CHILD CARE DATA TRACKER

SUPPLEMENTAL GUIDE FOR VERSION 2.0C

Released December 2008

This Supplemental Guide is a technical assistance product of the Child Care Bureau, Office of Family Assistance, Administration for Children and Families, US Department of Health and Human Services. The Guide is for distribution according to department policy. It was revised by General Dynamics Information Technology under contract GS-35F-4357D.

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INTRODUCTION

The *Child Care Data Tracker* (*Tracker*) was developed to help CCDF grantees generate their required program data reports – the ACF-700 for the Tribes, and the ACF-801 for the Territories. *Tracker* Version 2.0 software and *User's Guide* were distributed to all grantees in April 2005. The *User's Guide* automatically will be copied with the installation of *Tracker* V2.0c. This Guide also is available on the CCB website at: http://www.acf.hhs.gov/programs/ccb/ta/ccarc/tracker.htm. The core information in this original *User's Guide* applies to all 2.0 Versions of the *Tracker* (2.0a, 2.0b, and 2.0c).

Version 2.0c was developed to incorporate recent changes that the Child Care Bureau (CCB) made to the ACF-700 Report. These changes include additional choices for *reason for care* that are associated with Federally declared emergencies and the addition of a new data element #8 – *Payment Type.* The *Tracker* also contains updated data entry modules for co-payments to better reflect requirements for co-payment calculation. This document briefly describes the changes in Version 2.0c, outlines the installation and set up instructions for the new version of the software, and provides guidance for using the new/revised components that are included in the ACF-700 report. Responses to Frequently Asked Questions (FAQs) regarding using the *Tracker* follow the instructions.

CHANGES IN *TRACKER* VERSION 2.0c

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

2. The CCB has added new *reason for care* codes to Data Element #4. These new codes would be used when a family and child are being served due to the impact or direct result of a Federally declared emergency (such as weather disaster). The new options for *reason for care* in Version 2.0c are:

    - Federal Emergency & Work
    - Federal Emergency & Training/Education
    - Federal Emergency & Work/Training/Education
    - Federal Emergency & Protective Services
    - Federal Emergency & Other (**Territories only**)

3. A new data element (#8 – Number of children served by payment type) has been added to the ACF-700 report. While the previous *Tracker* versions have always required this information, it will now be counted on the ACF-700 report.

4. The co-payment module has been redesigned and now allows greater flexibility to Tribes when applying established co-payment scales. The Flat Fee option has been

removed, and all co-payment tables now require information about both income level and family size to ensure compliance with the CCDF authorizing legislation.

In response to user requests, Version 2.0c of the *Tracker* includes PDF versions of "intake" forms that closely match the data entry screens. Grantees suggested that it would be helpful if they had paper forms containing the required *Tracker* information which they could use when first meeting applicants and conducting intakes. Information would more easily be entered into the *Tracker* because the forms matched the software screens. There are four forms available – one for the providers, and three for the applicant and family members. When you install the *Tracker*, a folder containing the forms automatically will be saved as one of the *Tracker* files.

Additional changes have been made to streamline functionality and correct minor errors in the previous versions of the software. Most of these changes will be virtually unnoticeable to the user, and the new version will run more smoothly and efficiently.

IDENTIFYING YOUR PROGRAM'S *TRACKER* STATUS

- **If you currently are using Version 1.0 of the *Tracker***

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

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

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

- **If you currently are using Version 2.0, 2.0a (for Territories), or V2.0b of the *Tracker***

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

After installation of *Tracker* V2.0c, the Setup Utility will guide you through the process of making a backup of your current Version 2.0, 2.0a, or 2.0b database and copying your existing data into this new Version (*Tracker* V2.0c). Details are available in the section on *Opening up the Tracker (pages 10-14).*

➢ **If you have never used any version of the *Tracker***

If this is the first time you are using the *Tracker*, you should install the (*Tracker* Version 2.0c) software following the directions shown in the section on *Installing the Tracker Version 2.0c* below. The *Tracker* will guide you to setup required information before you start using *Tracker* Version 2.0c. Details are available in *Setting up the Tracker (pages 15-17).* You do not have existing data to backup or transfer so you will skip the backup and transfer steps.

PREPARING TO USE *TRACKER* V2.0c

The *Child Care Data Tracker* V2.0c software, the User's Guide and this Supplemental Guide are on the CD labeled *Child Care Data Tracker* V2.0c. To use the *Tracker* software, and/or the guides, you must install the software package from the CD onto your own computer.

This section discusses four steps necessary for preparing to use the *Tracker:*

- Confirming you have Microsoft Access on your computer
- Installing the software from the CD to your computer,
- Opening the software, and
- Setting up the *Tracker* to prepare it for use.

Before you install the *Child Care Data Tracker* V2.0c program software, you must know what Windows operating system is running on your computer and what version of Microsoft Access you have.

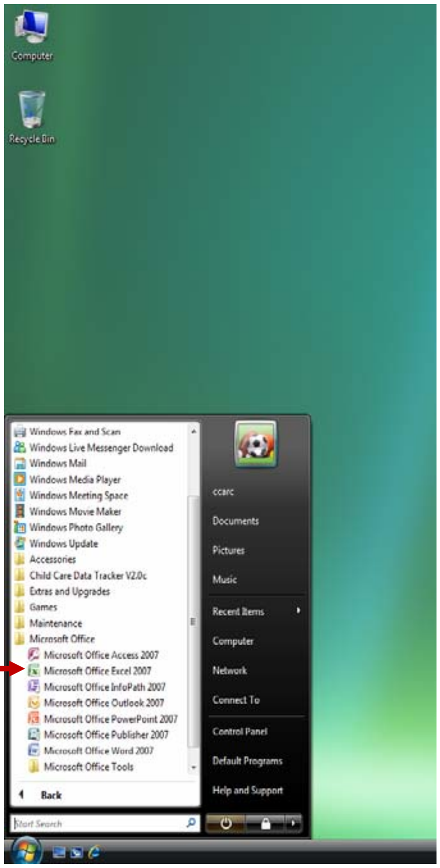
If you use this Operating system…	**- and this version of Microsoft Access…**	**… follow these installation Instructions**	**…and these additional set-up Instructions**
Windows ME Windows 2000 Windows Server 2003 Windows NT 4.0 Windows XP	2000 2002 2003	Standard installation instructions in steps 1-6 below	
	2007	Standard installation instructions in steps 1-6 below	Additional set-up in Appendix B
Windows VISTA	2000 2002 2003	Special installation Instructions in Appendix A	
	2007	Special installation Instructions in Appendix A	Additional set-up in Appendix B

Once the installation is complete, continue with the standard Opening and Setup procedures. These procedures are the same for all the referenced Windows operating systems and versions of Microsoft Access.

<u>CONFIRMING MICROSOFT ACCESS IS ON YOUR COMPUTER</u>

The *Tracker* is a **Microsoft Access** based program and you must make sure that Microsoft Access is installed on your computer. To ensure that your computer has Access, click the start button on your computer's bottom navigation bar. The window that opens may look different depending on which operating system you currently are using.

Windows Vista



Start→All Programs→Microsoft Office

Windows XP

Start→Programs→Microsoft Office

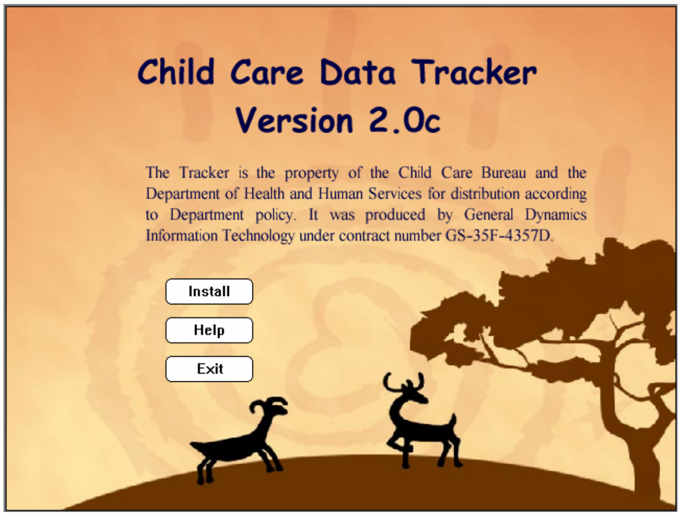
If Microsoft Access appears on the list, then it is installed on your computer.

NOTE that if you are using Windows VISTA or Microsoft Access 2007, be sure to follow special instructions in the Appendices.

INSTALLING THE *TRACKER*

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

2: Inserting the *Tracker* CD should automatically activate the installation process. (See the note on page 10 if the installation process does not start automatically.)

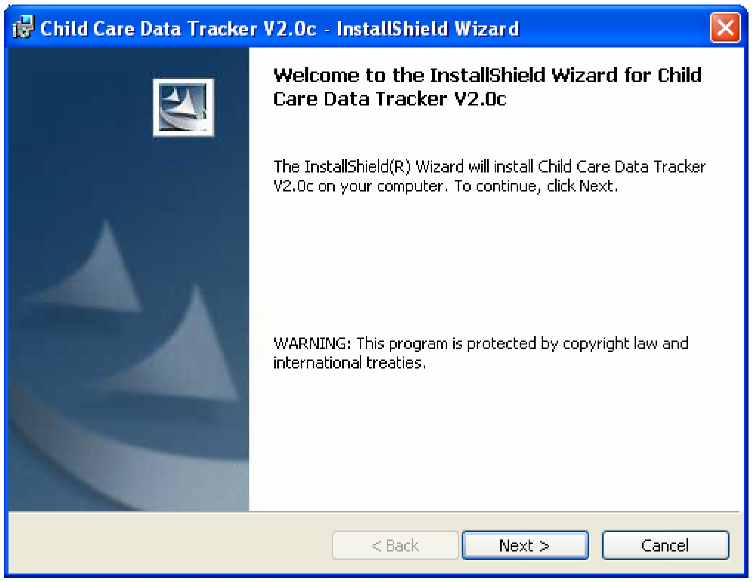


- Click the **Install** button if you wish to continue with the installation process.
- Click the **Help** button to access the Installation Help.
- Click the **Exit** button if you wish to stop the installation process and exit from the CD.

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

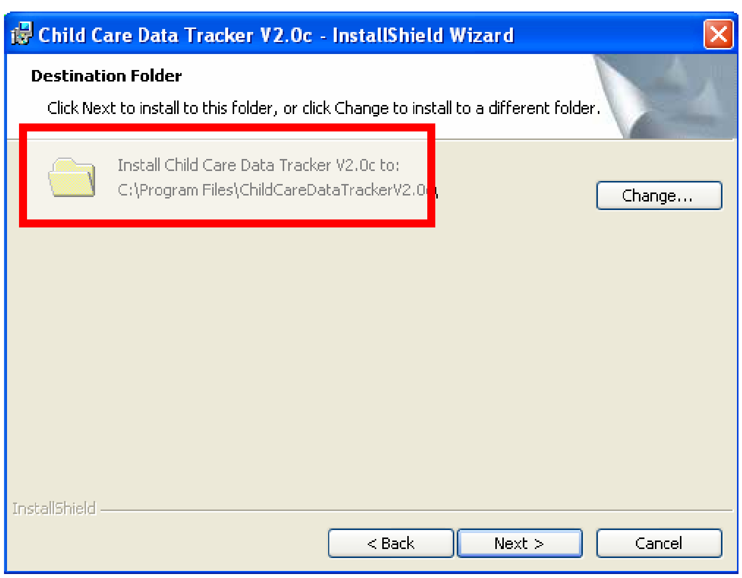
- Click the **Install Child Care Data Tracker V2.0c** button to continue the installation process.
- Click the **Return** button to return to the previous screen.

4: If you click the **Install Child Care Data Tracker V2.0c** button, it will activate the InstallShield Wizard and the following screen will be displayed.



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

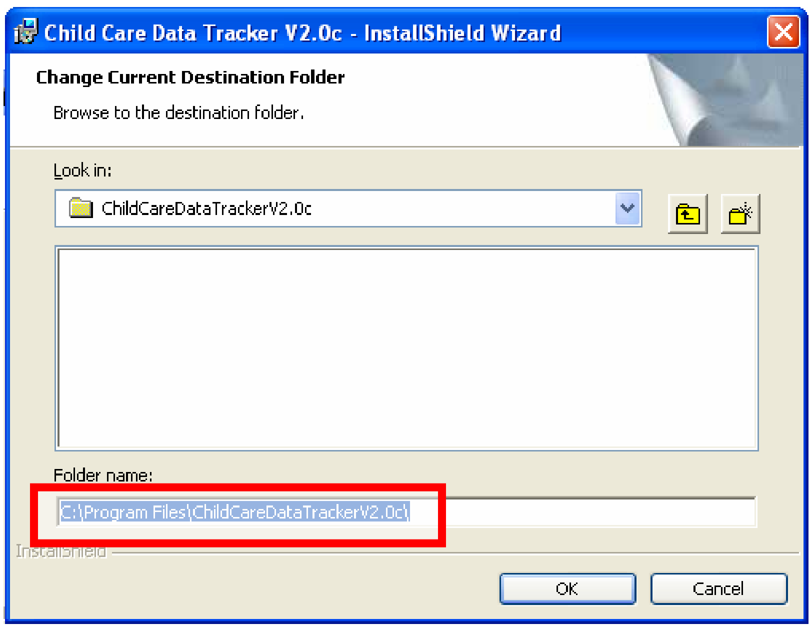
5: If you click the **Next** button, the InstallShield Wizard will continue, and the following screen will be displayed.



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

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

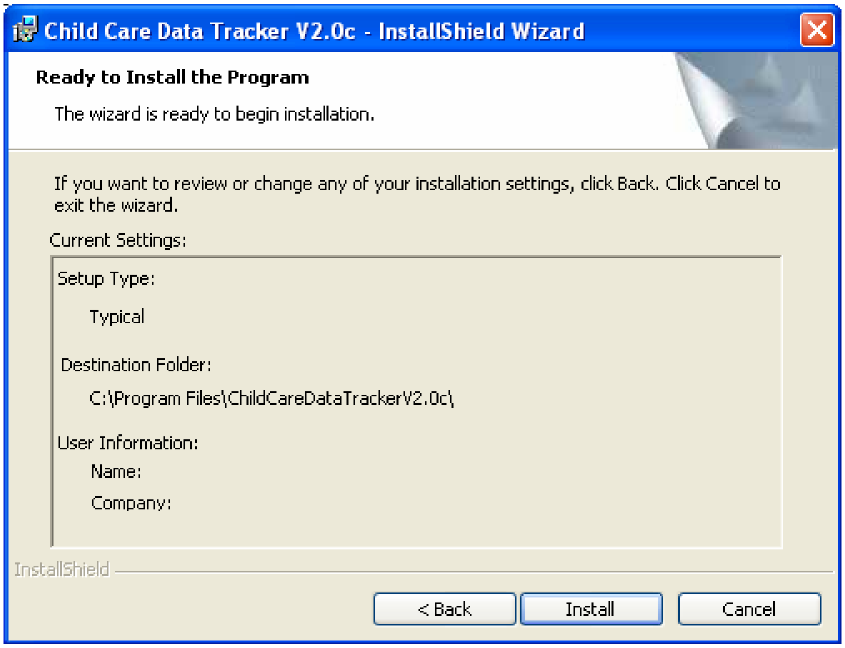
If you click the **Change** button on the above screen, you will be asked to define the new location where you want the *Tracker* to be installed.



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

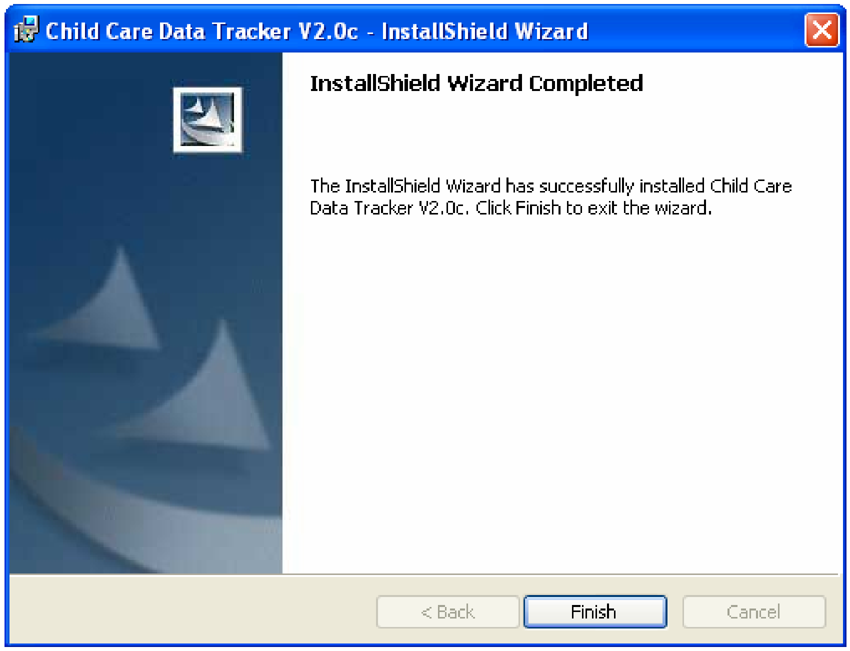
- Click the **OK** button to Continue.
- Click the **Cancel** button to go back to the previous screen.

6: Whether you use the default location, or select a different location for the installed *Tracker*, the InstallShield Wizard will display a summary of the installation parameters.



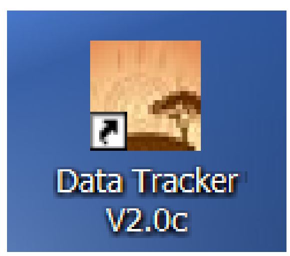
- If this information is correct, click the **Install** button to continue the installation process.
- If this information is not correct, click the **Back** button to return to the previous screen and make the necessary corrections.
- Click the **Cancel** button to exit the *Tracker* V2.0c installation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

When the installation process is completed, the following screen will be displayed.



Once you see this screen, you will know you have successfully installed the *Tracker* V2.0c. Click the **Finish** button.

The installation process automatically creates a shortcut icon that will appear on your desktop.



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

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

C:\Program Files\ChildCareDataTrackerV2.0c.

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

1. TribalTrackerV20c – the *Tracker* program,
2. FileSystemEx.dll – required file for the application to operate,
3. TribalTrackerHelpSystem– the file that provides integrated help
4. UserGuide – the file that contains the User's Guide
5. SupplementalGuideV2.0c – the file that contains this supplemental guide
6. Printable Intake Forms – the folder that contains four printable data entry forms

The first three (3) files are required for the software to run.

In order to view **files 4 and 5, and those in Folder 6**, you need to have Adobe Reader Version 6.0 or later installed onto your computer. You can obtain a free copy of the Adobe Reader program (Adobe Acrobat Reader) online at:
http://www.adobe.com/products/acrobat/readstep2.html

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

NOTE: If the installation application does not start automatically:

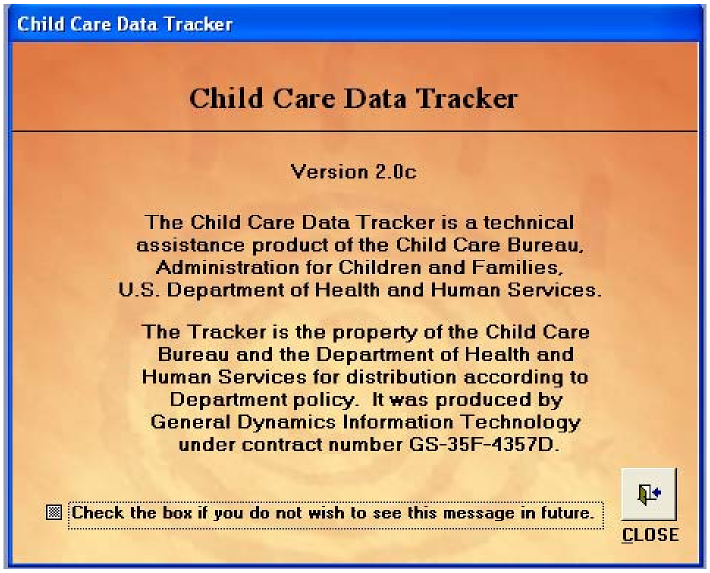
- Click the START button on the Windows Taskbar to open the start menu
- Click "My Computer"
- Double Click your CD-ROM drive (usually D:\ Drive)
- Double Click "CCDTrackerV2.0c.exe"
- The Child Care Data Tracker V2.0c start-up screen should appear, Click Install to continue installing the new version of the *Tracker*.

OPENING THE *TRACKER*

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

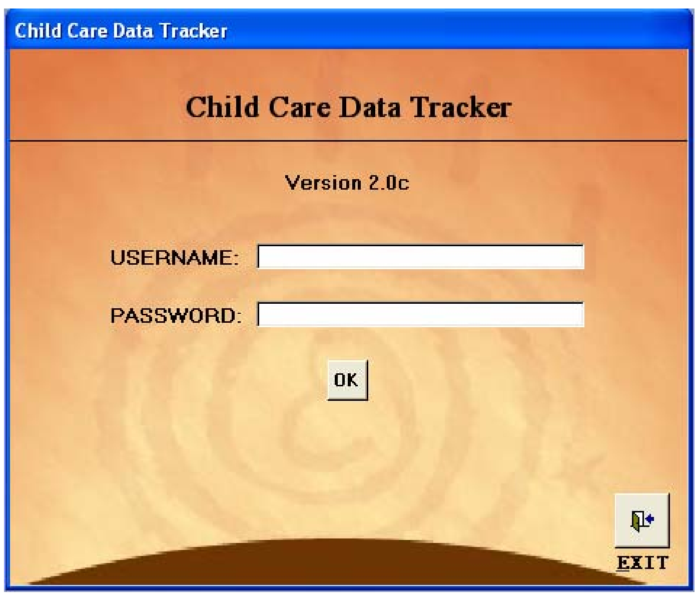
To open the *Tracker*, double click on the appropriate icon on your desktop.

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



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

- **Log In:** After you close the introduction screen, the log in screen will be displayed.



There is a default Username and Password for the *Tracker*:

Username: Tribe
Password: Tribe

If you have been using an earlier version of the *Tracker*, you still will have to use the default Username and Password the first time you open Version 2.0c. The old Username and Password that you may have established in your former version will **<u>not</u>** be transferred to Version 2.0c.

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

For security reasons, we strongly recommend that you change your username and password after logging into the software for the first time. This is done in the Application Maintenance module (*User's Guide, Section X*). You are responsible for safeguarding the information entered into the *Tracker*.

- **<u>Locating the Database (FOR VERSION 2.0, 2.0a AND 2.0b USERS)</u>**

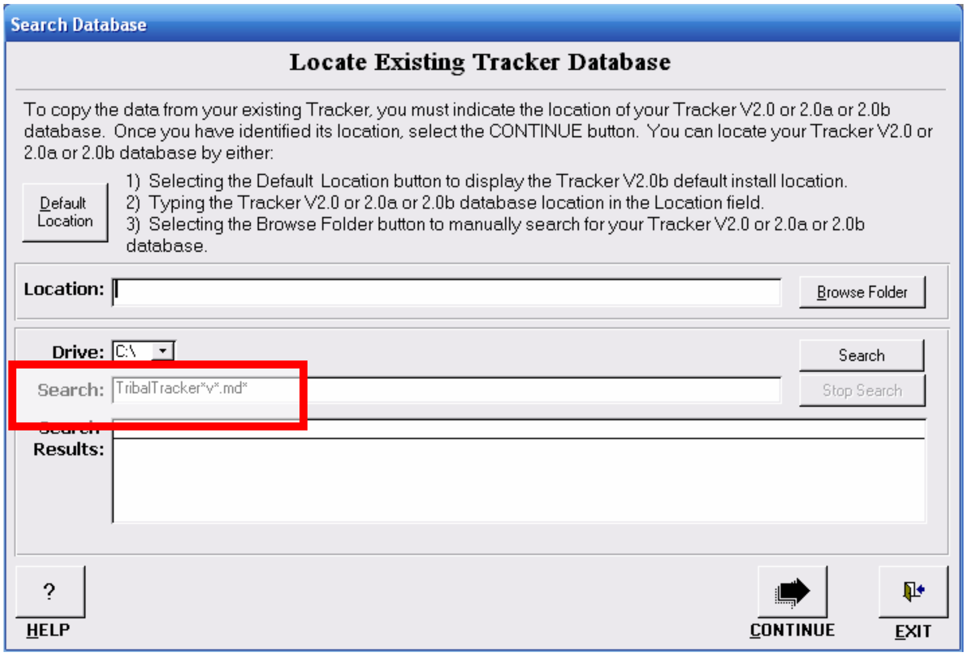
If you currently are using an older version of the *Tracker*, you will want to backup and copy your existing *Tracker* database to V2.0c. To do this you must identify where in your computer V2.0, V2.0a, or V2.0b of the *Tracker* is located. The software offers four different ways to find your most current version of the *Tracker* database:

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

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

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

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



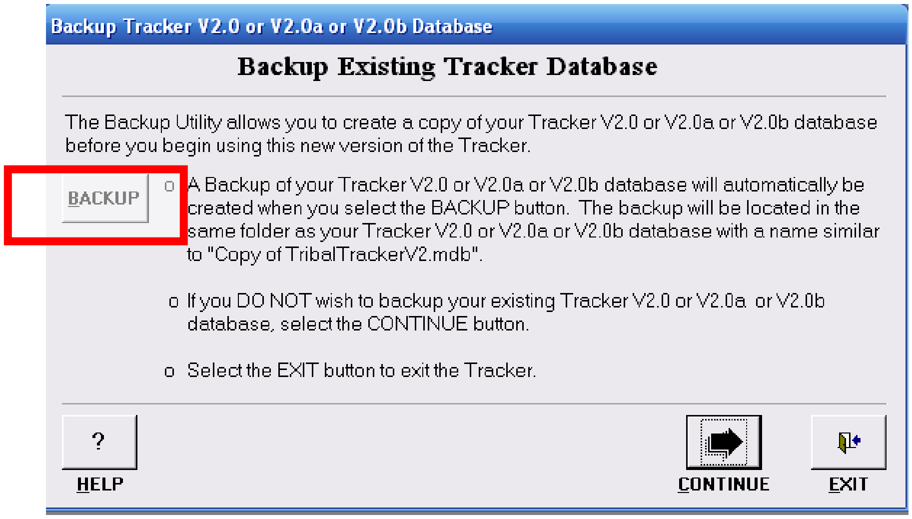
Once you have located the *Tracker* database and its path appears in the location text line, click the **CONTINUE** button to begin the backup process.

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

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

➢ Making a Backup (FOR VERSION 2.0, 2.0a, and 2.0b USERS)

It is your responsibility to ensure that if the installation process malfunctions, your current *Tracker* database remains functional. The Setup Utility allows you to create a backup of your current *Tracker* database before you begin using the new version of the software. While this step is optional, we strongly recommend making the backup to assure the safety of all of your existing data.



Click the **BACKUP** button to automatically create a backup of your existing database. You will be informed of completion of a successful backup process. The backup will be located in the same folder as your current *Tracker* database with a name similar to **C:\Program Files\TribalTracker2.0\Copy of Tribal TrackerV2.0b.**

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

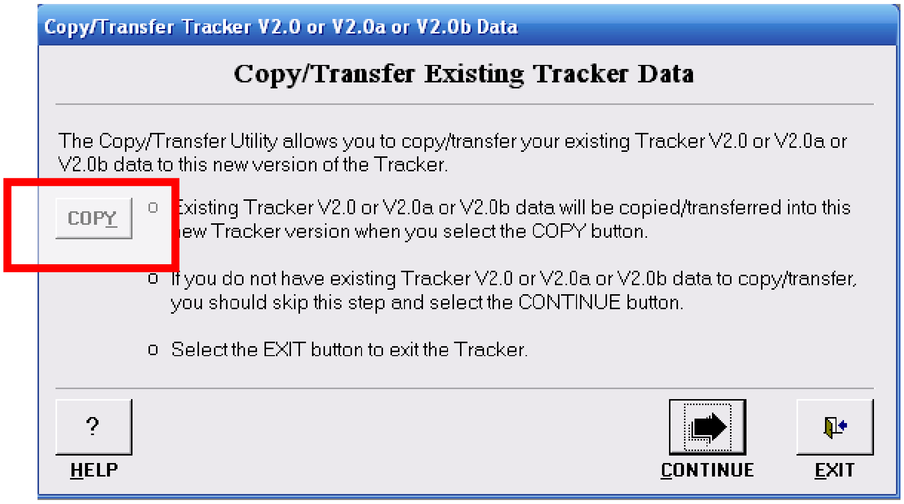
Click the **HELP** button to access the integrated help system.

Click the **CONTINUE** button only after receiving a message that the data has been transferred successfully to the new *Tracker* version.

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

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

The Setup Utility allows you to copy the data in your current database and transfer it to this new version of the *Tracker*. This process ensures that you are able to continue your routine data entry without losing or having to re-enter existing, historical data. Reminder: Version 2.0c can only transfer data from Versions 2.0, 2.0a, or 2.0b. If you are using Version 1.0, you must first transfer your information to Version 2.0 and then transfer it again to 2.0c (see “Identifying Your Program’s Tracker Status” on page 2).



Clicking the **COPY** button will begin the automatic process of copying your existing data into the new *Tracker* version. You will be informed of successful completion of the transfer process.

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

Click the **CONTINUE** button only after receiving a message that the data has been transferred successfully to the new *Tracker* version.

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

- **<u>Completing Setup (ALL USERS, REGARDLESS OF WHETHER OR NOT YOU USED AN EARLIER VERSION)</u>**

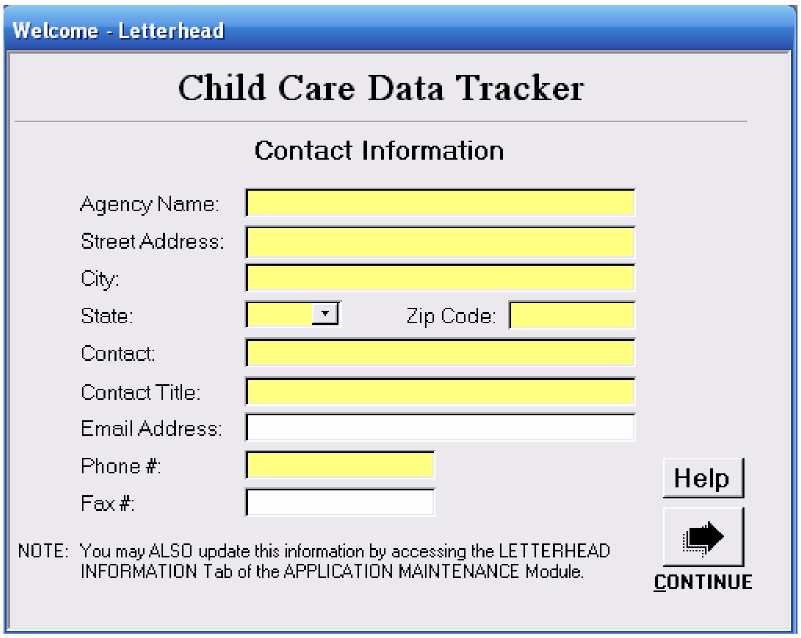
All users (including those who have never used the *Tracker)* **must** enter new contact information, or verify/update existing information to ensure the accuracy of what was copied. In addition, all users must enter or verify information about the preferred provider payment schedule and co-payment scales as described in the following section.

At the beginning of every fiscal year, you will be required to verify and/or update existing contact, payment schedule, and co-payment scale information.

SETTING UP THE *TRACKER*

➢ Completing the Contact Information Screen

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



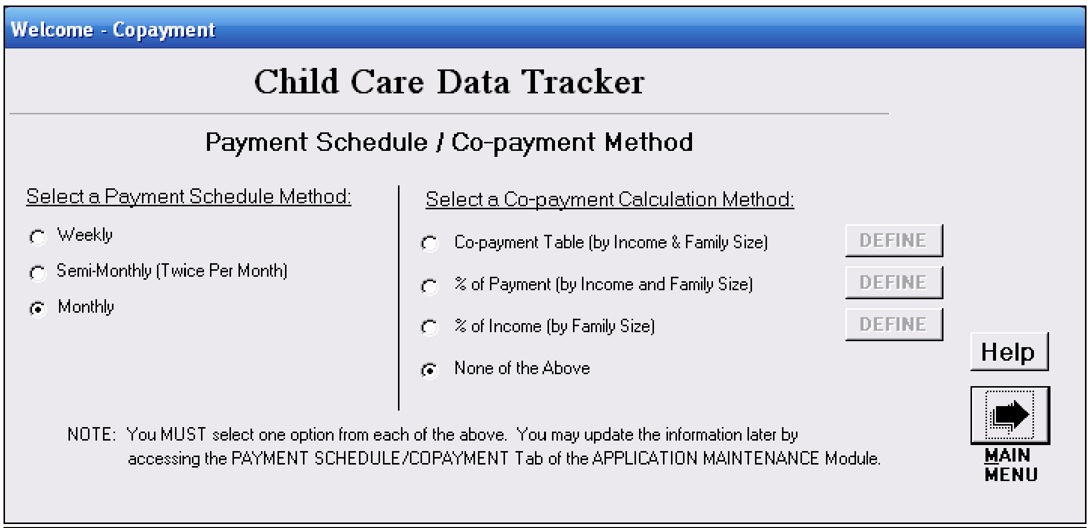
While we strongly recommend that you complete all fields in this screen, the yellow fields are required and must be completed in order to move on to the next step. If you try to click the **Continue** button without first filling in every required field, a message will prompt you to fill in any yellow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

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

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

➢ Completing the Co-Payment Information Screen

The next step in setting up the *Tracker* for use requires you to define both the schedule on which you want to authorize payments to providers, and the co-payment scales. To continue to set up the *Tracker*, you **must** make one selection from each list. This same screen is accessible in the Application Maintenance Module, and you will be able to edit this information later if necessary.



The *Tracker* allows you to authorize provider payments on either a **weekly, twice monthly (1st and 15th of the month) or monthly** basis. Your selection will determine how many payment authorization records are created for each child receiving services.

If you do <u>not</u> make a selection, the system will default to “monthly,” and assume that you will authorize payments on a once-per-month schedule.

See details for selection of the payment schedule in the *User Guide*, Section IX.

The *Tracker* also allows you to **define your co-payment scale** so that each family’s co-payment automatically will be calculated by the software. To use this feature to allow the Tracker to automatically calculate co-pay, you must choose and define one of the three options based on how your program determines co-payment rates.

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

If you transferred data from a previous version of the *Tracker*, **your co-payment scale will <u>not</u> transfer to V2.0c**. You will need to re-define your co-payment scale in this version of the *Tracker* software.

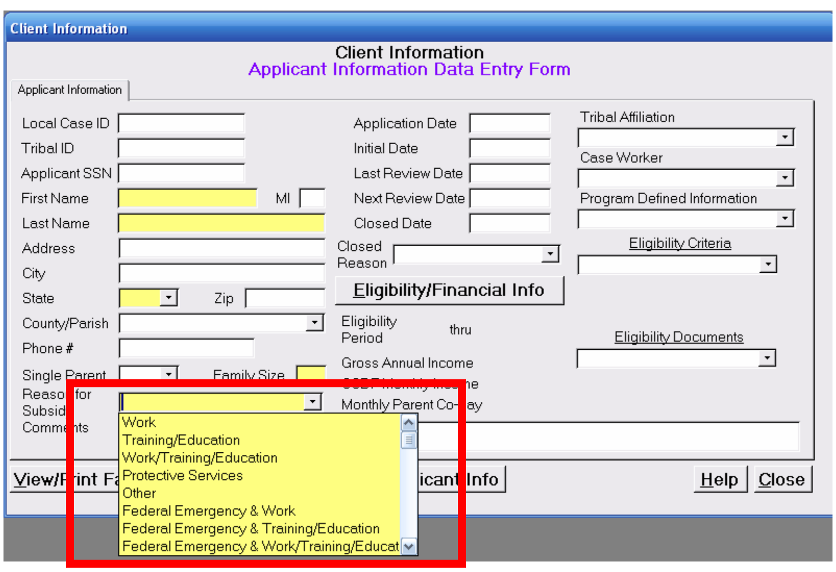
Note: Details for using the revised co-payment calculation module in Version 2.0c are provided in the following section.

VERSION 2.0c MODIFICATIONS

<u>REASON FOR CARE</u>

New options have been added to the required Reason for Subsidy field within the Client Information module. The added reasons offer additional options for Data Element #4 on the ACF-700 form which now include working, training or education, and protective services care reasons due to a "Federally declared emergency". Version 2.0c now displays the following options when recording the reason a family is eligible to receive subsidized child care:

- Work
- Training/Education
- Work/Training/Education
- Protective Services
- Other (**Territories only**)
- Federal Emergency & Work
- Federal Emergency & Training/Education
- Federal Emergency & Work/Training/Education
- Federal Emergency & Protective Services
- Federal Emergency & Other (**Territories only**)



Indicate the primary reason for each family by highlighting and selecting the appropriate choice from the drop-down list in the Reason for Subsidy field.

Please refer to Section VII of the *User's Guide for V2.0* for additional guidance on completing the Client Information screens.

FAMILY CO-PAYMENT

Section 98.42(b) of the Child Care Development Fund Block Grant (CCDFBG) regulations states that "*a sliding fee scale (s) shall be based on income and the size of the family and may be based on other factors as appropriate.*" The *Tracker* V2.0c update requires both family income and family size when setting up the co-payment scales.

There are three different co-payment scales, each of which is discussed in greater detail below:

- *Co-Payment Table (by Income and Family Size)* – graduated fee based on family's "eligibility" income and family size.

- *% of Payment (by Income and Family Size)* – graduated percent of payment that is paid to the provider, based on family's "eligibility" income and family size.

- *% of Income (by Family Size)* – for various family sizes a baseline percent of income (calculated on a baseline income level), plus a gradually increasing percent for each defined increment in eligibility income.

In addition you are able to choose *None of the Above.* If you use this option, you are choosing <u>not</u> to use this *Tracker* feature to calculate co-payments and plan to manually enter each family co-payment on the "Applicant Eligibility/Financial Information" screen.

Each of the co-payment methods has several characteristics in common:

- Each is based on both eligibility income and family size.
- Each allows the user to define different scales for various family size ranges on separate "pages" of the electronic form.
- Each has been expanded to allow for up to 30 income ranges.
- Each has the following function buttons available:
  - **Add Family Range**: To add a new family size range
  - **Delete Family Range**: To remove the family size range from the scale
  - **Previous Family Range**: To go back to the former family size range
  - **Next Family Range**: To go to the following family size range
  - **Help**: To open the Help System in the *Tracker* to access the Integrated Help System
  - **Save**: To save the data entered on the page
  - **Close**: To exit the form

Note: When you delete a family size range, any established family size ranges that are greater will also be deleted.

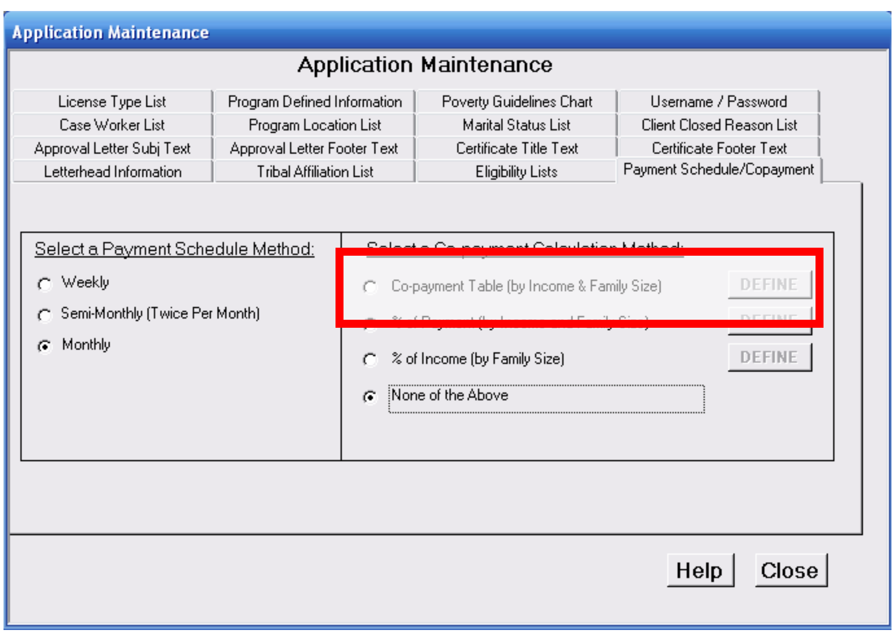
Because the Monthly Flat Fee method does not determine co-payment using both eligibility income and family size, this method has been removed from the *Tracker*.

If you transferred data from a previous version of the *Tracker*, **your co-payment scale will <u>not</u> transfer to V2.0c**. You will need to re-define your co-payment scale in this version of the Tracker software.

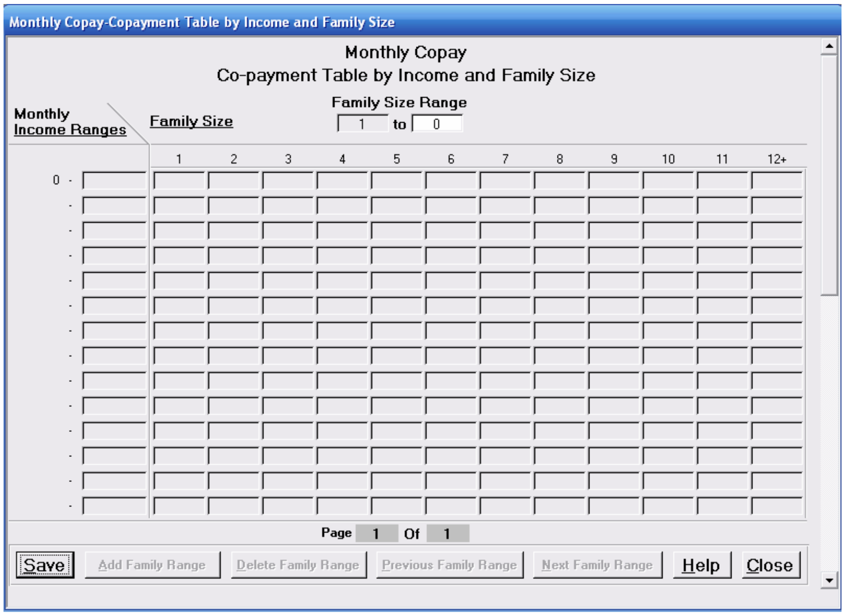
Note: If you do not define your co-payment scale when you chose a co-payment calculation method after first logging into the *Tracker* and during your set-up process, the *Tracker* will not generate family co-payments for you. If you decide to use this feature at a later time, the *Tracker* will only calculate family co-payments for service authorizations added after you define the co-payment method.

➢ <u>Co-payment Table (by Income and Family Size)</u>

This co-payment scale is based on family eligibility income and family size.
If this is how your Tribe determines co-payments, then click on the **Co-payment Table (by Income and Family Size)** button and then click the associated **Define** button to set up your program's scale in the table.



When you first open any of the scales, the form will not contain values in either the Family Size Range fields or the Monthly Income Ranges fields. You will need to enter information into the empty fields. Note that the same basic instruction described here for the Co-payment Table (by Income and Family Size) will apply to any of the scales you choose to use.

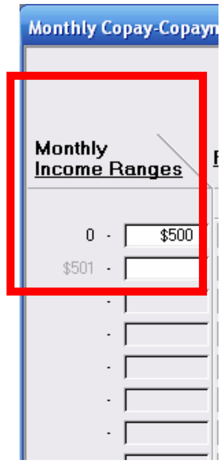


If you have separate fee scales for different family sizes, Version 2.0c allows you to enter multiple scales – one for each family size grouping that you define. If you use only one fee scale, regardless of the family size range, you would need to complete only one page of the form.

At the top (center), enter the family size range (for example “1” to “3”) for the first set of monthly income ranges that you would like to enter.

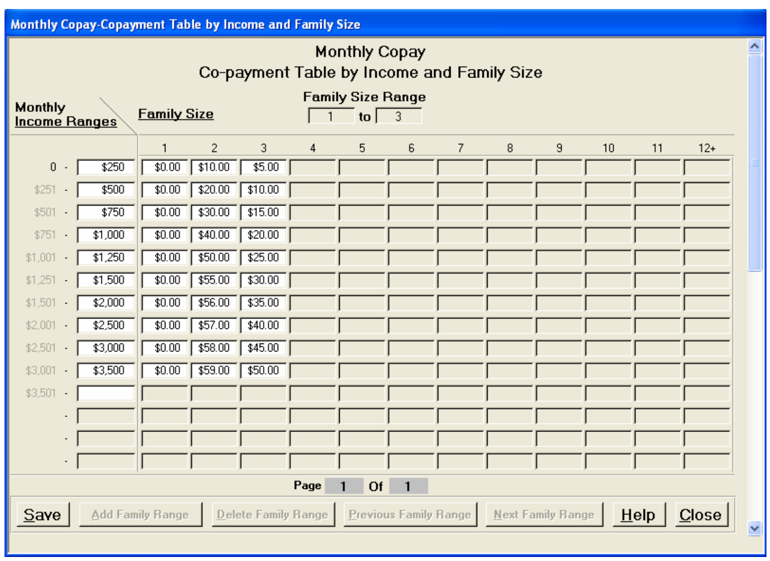
The left most column contains the Monthly Income Ranges fields, in which you will enter your monthly income ranges. The first row begins with $0. You will need to enter the second part of that income range.

Once the first row of income ranges is complete, the starting value for the second row will automatically populate:



Enter each of the monthly income ranges that you have on your program co-payment scale. The form allows for 30 income ranges. You do not have to complete all 30 fields. Only enter what is appropriate for your program.

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

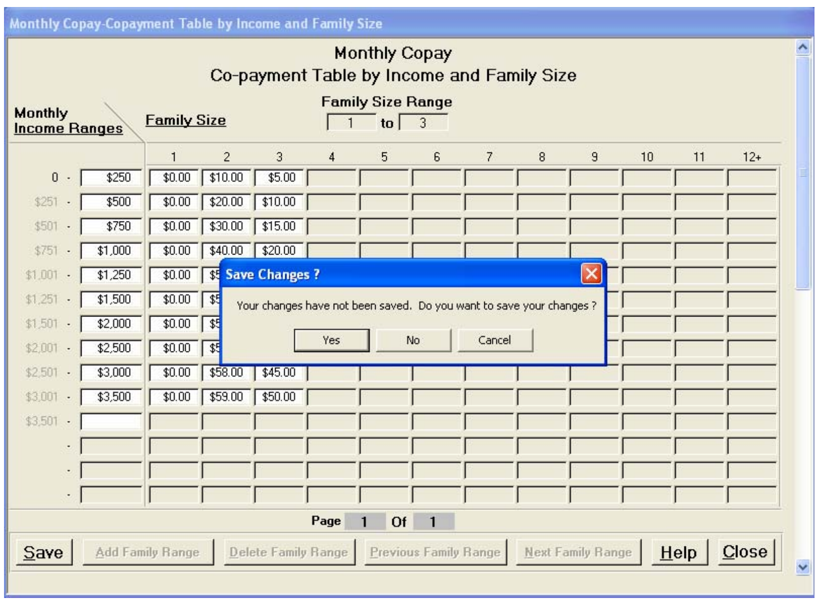


In the example, a family size range of 1 to 3 was defined. Only the columns corresponding to the defined family size range will be active on the fee scale. That is, if you are setting up the scale for a family with a size between 1 and 3 members, you will be able to enter co-payment values only in the first three columns on the scale.

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

When you have saved the first page, you can enter corresponding income ranges and co-pays for a different family size range. Click the **Add Family Range** button. A new blank screen will be made available for you to enter the next family size range and the corresponding income ranges and co-pays. The next range may be for families from 4 to 8 members and can utilize different monthly income ranges. For this scale, you would be able to enter co-payment values only in the 4th through 8th columns.

Using different income ranges and fee scales for different family sizes is an optional feature. If you use only one set of income ranges and a single fee scale for all families, regardless of their size, you would need to use only one page of the form.

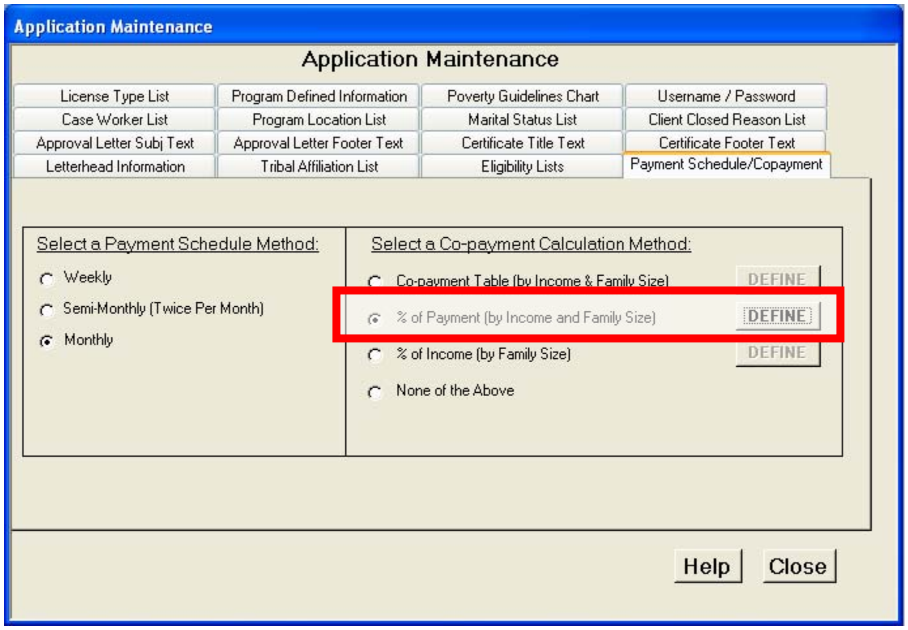


Note: Any family with an <u>income</u> that is greater than the highest amount you enter into the scale will be treated as if it belongs to the highest category.

Note: Any family with a <u>family size</u> that is greater than the largest family size you enter into the scale will be treated as if it belongs to the highest category.

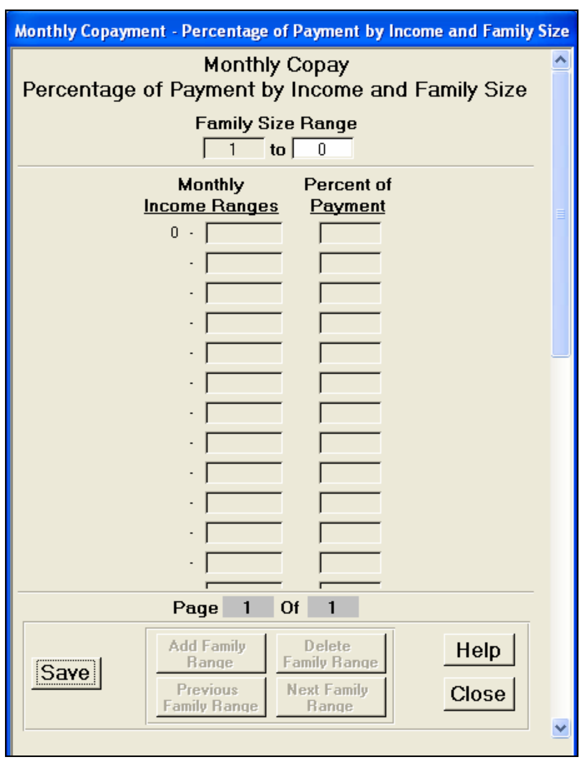
➢ **<u>% of Payment (by Income and Family Size)</u>**

The second co-payment calculation method is *% of Payment (by Income and Family Size)* If your program's co-payments are defined as a percent of the CCDF payment, based on a family's "eligibility" income and size, then you would choose this co-payment calculation method. For example, a family of 3 with an annual income range of $0 - $2000 might pay 5% of the total CCDF payment, regardless of how much that payment may be.



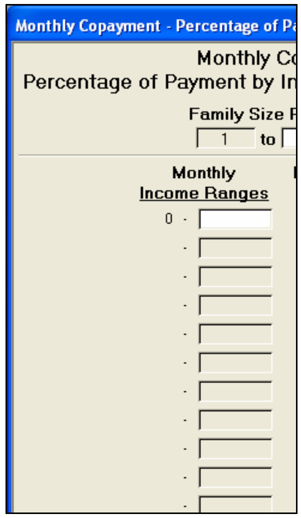
A co-payment based on a percent of the payment to the provider will fluctuate with changes in that payment amount.

Once the **% of Payment (by Income and Family Size)** button is selected, click on the **DEFINE** button to open the screen.

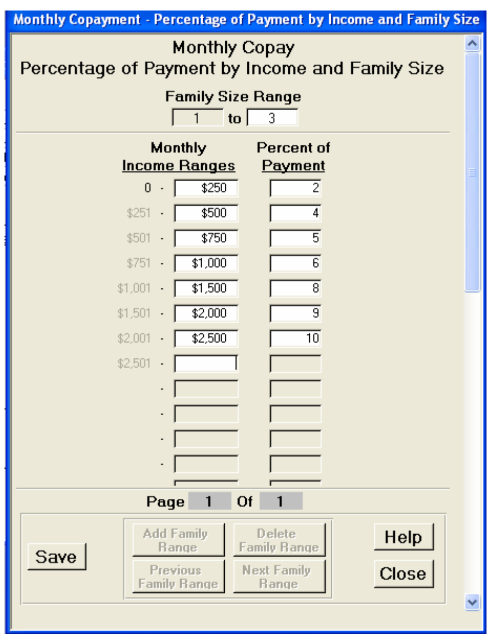


At the top (center), enter the family size range (for example “1” to “3”) for the first set of monthly income ranges and percents that you would like to enter.

Enter monthly income ranges in the Monthly Income Ranges fields. Once the first income range is populated, the first value of the second income range is automatically populated. The form allows for 30 income ranges. You do not have to complete all 30 rows. Only enter what is appropriate for your program.



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



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

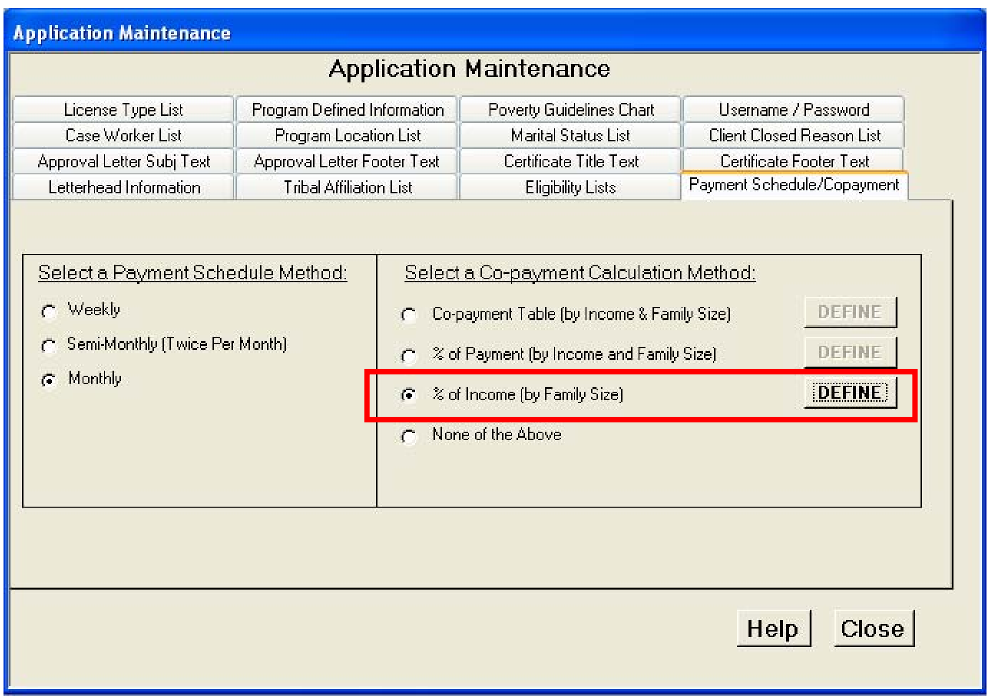
When you have saved the first page, you can enter corresponding income ranges and co-pays for another family size range. Click the **Add Family Range** button. A new blank screen will appear. Enter the next family size range and the corresponding income ranges and percents.

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

Note: Any family with a <u>family size</u> that is greater than the largest family size range you enter into the scale will be treated as if it belongs to the highest category.

- **<u>% of Income (by Family Size)</u>**

The third co-payment calculation method is *% of Income (by Family Size)*.

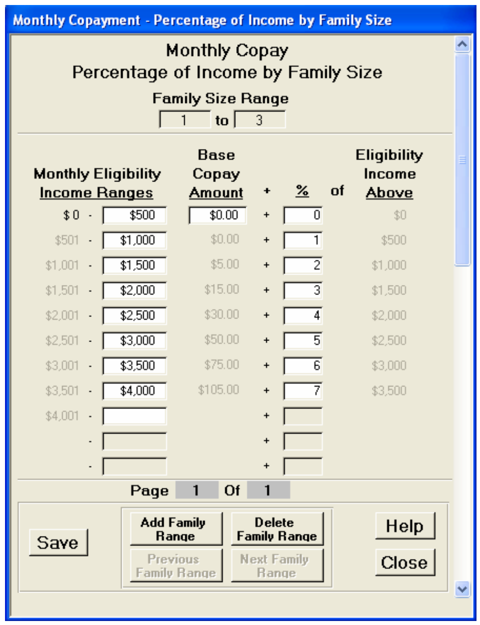


This type of co-payment uses a sliding scale to determine a baseline co-payment amount, and adds a gradually increasing percent for each defined increment in income. This method differs from the "Co-payment Table (by Income and Family Size)" in that the increasing percentages used in co-payment calculations are applied only to the income over the base amount, and not to the entire income.

After you choose this option, click the **Define** button to go to the appropriate screen for entering your program defined scale.

At the top (center), enter the family size range (for example “1” to “3”) for the first set of monthly income ranges that you would like to enter.

Next, you will enter information in <u>both</u> the Monthly Eligibility Income Ranges and the % fields.



In the example shown, families with 1 to 3 members with monthly eligibility incomes below $500 would pay zero co-payment. All families that have monthly eligibility incomes above $500 would pay the appropriately incremented baseline co-payment defined by your program (in this example, a family with an income between $2,001 and $2,500 would pay a base co-payment amount of $30). In addition, they would pay 4% of any monthly eligibility income they have above $ 2000. As their income increased, an incrementally increased percent of their eligibility income would be added to the baseline payment.

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

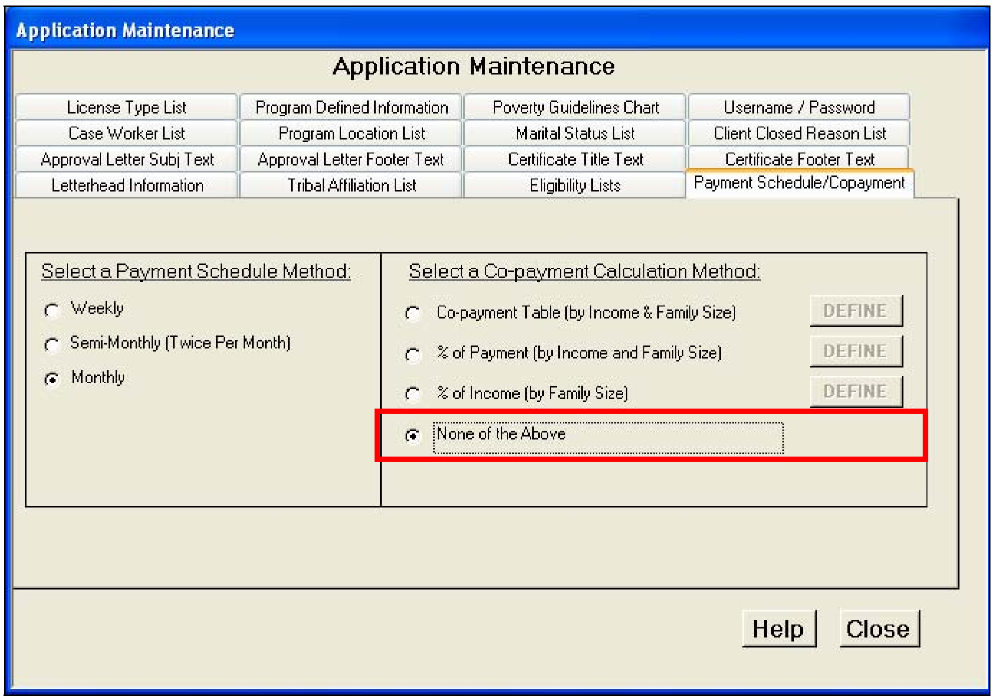
When you have saved the first page, you can enter corresponding income ranges, percents, and co-pays for the next family size range. Click the **Add Family Range** button. A new blank screen will be made available for you to enter the next family size range and the corresponding income ranges and percentages.

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

Note: Any family with a <u>family size</u> that is greater than the largest family size rage you enter into the scale will be treated as if it belongs to the highest category.

➢ **<u>None of the Above</u>**

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



Note: Because each of the three co-payment calculation methods is based on family size, when you edit a client's family size you will get a message instructing you to re-calculate any co-payments for that family's current eligibility period. The following explains how to update and re-calculate co-payment when you edit the family size. If you are using:

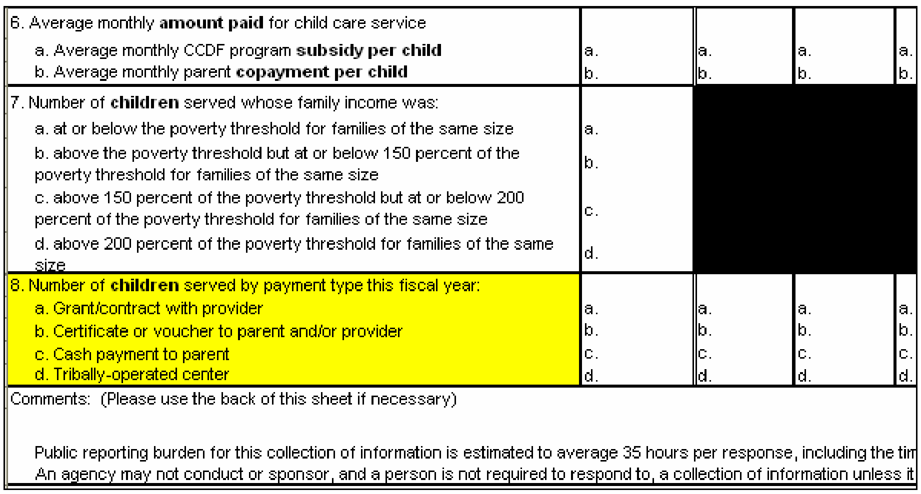
- Co-payment Table (by Income and Family Size) – edit the family's co-payment through the Financial/Eligibility screen by clicking the <u>Calculate Income/Co-payment</u> button and saving the record.

- % of Income (by Family Size) – edit the family's co-payment through the Financial/Eligibility screen by clicking the <u>Calculate Income/Co-payment</u> button and saving the record.

- % of Payment (by Income and Family Size) – edit any service authorizations associated with the family's current eligibility period by re-entering the Total Payment. The family's associated co-payment will re-calculate based on the percentage of payment associated with the new family size.

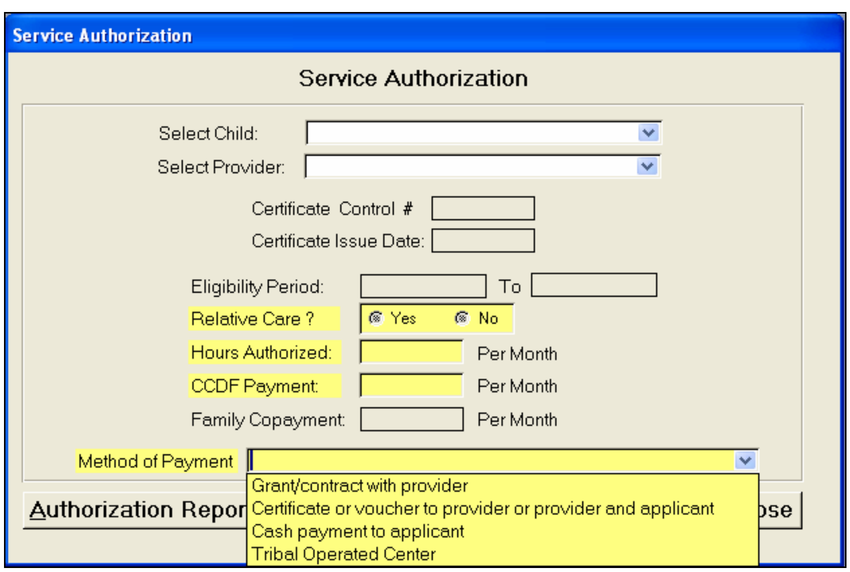
PAYMENT TYPE

A new data element (#8 – Number of children served by payment type) has been added to the ACF-700 report.



6. Average monthly **amount paid** for child care service a. Average monthly CCDF program **subsidy per child** b. Average monthly parent **copayment per child**	a. b.	a. b.	a. b.	a. b.
7. Number of **children** served whose family income was: a. at or below the poverty threshold for families of the same size b. above the poverty threshold but at or below 150 percent of the poverty threshold for families of the same size c. above 150 percent of the poverty threshold but at or below 200 percent of the poverty threshold for families of the same size d. above 200 percent of the poverty threshold for families of the same size	a. b. c. d.			
8. Number of **children** served by payment type this fiscal year: a. Grant/contract with provider b. Certificate or voucher to parent and/or provider c. Cash payment to parent d. Tribally-operated center	a. b. c. d.	a. b. c. d.	a. b. c. d.	a. b. c. d.
Comments: (Please use the back of this sheet if necessary) Public reporting burden for this collection of information is estimated to average 35 hours per response, including the tim An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it				

Although this is a new data requirement for the ACF-700 report, the method of payment always has been a required field when entering Service Authorization information in the *Data Tracker* software. You will continue to record this information in the same manner as in past *Tracker* versions.



FREQUENTLY ASKED QUESTIONS

GENERAL

1. **I have transferred my V2.0b database to the new version of the *Tracker* (V2.0c). I am using my password, but I can't get into the *Tracker*. How can I gain access?**

   If you have been using an earlier version of the Tracker, you still will have to use the default Username and Password the first time you open Version 2.0c. The old Username and Password that you may have established in your former version will not be transferred to Version 2.0c.

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

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

ENTERING DATA

3. **Why does the *Tracker* ask about Hispanic Ethnicity and different Races? This is not really relevant for a Tribal Program?**

   Because of the legislative requirements, all children being served in the Tribal programs are Native American and CCB understands that every child you report falls into the same category. The additional choices are included in the Tracker to support the State and Territory programs that also use the Tracker software and are required to report Race and Ethnicity for their monthly case-level ACF-801 Report.

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

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

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

If you need additional information, please contact CCARC.

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

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

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

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

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

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

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

8. What should I be aware of in terms of entering eligibility periods for Families?

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

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

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

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

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

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

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

11. We serve only families whose income is below the poverty level and require only a $1.00 per month co-payment for every family. I would like to use the co-payment module so I don't have to manually enter the co-payment in every applicant form. How can I do that?

You would enter a family size range on the Co-payment Table (by Income and Family Size) that begins at 1 and ends with the largest family size you envision serving. Then you can enter income ranges that also begin at zero and end with the highest income a family can have and still be eligible to receive services. In all of the co-payment value fields, you would enter $1.00.

GENERATING REPORTS

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

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

There is a table containing annual Federal Poverty Guidelines located in the Application Maintenance Module where you can enter the current or new Poverty Guidelines. Version 2.0c of the Tracker already includes the Guidelines for fiscal years 1998-2008. For FFY 2009 and future years you need to enter the new Poverty Guidelines.

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

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

ADMINISTRATIVE DOCUMENTS

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

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

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

RESOURCES FOR ASSISTANCE

CHILD CARE AUTOMATION RESOURCE CENTER

If you have questions or need additional assistance using the *Child Care Data Tracker* software, contact the **Child Care Automation Resource Center** (CCARC). The CCARC was established by the Child Care Bureau to provide technical assistance related to the grantee reporting requirements. You may contact CCARC by e-mail, phone, fax, or mail. The CCARC staff is available Monday-Friday, 9:00 am to 5:00 pm, prevailing Eastern Time. All voice-mail messages left during or outside of those hours are returned promptly.

Child Care Automation Resource Center
2600 Tower Oaks Blvd., Suite 600
Rockville, MD 20852
Phone: 1-877-249-9117 (toll-free)
Fax: 301-692-0700
E-mail: ccarc@childcaredata.org

REGIONAL OFFICE CHILD CARE PROGRAM MANAGERS

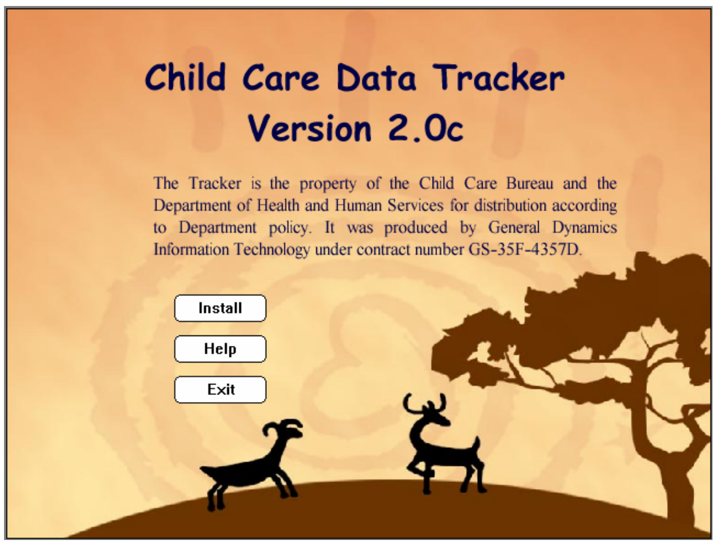
If you have questions regarding CCDF policy issues, contact your Regional Program Manager. A list of Regional staff is available on the Child Care Bureau website at: http://www.acf.hhs.gov/programs/ccb/ta/raaddr/program_managers.htm.

APPENDIX A: INSTALLING THE *TRACKER* ON MICROSOFT VISTA

If you use the VISTA operating system on your computer, the instructions for installing the *Child Care Data Tracker* V2.0c will be slightly different than the installation would be for other operating systems. The primary difference relates to the location in your computer where the system will be saved (steps # 5-9 below). If you have any questions about installing the *Tracker* with VISTA, contact CCARC for assistance.

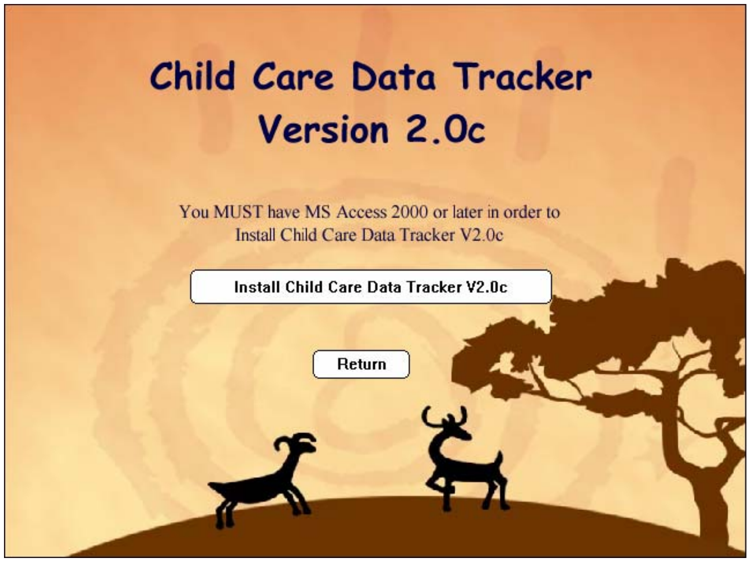
1: Insert the *Tracker* CD labeled *Child Care Data Tracker* V2.0c into your CD drive.

2: Inserting the *Tracker* CD should automatically activate the installation process. (See the note on page 10 if the installation process does not start automatically.)



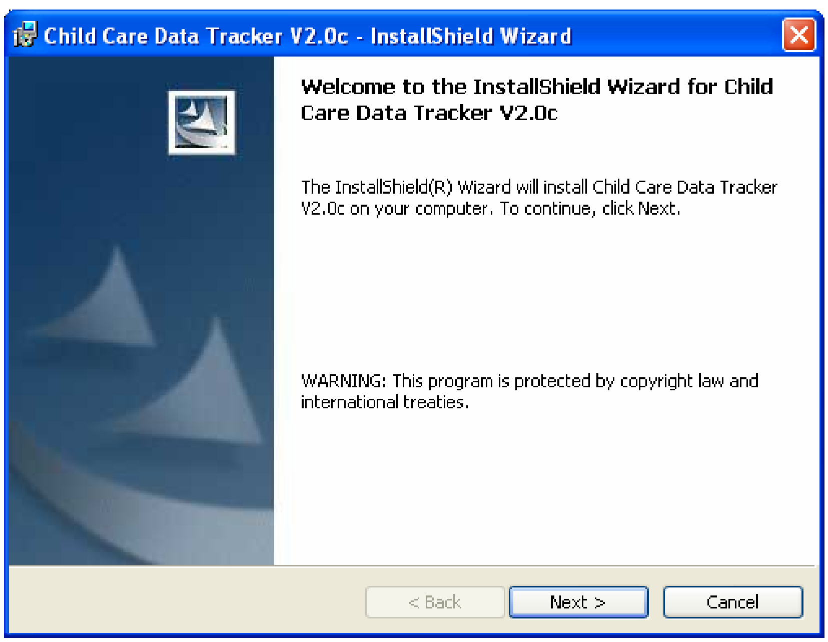
- Click the **Install** button if you wish to continue with the installation process.
- Click the **Help** button to access the Installation Help.
- Click the **Exit** button if you wish to stop the installation process and exit from the CD.

3: If you click the **Install** button, the *Tracker* installation screen will be displayed.



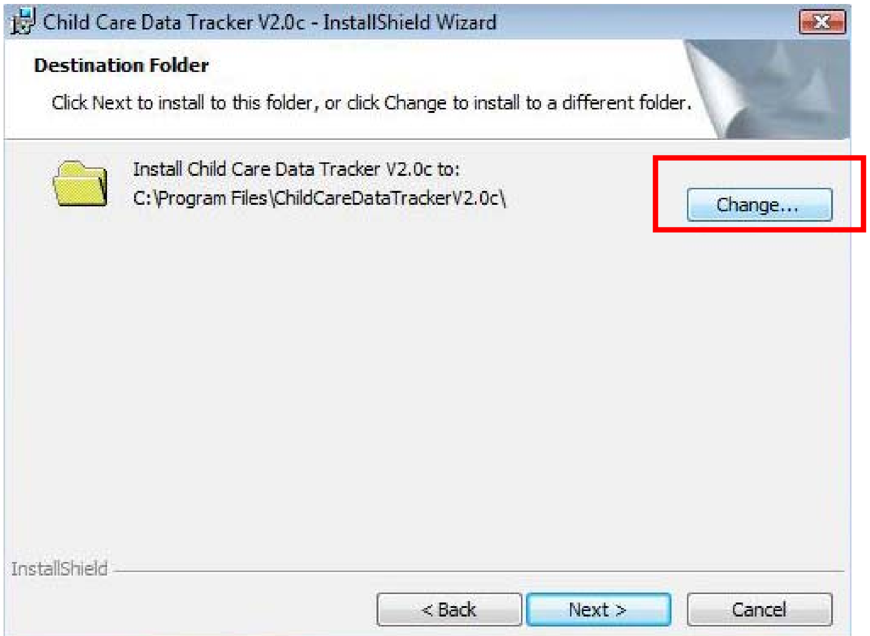
- Click the **Install Child Care Data Tracker V2.0c** button to continue the installation process.

4: InstallShield Wizard will be activated and the following screen will be displayed.

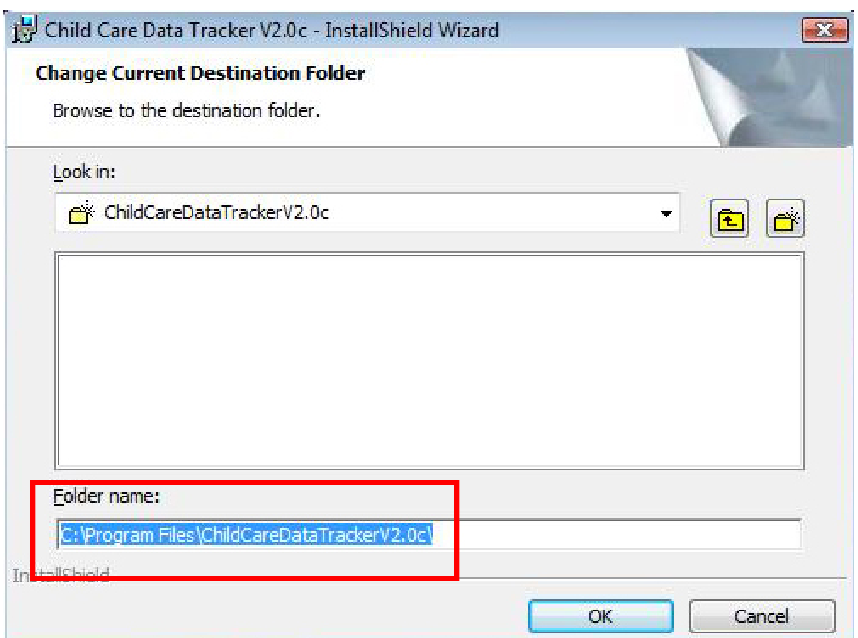


- Click the **Next** button to continue the installation process.

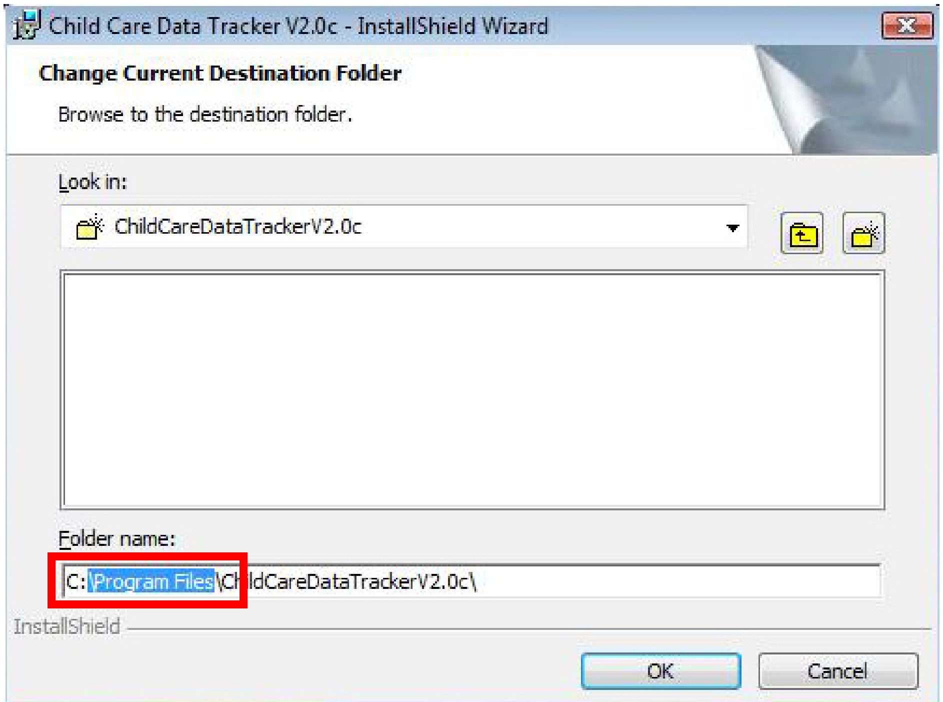
5: On the Destination Folder screen, click the **Change...** button.



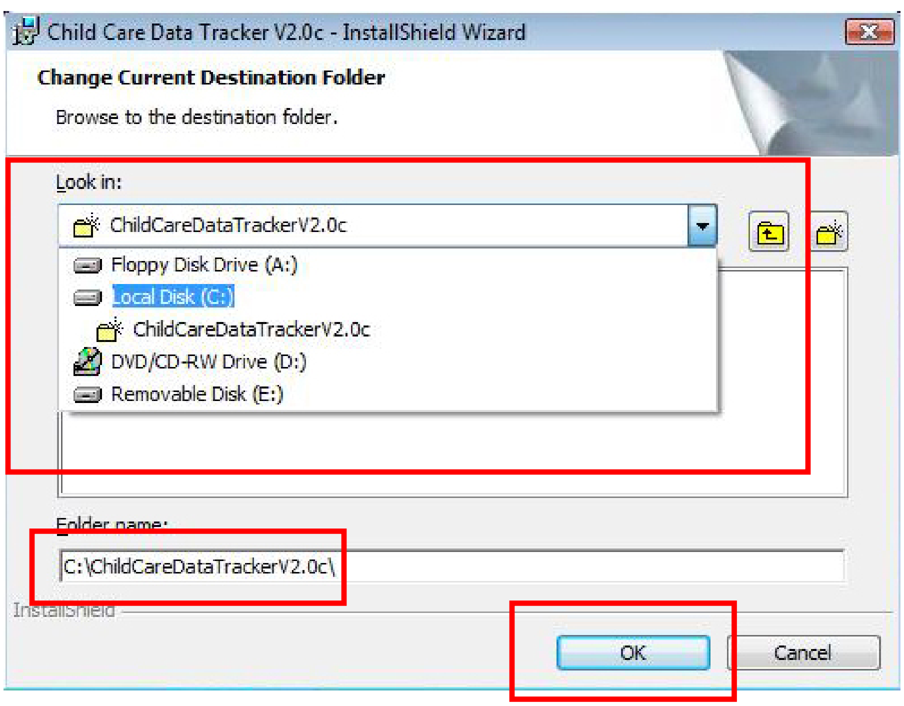
6: On the Change Current Destination Folder screen, notice the field under **Folder name:** (C:\Program Files\ChildCareDataTrackerV2.0c).



Remove the words "**\Program Files**" from the path so that it reads "**C:\ChildCareDataTrackerV2.0c**"

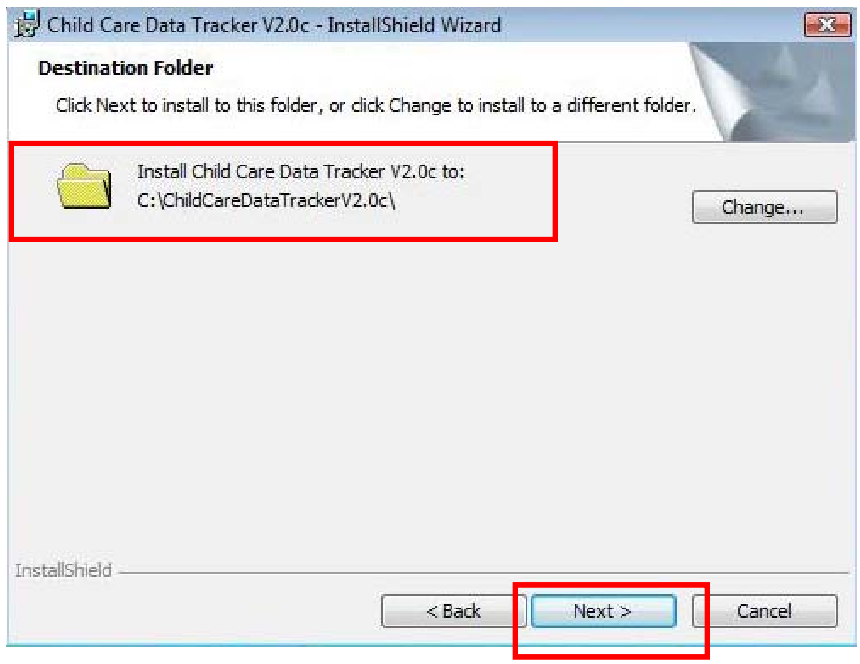


7. In the field under "Look in:" select "**Local Disk (C:)**" from the drop-down box. Then click **OK**.

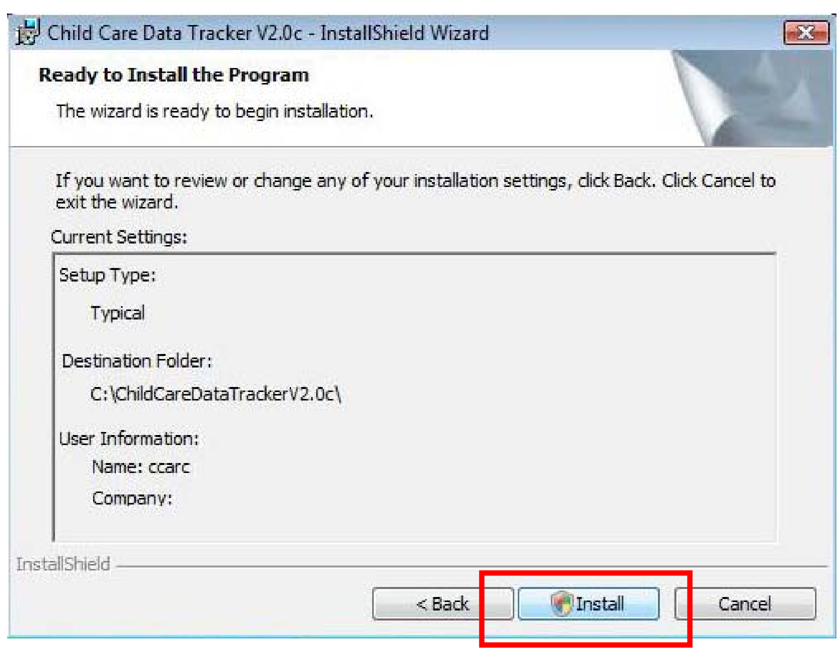


8: Confirm that the *Tracker* will be installed to the: C: \ChildCareDataTrackerV2.0c location.

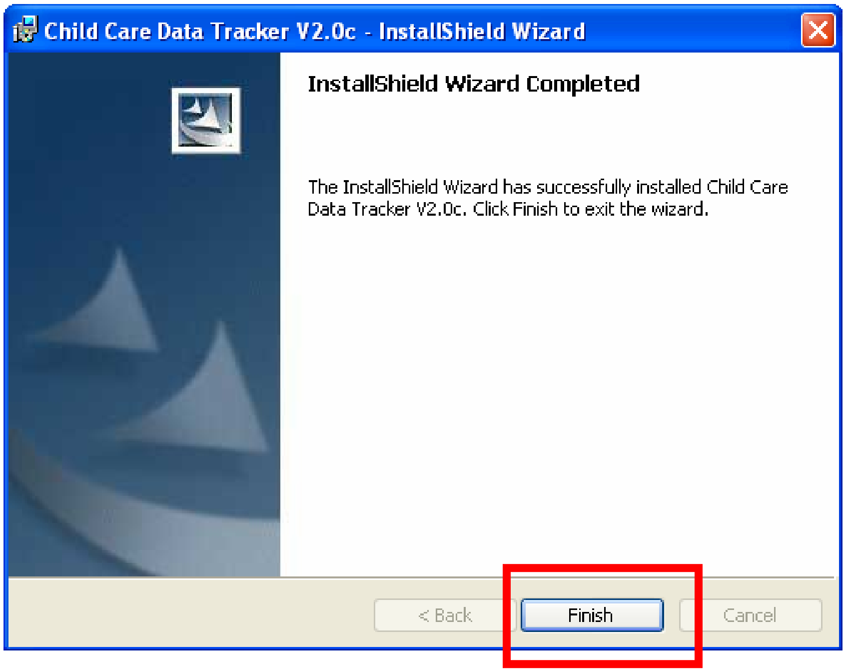
- Click the **Next >** button to continue the installation process.
- Click the **>Back** button to return to the previous screen if changes are needed.



9: The InstallShield Wizard will display the installation parameters. If this information is correct, click the **Install** button.

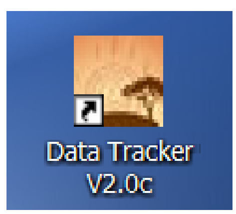


When the installation process is completed, the following screen will be displayed.



Once you see this screen, you will know you have successfully installed *Tracker* V2.0c. Click the **Finish** button.

The installation process automatically creates a shortcut icon that will appear on your desktop.



CAUTION: If you have installed a previous version of the *Tracker* on this computer, the installation process for V2.0c will <u>not</u> remove the existing 2.0, 2.0a, or 2.0b icon that is already located on your computer desktop. Old and the new shortcuts will appear. Take care to make sure that you open and use the correct version of the database when you enter or edit information. You may remove the old shortcut once you are sure your system is running V2.0c correctly.

If you encounter difficulty installing or using the *Tracker*, please contact CCARC for assistance.

APPENDIX B: USING THE *TRACKER* WITH MICROSOFT ACCESS 2007

For a user to be able to open and use the *Tracker*, the *Tracker* installation path ("C:\ChildCareDataTrackerV2.0c") must be added to the trusted locations list in Access 2007.   In addition, some Access 2007 screens look different from earlier versions. Instructions in this section will help you to ensure that you are able to use the *Tracker* software fully with Access 2007.

Once you have completed the steps below for using Access 2007, return to page 10 of this Supplemental Guide to continue with the instructions for opening and using the *Tracker*.

ADDRESSING MICROSOFT ACCESS 2007 SECURITY ISSUES

Immediately after installing the *Tracker* on your computer, you will need to change several key settings within Access 2007.   (*If you are not familiar with Microsoft Access 2007 or"trusted locations" we recommend that you consult your I.T. professional for assistance with the following steps*):

1: Open Microsoft Access 2007.

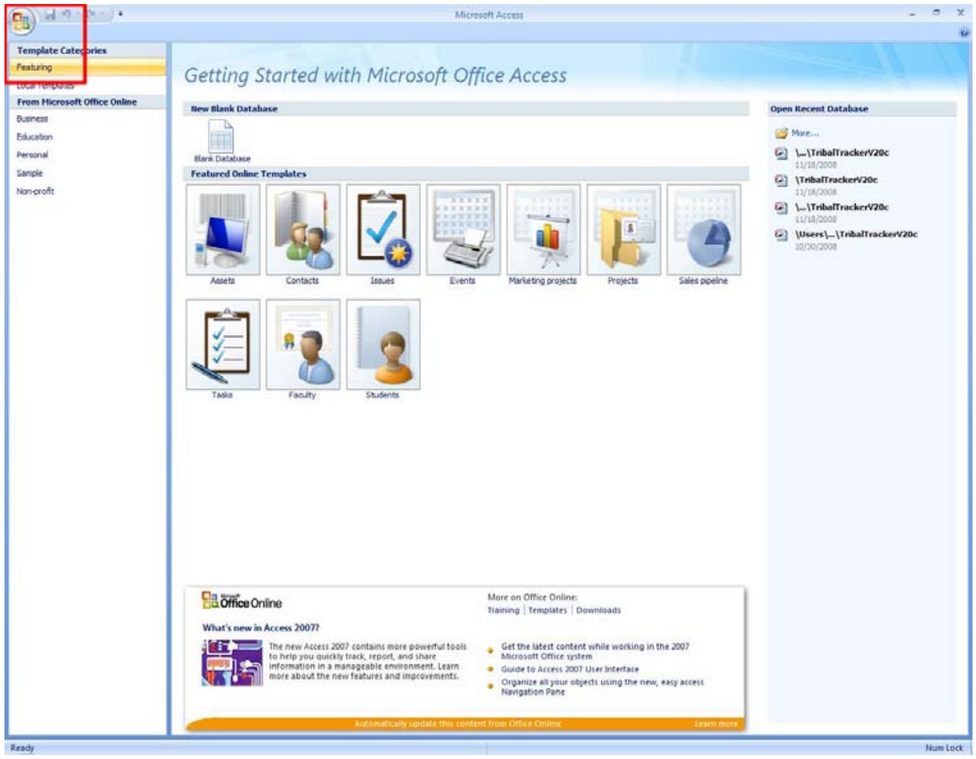
Windows Vista

Start→All Programs→Microsoft Office

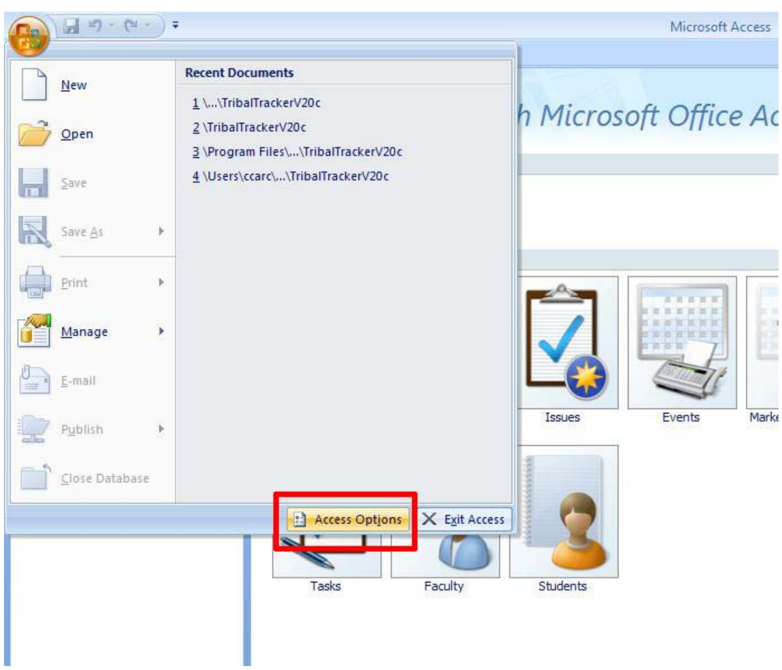
Windows XP

Start→Programs→Microsoft Office

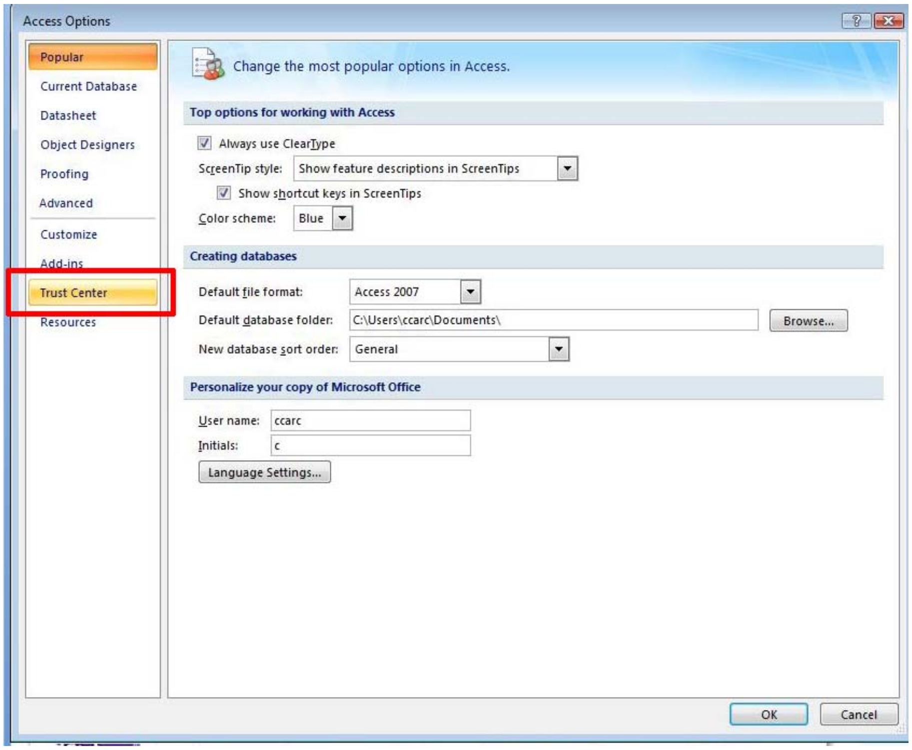
2: Once MS Access 2007 opens, you will see the Getting Started with Microsoft Access screen. Click the **Office** button (the colored circle) on the upper left-hand corner of the screen.



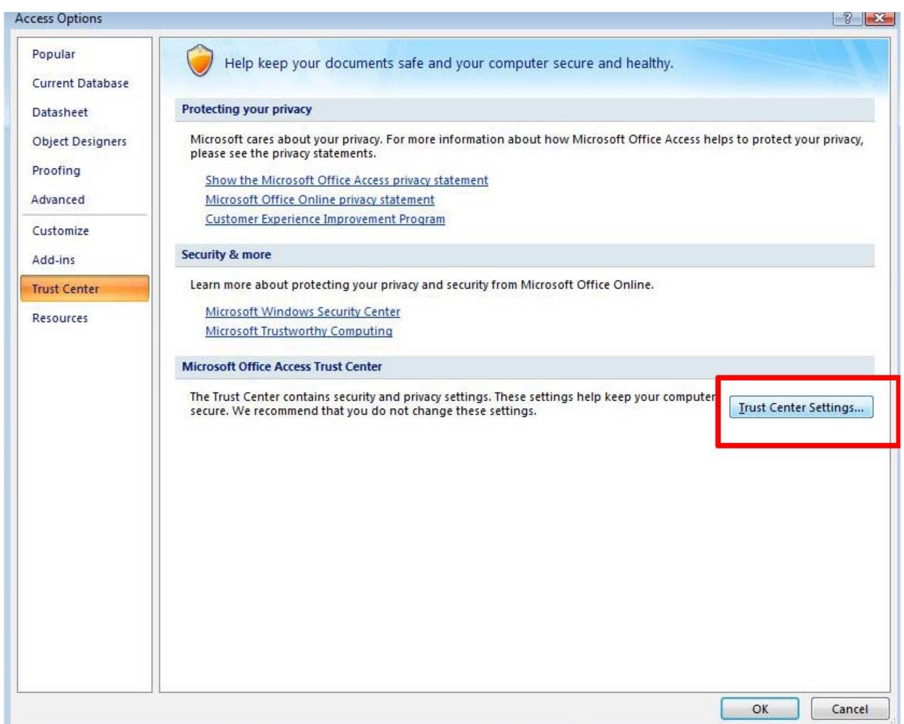
3: Click the **Access Options** button.



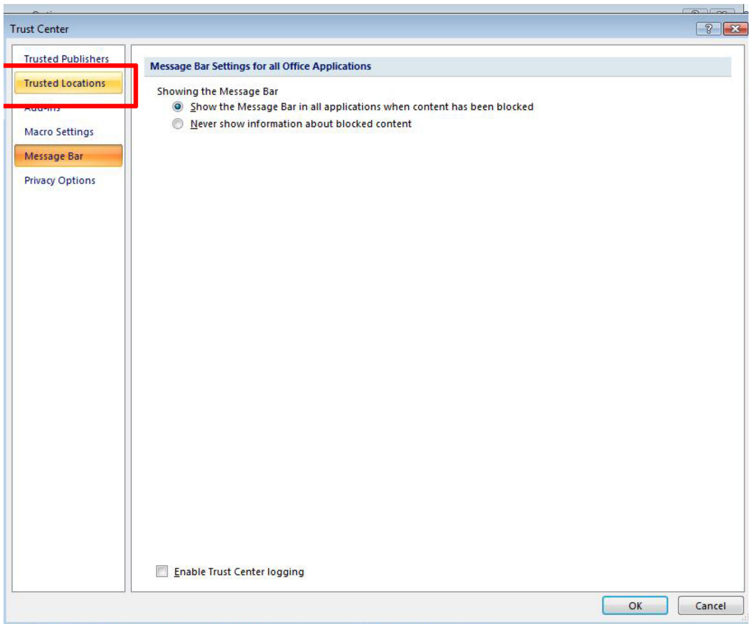
4: Click the **Trust Center** button on the left-hand side of the screen.



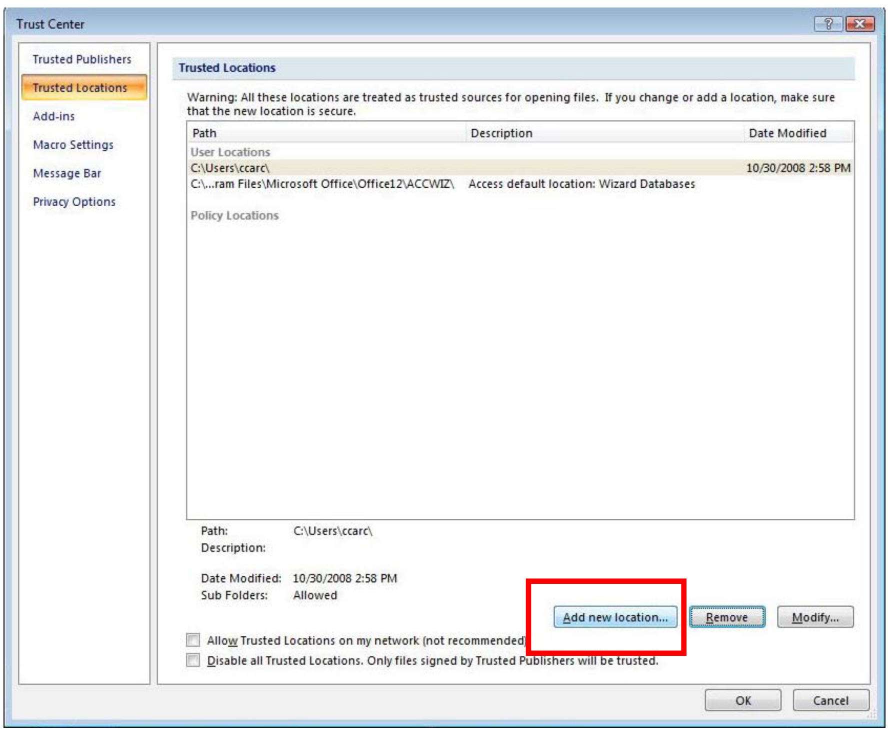
5: Click the **Trust Center Settings** button on the lower right-hand corner.



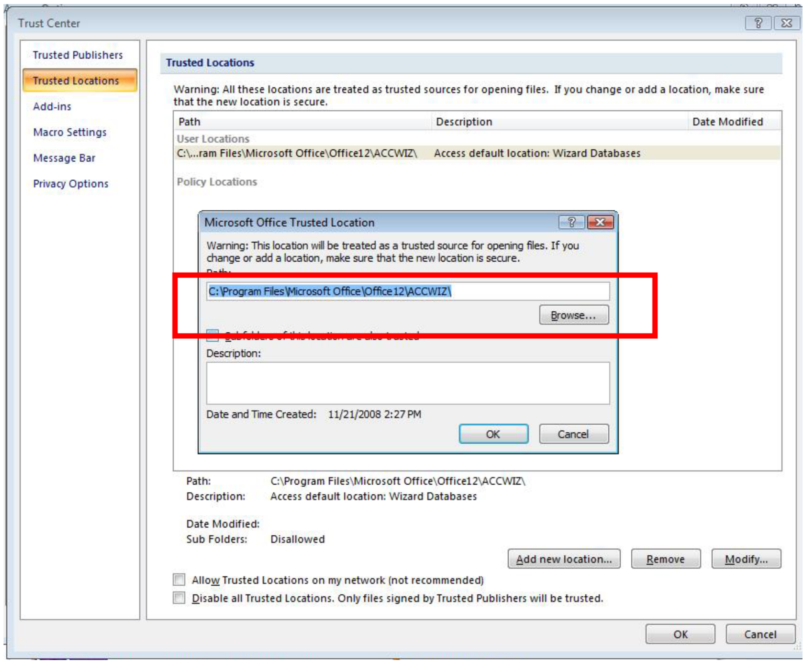
6: Click the **Trusted Locations** button on the left side.



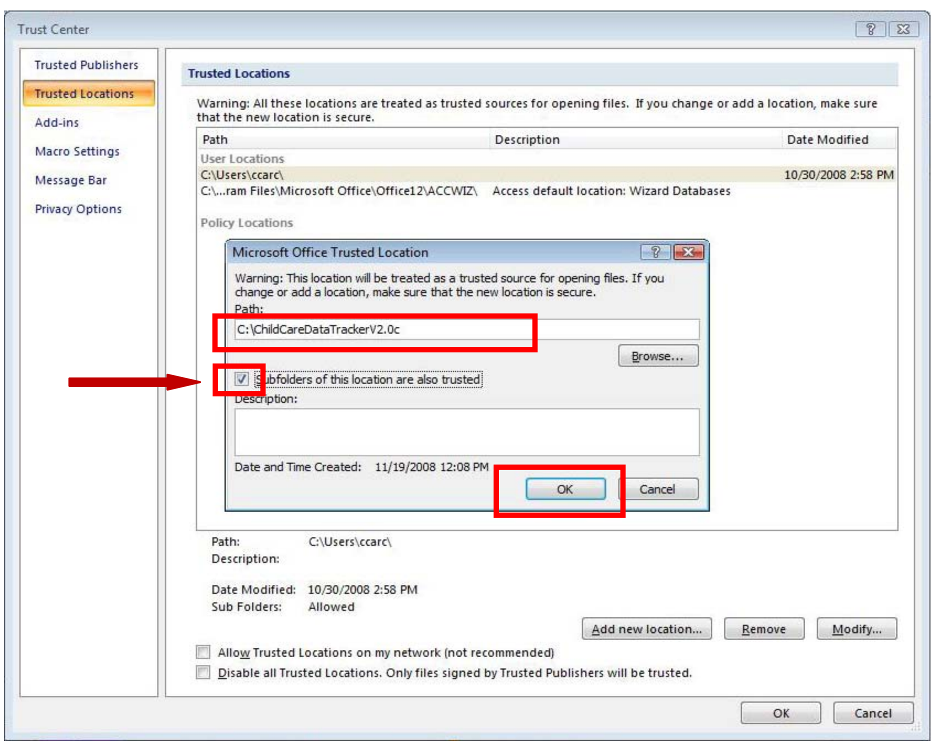
7: Click the **Add New Location** button.



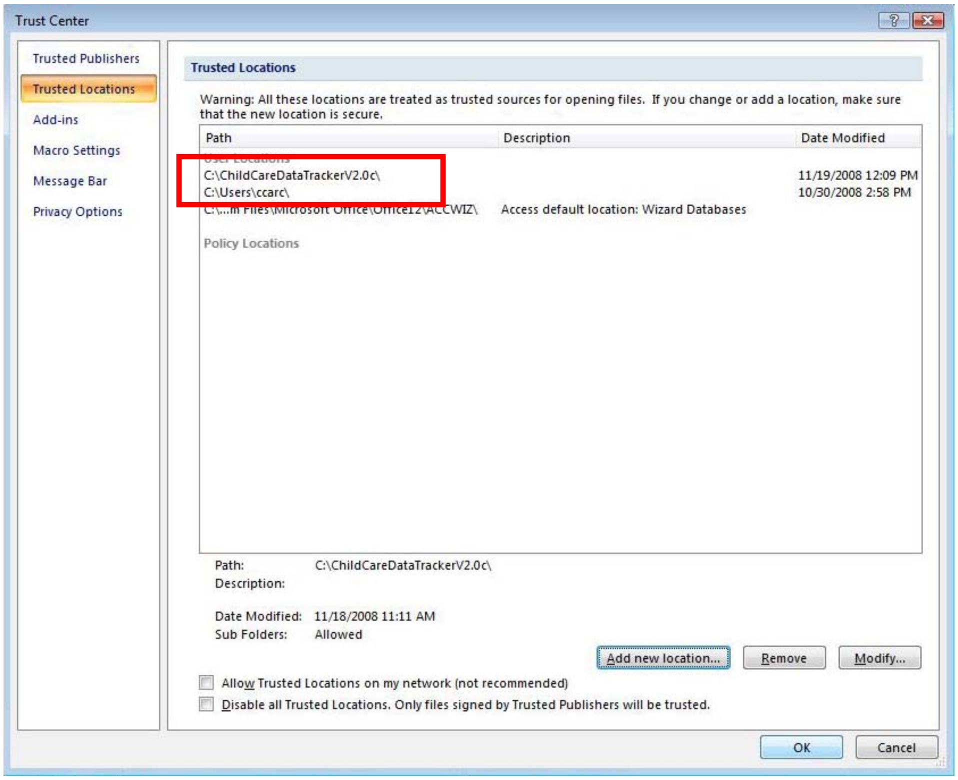
8: Modify the text field under "Path:" by clicking the Browse button and navigating to the ChildCareDataTrackerV2.0c folder (for example, C:\Program Files\ChildCareDataTrackerV2.0c\).



9: The ChildCareDataTrackerV2.0c folder should now appear in the "Path:" field. Click the box next to "**Subfolders of this location are also trusted**". Then click **OK**.



10: You should now see the ChildCareDataTrackerV2.0c folder on the list as a trusted location. Click **OK** on all remaining screens until you are back to the Getting Started with Microsoft Access screen. Exit Microsoft Access 2007.



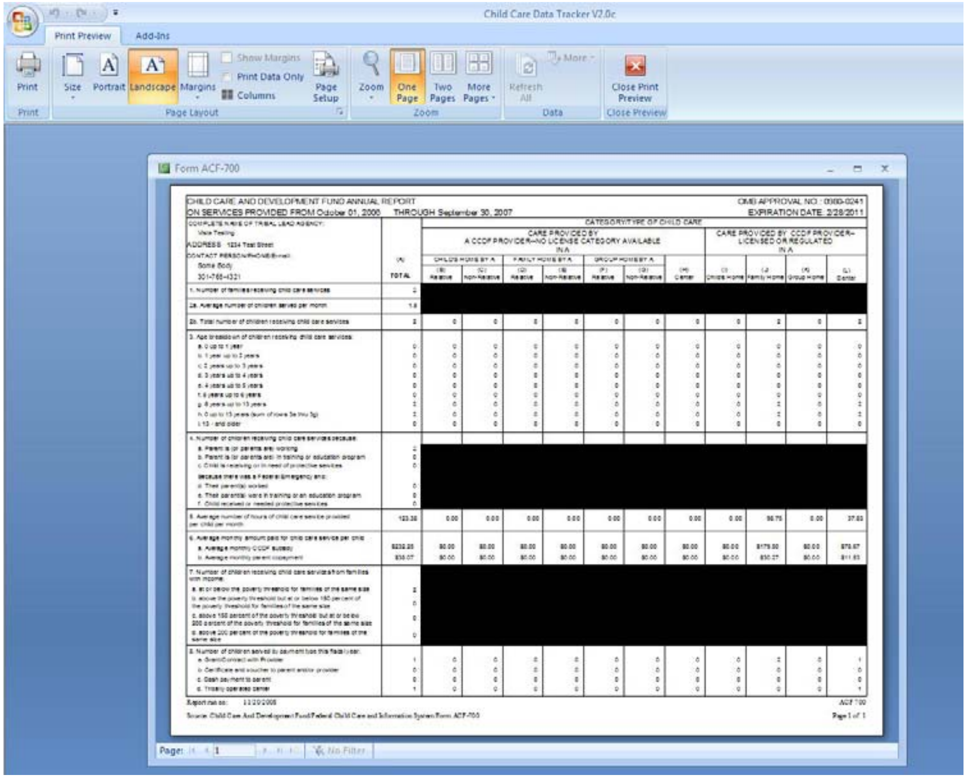
You should now be able to use the *Tracker* software fully with Microsoft Access 2007.

Never convert the *Tracker* database into Microsoft Access 2007 format (accdb format). If you do so, you may not be able to transfer your data from prior versions of Microsoft Access into the current version.

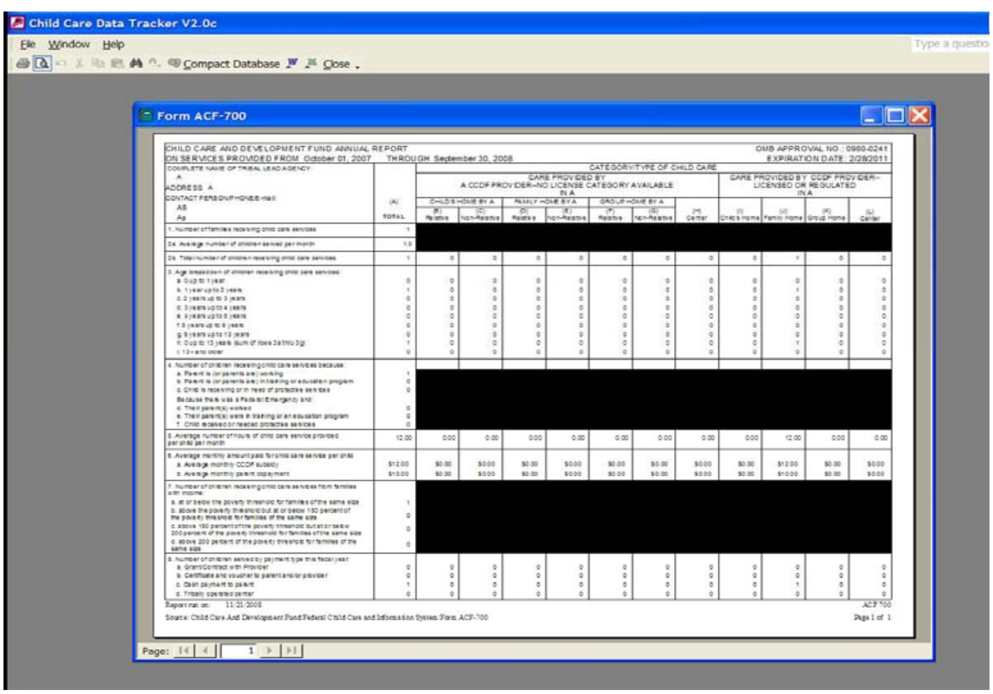
MICROSOFT ACCESS 2007 INTERFACE DIFFERENCES

There are differences in the graphic user interface (or general appearance) of Microsoft Access 2007 from previous versions of the software and your screen will look different when you are using the *Tracker* from how it would look if you were using one of the earlier versions of Microsoft Access.

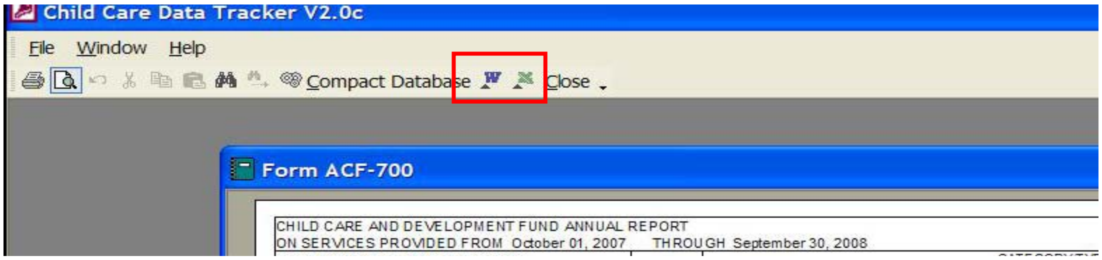
Access 2007 Screen



Access 2000-2003 Screen

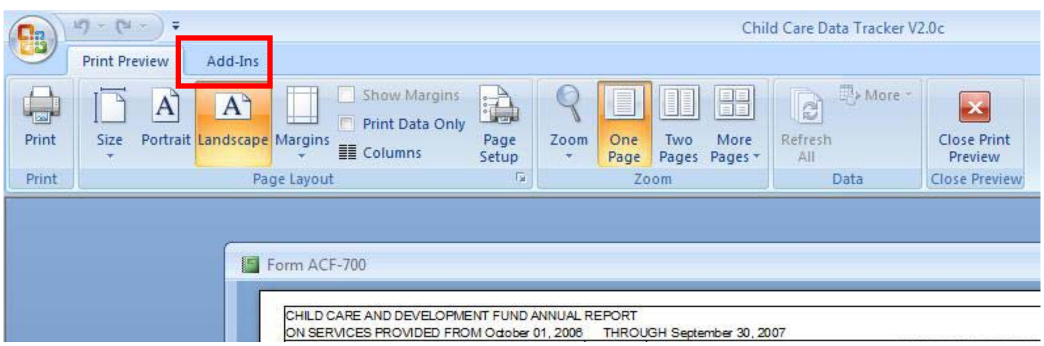


In Access Versions 2000 – 2003, users can export reports from the *Tracker* to Microsoft Word and Microsoft Excel by opening a report and clicking the Word or Excel icons that appear on the menu bar at the top of the screen:



However, in Microsoft Access 2007, these functions are handled differently. You will *only* be able to export reports or printable documents from the *Tracker* to Microsoft Word. You will ***not*** be able to export reports to Microsoft Excel.

The icon for exporting into Microsoft Word does not automatically appear on your screen. In Microsoft Access 2007, if you wish to export a report or document to Microsoft Word, you will need to click the "Add-Ins" tab at the top of the menu bar.



Once the Add-Ins tab is open, you will see the icon for Microsoft Word near the top of the menu bar.