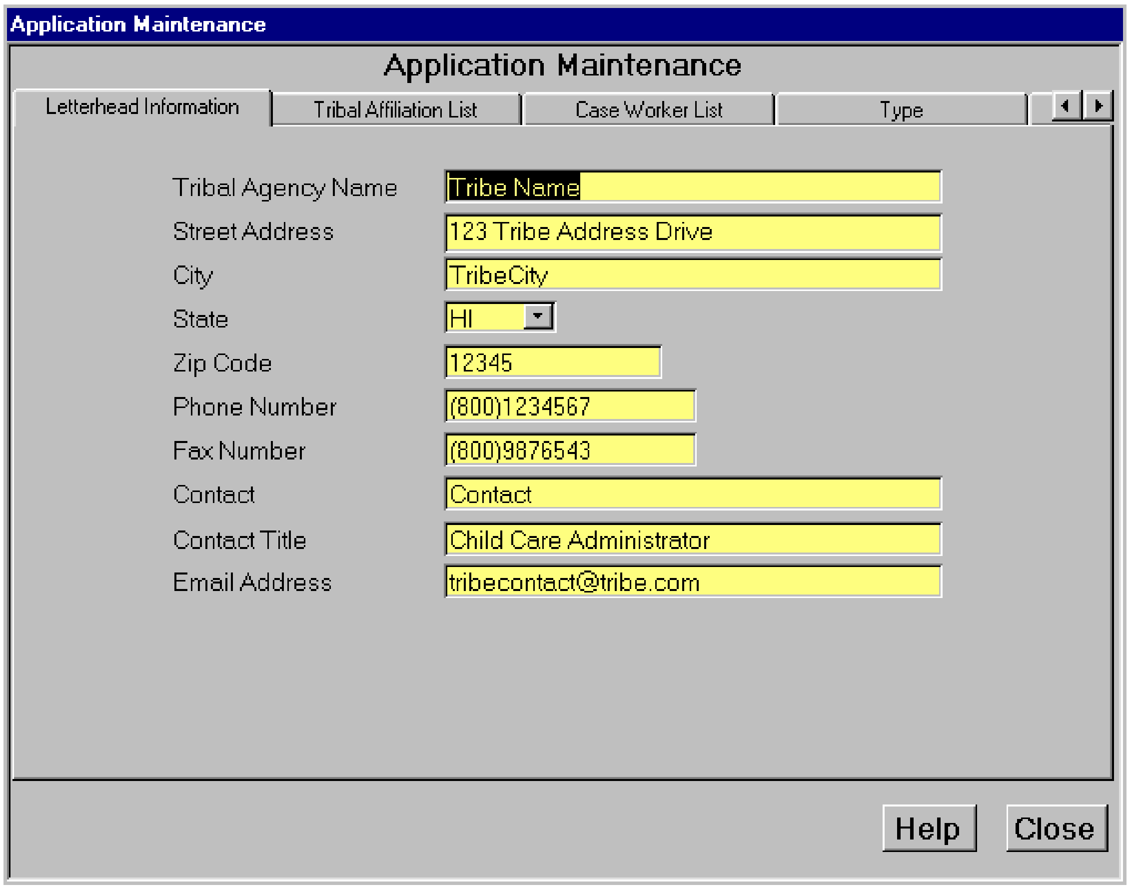
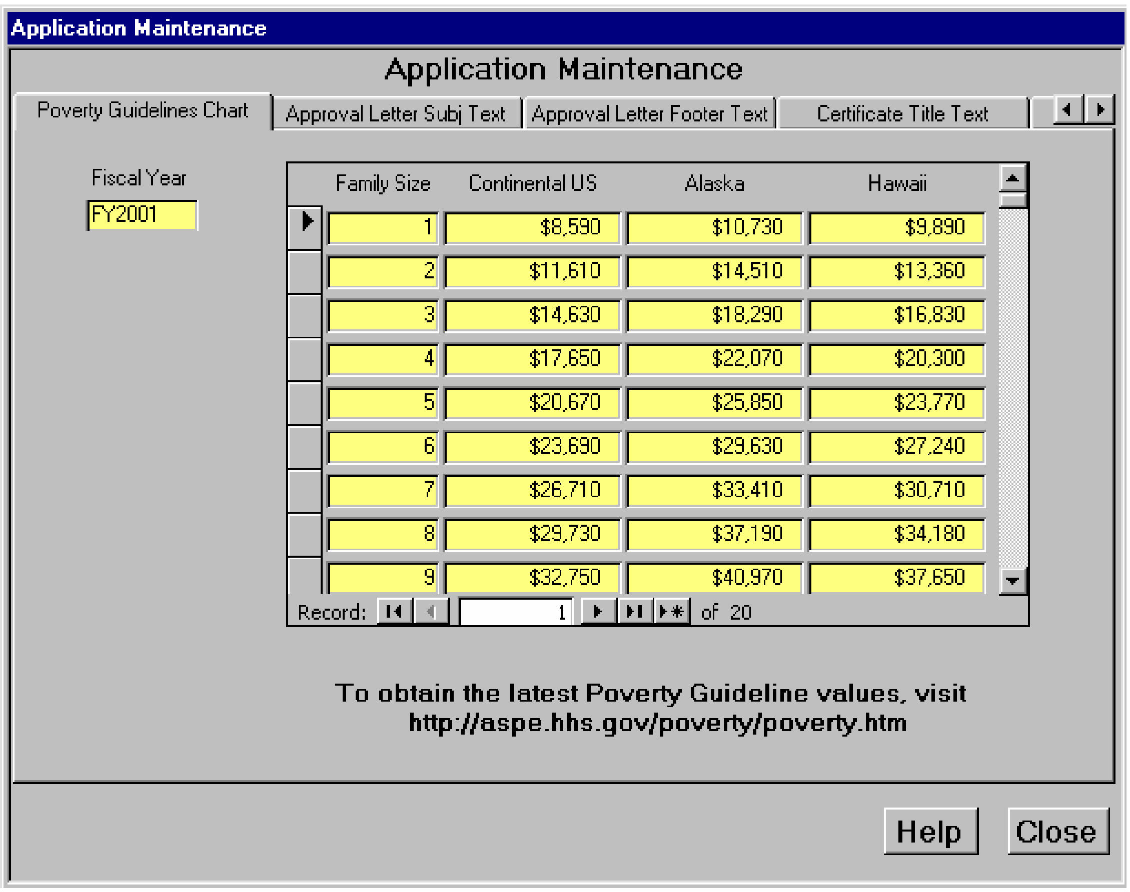


Figure 47 Application Maintenance Screen

Poverty Guidelines Chart

The Poverty Guidelines Chart is not, strictly speaking, a user-customizable field. However, these figures are critical in generating the ACF-700 report, and must be updated yearly with the latest published figures in order for the ACF-700 to generate correctly.

The Poverty Guidelines are published yearly, usually in February or March, by the US Department of Health and Human Services. Among other places, they are available on the DHHS web site at: http://aspe.hhs.gov/poverty/poverty.htm. The Poverty Guidelines Chart is separated into three categories: the lower 48 states, Alaska, and Hawaii. A tribe only needs to update that category that is appropriate to its location.



Family Size	Continental US	Alaska	Hawaii
1	$8,590	$10,730	$9,890
2	$11,610	$14,510	$13,360
3	$14,630	$18,290	$16,830
4	$17,650	$22,070	$20,300
5	$20,670	$25,850	$23,770
6	$23,690	$29,630	$27,240
7	$26,710	$33,410	$30,710
8	$29,730	$37,190	$34,180
9	$32,750	$40,970	$37,650

Figure 48 Poverty Guidelines Chart

Approval Letter Subject and Footer Text

The Approval Letter Text fields allow Tribal Administrators to add text of their choice to the standard Approval Letter, which can then be automatically generated in the Approval Letters/Certificates module of the Data Tracker. It is a place to enter instructions, reminders, and marketing or even public service announcements.

Certificate Title And Footer Text

Much the same as the Approval text, the tribe may choose what text to enter on the title and footer of the Certificates it generates.

Username and Password

The Username and Passwords tab allows you to change user names and passwords. **Please remember that the username and password are case sensitive**.

Steps for Customizing Pull-Down Menus

1. From the Main Menu, click the Application Maintenance button.
2. Click the arrow keys at the top right of the screen to view all of the tabs.
3. Click the tab for the field you want to customize.
4. Type the options you want to appear in the customizable pull-down menus.
5. Each time you enter text into a field, a new field appears below the current field to allow you to add as many options as you want.
6. To return to the Main Menu, click Close.
7. From the Main Menu, you can return to the screen with the customizable menu and select desired options from the pull-down menu or you can print reports or certificates with your customized information.

The Approval Letters/Certificates Screen

The Approval Letter/Certificates screen allows you to generate approval letters and certificates by family or by month and year. Approval letters and certificates can only be prepared for families that have been previously authorized for that month of service.

Figure 49 Approval Letters/Certificates Screen

Steps to Generate Approval Letters and Certificates

1. Enter the Approval Letters/Certificates module from the Main Menu.
2. Select either the Generate Approval Letter button, or the Generate Monthly Certificates button.
3. Enter the appropriate information in the fields, after reading the section below.
4. Once the desired letter or certificate has been displayed, you may print it by selecting the Print feature from the file menu.
5. Select Close to return to the Main Menu.

There are several ways to generate approval letters and/or certificates, depending on whether you select a Family and/or a Month/Year prior to pressing the "generate" button at the bottom of the screen.

Generating Approval Letters

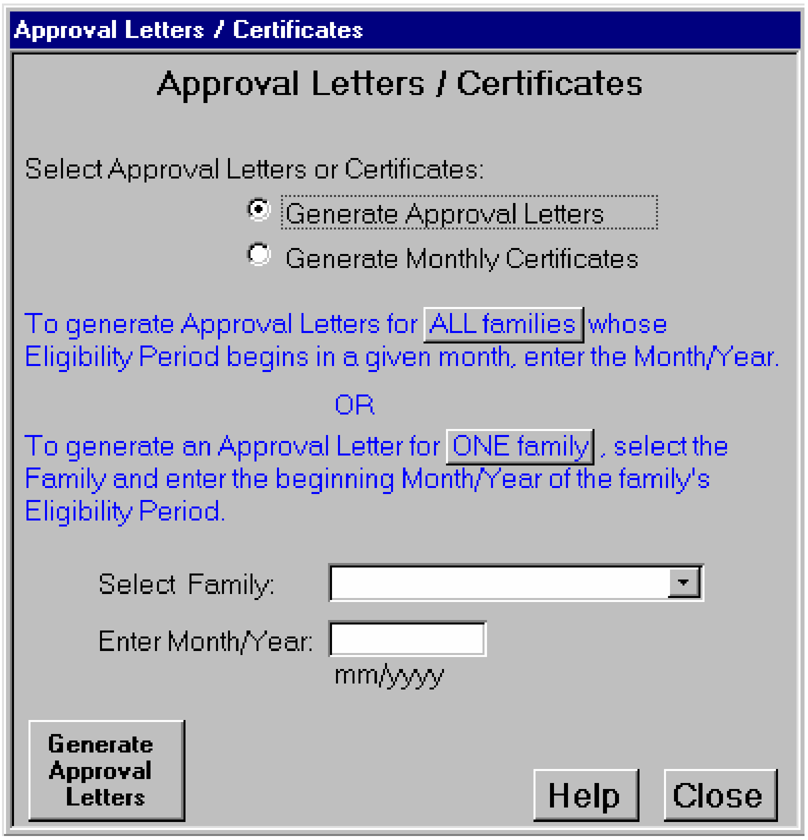


Figure 50 Approval Letters/Certificates Screen – Approval Letters

If both the Family and Month fields are left blank, pressing the Generate Approval Letters button will generate approval letters for all families that have children who receive a CCDF subsidy*, *and* who have authorization records.

If the Month field is left blank, but a family has been selected, pressing the Generate Approval Letters button will generate an approval letter for the family selected, as long as the family has children who receive a CCDF subsidy*, and who have authorization records.

If only the Family field is left blank, but a month has been entered, pressing the Generate Approval Letters button will generate approval letters for *all* families whose Eligibility From Date field is equal to the month entered, *and* that have children who receive a CCDF subsidy* *and* who have authorization records.

If both a Family and a Month have been entered, pressing the Generate Approval Letters button will generate approval letters for the Family selected, as long as that family's Eligibility From Date field is equal to the month entered, the family has children who receive a CCDF subsidy* *and* authorization records have been created.

***NOTE:** The **Child Receives CCDF Subsidy?** field on the Family Member tab of the Client Information Screen <u>must</u> be set to "Yes". Also note the number of hours and dollars shown on the Approval letter are based on the **first** Service Authorization amounts. If you want the Approval Letter to show an amount different than the amount shown on the first Service Authorization, follow these procedures:

1. Temporarily edit the first Service Authorization to show the amount you want to show on the Approval Letter.
2. Print the Approval Letter
3. Change the first Service Authorization back to the correct amount.

Generating Certificates

Figure 51 Approval Letters/Certificates Screen - Certificates

If the Month field is left blank, (regardless of whether or not a family has been selected), pressing the Generate Certificates button will display a message saying that no Certificates can be generated.

Remember for those applicants whose eligibility ends in the current month, the "Eligibility Date" and "Cert Month" will appear Red

If Family field is left blank and a month has been entered, pressing the Generate Certificates button will generate Certificates for all families that have monthly Service Authorization records for the month entered.

If both a Family and a Month have been entered, pressing the Generate Certificates button will generate Certificates for the selected family, as long as that family has a monthly Service Authorization record for the month entered.

Contact Information

Although we have tried to anticipate the most likely questions and answer them in the Tribal Child Care Data Tracker User's Guide, it is likely that more questions will occur. For questions, concerns or comments about the Tracker, please contact:

Child Care Automation Resource Center
1-877-249-9117 (9am – 5pm EST Monday through Friday)
CCARC@childcaredata.org

Troubleshooting Information

The following information is to guide you through resolving certain issues that you may encounter when using this software.

Remember, you must install the version of the Tribal tracker that is identical to the version of MicroSoft (MS) Access that is installed on your PC, for example, the MS Access97 version of the Tribal Tracker requires MS Access 97 to be installed on your PC.

If you do not have MS Access97 or 2000:

Please call the Child Care Automation Resource Center at 1-877-249-9117

Frequently Asked Questions

Question: Can I delete information once they have been entered into the Tribal Tracker?
Answer: No. The Tribal Tracker does not have delete capabilities. Once information is entered, it cannot be deleted. However, you can edit all fields of all records. Please remember that the Tracker is designed to follow cases that the Tribe has determined to be eligible for services. Once the case worker has determined that a client is eligible, the key information from the eligibility determination process should be entered into the second module of the Tracker, **Client Information.**

Question***:*** *I have forgotten my username and password. What should I do?*
Answer**:** *If you have forgotten your username and password please call the Child Care Automation Resource Center*

Question: *How do I check which version of MS Access my system is currently running?*
Answer: Click on your start menu, move your pointer to programs, move your pointer to MS Access and click to open. The opening screen will display the current version of MS Access your system is running.

Question: If I type the "Enter key (AKA "Return") when I finish entering my information the line disappears. What happen?
Answer: Actually the information is still there. If you close the screen and reopen, the information is still there. If you use the "Tab" or your mouse to get to the next line, then it is OK.

A word of caution: When you are authorizing services, it is recommended that you use your mouse, because remember you will need to click the **SAVE** button to save your authorization.

Tribal Tracker Tutorial

For your assistance, there is an interactive hands-on tutorial for using this software. The Data Tracker Tutorial will help you get started using the Data Tracker. The tutorial provides you with an overview of the Data Tracker highlighting the Data Tracker functions. The tutorial also allows you to learn about the software, view guided demonstrations and participate in hands on learning. If you would like to receive a copy of the Data Tracker Tutorial, please contact the Child Care Automation Resource Center at 1-877-249-7117.

Backing Up Your Data

Backing up your data is very important. It is also wise to have more than one backup copy of your data as well. The following steps describe how to backup the Tracker database:

1. Close the database

2. Using the Windows Explorer, My Computer, Microsoft Backup, the MS-DOS **copy** command, or some other backup software, copy the database file to a backup medium of your choice. See below for the file name and location associated with your version of Microsoft Access.

    For MS Access97 users:

    C:\Program Files\TribalTracker\TribalTracker97_v10.mde

    For MS Access2000 users:

    C:\Program Files\TribalTracker\TribalTracker2k_v10.mde

Please Note:

- If you are backing up to a floppy disk, you cannot use Windows Explorer or My Computer to back up your database; you must use Microsoft Backup or some other backup software so that you can copy the Tracker database file onto more than one floppy disk.