

Help Center

Just a click away!



Coronavirus: Data Management Solutions for Head Start and Early Head Start Programs

e-book

ChildPlus
Software



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The Help Center and Agency Customization

The articles in the Help Center and videos in the Learning Library are based on the default setup of ChildPlus and assume full security access to all platforms, modules, features and fields. If you cannot find or access a feature referenced in an article, be aware that your agency's specific customization of ChildPlus determines:

- Your access to each platform
- Your access to specific modules or features
- Security or location restrictions for your level of access to ChildPlus
- Whether a module or feature has been turned on
- Which fields are available in each module
- The content of drop-down fields

Contact your ChildPlus administrator to verify your security access and the availability of a feature referenced in an article.

If you are a ChildPlus administrator and need to configure security access or turn on a feature, see [User Security Groups](#) or [contact us](#) for additional assistance.

Help Center Updates and ChildPlus Platforms

The Help Center is continually updated to reflect the current version of ChildPlus. Ensure that you are using the [latest version of ChildPlus](#) and referencing an article for the appropriate ChildPlus platform. Instructions for modules often differ between ChildPlus Online and ChildPlus Desktop and are unique for the Attendance App.

- To find out which version of ChildPlus you are using, see [About ChildPlus](#).
- For more information about the different platforms and how to access them, see [Platform Comparison](#).
- To learn about the differences between the modules in ChildPlus Desktop and ChildPlus Online, see [Module Comparison](#).

Coronavirus: Data Management Solutions for Head Start and Early Head Start Programs

Issues stemming from coronavirus continue to challenge day-to-day operations and the norm. Providing you with data management solutions has been, and continues to be, a top priority at ChildPlus Software. Use this e-book to explore new and existing features that can support your data needs, including:

- Implementing contact-free intake and recruitment processes.
- Checking participants in/out and performing meal counts with little to no contact.
- Documenting daily health checks for participants and staff members.
- Sending text and email communications to family members and staff.
- Identifying participants and staff members who are vulnerable to airborne viruses, such as coronavirus.
- Keeping track of how often buses, classrooms and other equipment are cleaned.
- Tracking and sharing information about virtual meetings and training events.

Recruitment and Applications

Word of mouth is one of the most economical sources of marketing. Ask existing families and community partners to support your recruitment efforts.

Recruitment from Within

- Locate families with age-eligible children using **Report 2031 - Recruitment – Age Eligible Children**.
- Provide families with instructions for updating their information through **LiveMessage**.

Contact-Free Intake Process

- Enable **Online Applications** through **ChildPlus Desktop >> Setup >> Module Setup >> Online Applications**.
- Customize your agency's **Online Application** with data elements, colors, content and logos.

- Enable and customize a Spanish version of the **Online Application** if your agency serves Spanish-speaking families.
- Use the options on the **Email** tab to automatically send an email to applicants and/or staff once an **Online Application** has been submitted.
- Once the **Online Application** is ready, provide access to it through your agency's website, social media platforms or send the link in an email.
- Host eligibility interviews through virtual meeting software.
- Allow parents and guardians to upload documents such as employment verifications, birth certificates, immunization records and insurance cards.
- Request copies of documents through a unique link. This can be done for all families, even if your agency does not use **Online Applications**.

Attendance

Attendance and meals can be tracked in ChildPlus through **Entry Express**, **Attendance Scanning** and the **Attendance App**. The two methods that provide the most flexibility with little to no-contact are **Attendance Scanning** and the **Attendance App**.

Check-in/Check-out with the Attendance App (Includes Signature Capture)

Capture signatures, attendance, notes and meals in the **Attendance App**.

- Provide access to the **Attendance App** through **ChildPlus Desktop >> Setup >> Security >> User Security Groups**.
- Enable the **Attendance App** and set **System Preferences** for signatures through **ChildPlus Desktop >> Setup >> System Setup >> System Preferences >> Attendance >> Attendance App**.
- Locate and download the **Attendance App** from the Apple App Store, Google Play Store or Amazon Appstore.
- Sign in to the **Attendance App** using your current ChildPlus sign-in credentials.
- Collect signatures using the **Parent Sign-In** window.
- Staff can enter attendance, absence reasons, attendance notes and meals through the **Teacher Menu**.
- The **Teacher Menu** can also be used to enter attendance notes and view emergency contact information.

Check-in/Check-out with Attendance Scanning (Signatures not Included)

Create a no-contact check-in/check-out kiosk for your parents using **Attendance Scanning**. Using ChildPlus Mobile and the camera of your mobile device, take attendance and meal counts from any location.

- Enable **Attendance Scanning** through **ChildPlus Desktop >> Setup >> Agency Configuration >> Program Info >> Select a Program Term >> Attendance** tab.
- Set **System Preferences** through **ChildPlus Desktop >> Setup >> System Setup >> System Preferences >> Attendance >> Attendance Scanning**.
- Determine if you want to scan attendance through ChildPlus Desktop or ChildPlus Mobile and provide staff with access to **Attendance Scanning** through **ChildPlus Desktop >> Setup >> Security >> User Security Groups**.
- To take attendance at the door or even the car line, use **Attendance Scanning** through ChildPlus Mobile.
- To set up an attendance kiosk, create a separate user account and assign access to **Attendance Scanning** for the appropriate locations.
- Sign in to ChildPlus using the new user account.
- Use **Report 2340 - Attendance Scanning Barcodes** to create ID cards for each participant.
- Use the ID cards for participant check-in/check-out.
- Use the ID cards during the day to record meals.
- Connect a wired barcode scanner to the computer or use a wireless scanner for more flexibility when using **Attendance Scanning** through ChildPlus Desktop.

Virtual Attendance

Use the **Present Offsite** Attendance Code to track attendance and meals for participants attending class virtually. This option is ideal for those manually tracking attendance through **Entry Express** in ChildPlus Desktop or through the **Attendance App**.

- Confirm the **Present Offsite** Attendance Code is active by going to **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices >> Attendance Code (Individual Attendance)**.
- Make sure the **Present Offsite** Attendance Code is configured to count as **Present** by going to **ChildPlus Desktop >> Setup >> System Setup >> System Preferences >> Attendance >> ADA**.
- In either option, **Entry Express >> Attendance** or the **Attendance App**, you will be able to use **Present** for participants who attend in-person class and **Present Offsite** for those who attend virtually.

Daily Health Checks

You may have been completing daily health checks for your participants, but what about your staff members? Use **Module Designer** to create modules that can be used to track daily health checks for both.

Daily Health Checks for Participants and Staff Members

There are two new daily health check modules available in the premade **Module Gallery**, one for participants and one for staff. Use these premade modules to collect temperatures, document possible exposure and other important information. You can also design your own custom module from scratch or start with a copy of one of our premade modules.

- Install premade modules through **ChildPlus Desktop >> Setup >> Module Setup >> Module Designer >> Install premade modules from the gallery**.
- Begin using the module and associated reports right away or make edits as needed.
- Use **Entry Express** to record daily health checks for multiple individuals at a time.
- Each module includes a report that can be used for monitoring and serves as a quick entry form in ChildPlus Desktop.
- Design your own module through **ChildPlus Desktop >> Setup >> Module Setup >> Module Designer >> Design or edit your own custom modules**.

Communications

Staying in contact is more important than ever. With **LiveMessage**, you can send text and email messages to family members and staff directly from ChildPlus Desktop. **LiveMessage** can be used to share instructions for educational activities, information regarding helpful resources, updates about schedule changes and more. **LiveMessage** can be used to communicate with families, staff and even governing bodies. ChildPlus Desktop can also help you send messages through third party programs.

- Send a **LiveMessage** to multiple individuals through **ChildPlus Desktop >> Reports >> Send Email/Text/Letter**.
- You can create new **LiveMessage** templates using our sample messages or create a brand-new message through **ChildPlus Desktop >> Setup >> Module Setup >> LiveLetter - Custom Mail Merge Designer for Letters, Email and Text Messages**.
- Make sure you check **Log each time this message is sent in the Family Services Communication Log** in the **Email/Text Settings** for the **LiveMessage** if you want ChildPlus to save a record of the message in the **Family Services Communication Log**.
- Click **Send Message**, located at the top of the participant's record, to send a message from any ChildPlus Desktop service area module (for example, **Application, Enrollment** or **Health**).
- Make sure individuals have opted in to receive text messages with **Report 4098D - Opt In (Grid)**.
- If you want to send messages using Outlook or Gmail, use **Report 4026 – Family Emails** to gather email addresses.
- When sending messages from Outlook, Gmail or another email program, always make sure to use the BCC feature so individuals don't see the email addresses of other email recipients.
- If you would like to use a third party messaging service to make automated calls, you can find a list of ChildPlus data partners that specialize in message sending on the ChildPlus website at <https://childplus.com/data-partners/> under the section labeled "Automated Calling".

Text messages sent through LiveMessage may not be accepted by all mobile service providers since text messages are converted to an email format prior to delivery. If a text message that you send through LiveMessage bounces, you will not be notified. Due to this, we recommend using LiveMessage to send e-mail messages or using a third-party text messaging service.

Medical Conditions

Easily identify your participants and staff members who are vulnerable to airborne viruses, such as coronavirus.

Participant Groups

Create a **Participant Group** that can be used to track at-risk **Family Members**.

- Go to **ChildPlus Desktop >> Setup >> System Setup >> Define Participant Groups** to create a **Participant Group**.
- While setting up the **Participant Group**, add known **Participant Group** members.
- Family members can also be added to the **Participant Group** through the **Application** module.
- Participants can also be added to **Participant Groups** by clicking the **Flags** icon located at the top of the participant's record.
- Use **Report 4015 - Family Participant Groups** to view a list of **Participant Group** members.

Agency-Specific Customizable Fields

Use **Agency-Specific Customizable Fields** to create a custom field.

- The custom field will appear in the last section of the **Application** module for **Family Members**.
- The custom field will appear in the last section of the **General** tab in the **Personnel** module for staff members.
- Use **Report 2195 - Child and Family Member Agency-Specific Fields** to view data for family members and use **Report 1130 - Personnel Agency-Specific Fields** to view data for staff members.

Tip: **Custom Filters** and **LiveReports** may provide more flexibility with monitoring this data.

Module Designer

Add a new tab/field to track medical concerns for participants and staff members.

- Add a new tab/field to track medical concerns for participants and staff members.
- Create the module by going to **ChildPlus Desktop >> Setup >> Module Setup >> Module Designer >> Design or edit your own custom module.**
- Be sure to create a report to monitor the information captured in the new module.
- Create a **Worksheet** report to capture the concerns for participants and staff members.

Safety-Cleaning

Keep track of how often buses, classrooms and other equipment are cleaned using **Module Designer** or **Internal Monitoring Checklists**.

- To track cleaning schedules using **Module Designer** go to **ChildPlus Desktop >> Setup >> Module Setup >> Module Designer >> Design or edit your own custom modules.**
- Create a generic module that can be used for all cleaning schedules or create a separate module for each type.
- Checklists can be created through **ChildPlus Desktop >> Setup >> Module Setup >> Internal Monitoring Checklists.**
- Set the monitoring level for checklists to either **Site** or **Classroom**.
- Be sure to enable the **Record ID** field if you plan to associate your checklists with specific items such as program operated vehicles.

Meetings and Training Events

Are you hosting virtual staff meetings and training events? Here are some tips for tracking **Attendance** and sharing important information with attendees.

Attendance

- Use the **Professional Development** module to document meetings and training events.
- Add meeting/event participants as **Trainees**.
- Attach copies of documents shared.

Invites

Send invites and other important messages related to upcoming meetings and training events using **LiveMessage**.

- Remind attendees of their upcoming appointment.
- Send links and codes needed to access the meeting.
- Follow up with meeting minutes.