

Help Center

Just a click away!



Application

e-book

ChildPlus
Desktop



800.888.6674
childplus.com

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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](#).

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Application

The **Application** module provides a way to add, view and maintain information about the families and participants served by your agency.

To learn about the difference between the **Application** and **Add Family** modules, see [What is the difference between Add Family and Application?](#) on page 7.

What is the difference between Add Family and Application?

- **Add Family:** add new families and applicants to ChildPlus
- **Application:** view and edit the family and participant information collected through the intake process

For more information, see [Module Comparison](#).

Add Family Window

Use **Add Family** to enter data for new families that are not yet in ChildPlus.

ChildPlus Desktop

To add a new family using ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services**.
2. Click **Add Family**.
3. Complete the fields in each [section](#).

| Section | Description |
|---|--|
| Family Members | Add applicants, parents/guardians, additional family members |
| Family Information | Add information that applies to the entire family |
| Family Income | Add the family's sources of income |
| Family Emergency Contacts | Add the family's emergency contacts |
| Enrollment | Create a participation record for the applicant |
| Immunizations | Add the applicant's immunization information |

4. [Save the application](#).
-

Save an Application

Use this section to learn about the available options for saving a new application.

ChildPlus Desktop

Once you complete an application in ChildPlus Desktop, you can choose any of the following options:

- **Save, Review, and Sign:** save and preview the application. Select this option if you are ready to have the parent/guardian or staff member [sign it electronically](#)
- **Save and Add Another:** save the application and add a new one
- **Save and Close:** save the application and close the **Add Family** window



Once you select any of the **Save** options, ChildPlus Desktop closes the **Add New Family** window for the current applicant and you will not be able to return to it.

Review, Sign or Print Application

Once an application has been completed, you can use this feature to preview it, collect signatures from parents/guardians and staff members and generate a PDF of the application to print or physically collect signatures.



You can also generate a PDF of an application using **Report 2135 - Print Applications**.

ChildPlus Desktop

ChildPlus Desktop offers different options for accessing this feature based on whether you are working in the **Add Family** window or in the **Application** module.

1. Determine where you want to access this feature from.

Add Family

1. Complete all sections of the application.
2. Click **Save, Review, and Sign**.

Application

1. Go to **ChildPlus Desktop >> Services >> Application**.
2. Click **Print Application** at the top of the window.

2. Select the sections of the application to generate.
3. Select the language to generate the application in.
4. Select the family member(s) to display on the application.
5. Select the enrollment record(s) to display on the application.
6. Click **Preview**.
7. Click one of the following:
 - **Parent Signature**
 - **Staff Signature**
8. Have the parent/guardian or staff member sign the form using your electronic signature device or mouse (left-click and hold).



For more information, see [Electronic Signature Capture](#).

9. Click **Accept**.
10. Click one of the following:
 - **View Attachment**: ChildPlus opens the **Attachments** section of the participant's **Application** where you can view the signed application as an attachment
 - **OK**: ChildPlus opens a new instance of the form with the signature on it

11. Do one of the following:

- Click **Print** to print the signed form
 - Close the form to return to ChildPlus and print at a later time
-

Family Members

Use this section to add or update information for individual family members.

General Information

Use this section to track basic information for each family member.



Add Family

[ChildPlus Desktop](#)

Services >> Add Family

1. Select the type of family member you want to add. ChildPlus Desktop displays certain fields and sections based on your selection.

[Child Applicant](#)

| Field | Description | PIR Question(s) |
|---|---|----------------------|
| First | Enter the applicant's name | |
| Middle | | |
| Last | | |
| Suffix | | |
| Nickname | | |
| Birthday | Enter the applicant's birthday | |
|  Gender | Enter the applicant's gender Gender is used to calculate BMI for growth assessments once the applicant is enrolled | |
| SSN | Enter the applicant's Social Security Number | |
| Alternate ID | Enter an alternate ID if the applicant does not have a Social Security Number | |
|  Race PIR | Select the applicant's race | A.25 |



| Field | Description | PIR Question(s) |
|--------------------------------|---|----------------------|
| Hispanic/Latino PIR | Select an option for the applicant's ethnicity | A.25 |
| English Proficiency | Select the applicant's proficiency in English | |
| Other Language | Select any additional languages that the applicant is learning | |
| Other Language Proficiency | Select the applicant's proficiency in the selected other language | |
| ChildPlus ID | ChildPlus generates a ChildPlus ID for the applicant | |
| Primary Health Coverage PIR | Select the applicant's primary type of health coverage | C.1 |
| Other Health Coverage | Select any additional health coverage the applicant has | |
| Insurance Number | Enter the applicant's health insurance number | |
| Medicaid Eligibility Status | Select the applicant's Medicaid eligibility status | |
| Medicaid Number | Enter the applicant's Medicaid number | |
| Doctor/Medical Home | Select the applicant's doctor/medical home | |
| Dental Coverage | Select the applicant's primary type of dental coverage | |
| Dental Coverage Number | Enter the applicant's dental coverage number | |
| Dentist/Dental Home | Select the participant's dentist/dental home | |
| Application Notes | Enter any additional details about the applicant's application | |



| Field | Description | PIR Question(s) |
|-----------------------------|---|-----------------|
| Agency-Specific Information | Complete the fields as required by your agency. You can configure the fields available in this section in ChildPlus Desktop >> Setup >> System Setup >> Agency-Specific Customizable Fields >> Family Member . | |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

Adult Applicant

| Field | Description | PIR Question(s) |
|---|---|----------------------|
| First | Enter the applicant's name | |
| Middle | | |
| Last | | |
| Suffix | | |
| Nickname | | |
| Birthday | Enter the applicant's birthday | |
|  Gender | Enter the applicant's gender | |
| SSN | Enter the applicant's Social Security Number | |
| Alternate ID | Enter an alternate ID if the applicant does not have a Social Security Number | |
|  Race PIR | Select the applicant's race | A.25 |
| Hispanic/Latino PIR | Select an option for the applicant's ethnicity | A.25 |
| English Proficiency | Select the applicant's proficiency in English | |


| Field | Description | PIR Question(s) |
|--|--|----------------------|
| Other Language | Select any additional languages that the applicant is learning | |
| Other Language Proficiency | Select the applicant's proficiency in the selected other language | |
| ChildPlus ID | ChildPlus generates a ChildPlus ID for the applicant | |
|  Highest grade PIR | Select the applicant's highest level of education | C.35 |
|  Employment PIR | Select the applicant's employment status | C.36 |
| Child's Relationship | Select the applicant's relationship to the child | |
| Custody | Select whether the applicant has custody of the child | |
| Lives with family | Select whether the applicant lives with the family | |
| Provides financial support | Select whether the applicant provides financial support for the family | |
| Teen parent | Select whether the applicant is a teen parent | |
| Subsidized | Select whether the applicant receives financial support | |
| Email | Enter the applicant's email address | |
| Primary Health Coverage PIR | Select the applicant's primary type of health coverage | C.1 |
| Other Health Coverage | Select any additional health coverage the applicant has | |
| Insurance Number | Enter the applicant's health insurance number | |
| Medicaid Eligibility Status | Select the applicant's Medicaid eligibility status | |
| Medicaid Number | Enter the applicant's Medicaid number | |


| Field | Description | PIR Question(s) |
|-----------------------------|---|-----------------|
| Doctor/Medical Home | Select the applicant's doctor/medical home | |
| Dental Coverage | Select the applicant's primary type of dental coverage | |
| Dental Coverage Number | Enter the applicant's dental coverage number | |
| Dentist/Dental Home | Select the applicant's dentist/dental home | |
| Application Notes | Enter any additional details about the applicant's application | |
| Agency-Specific Information | Complete the fields as required by your agency. You can configure the fields available in this section in ChildPlus Desktop >> Setup >> System Setup >> Agency-Specific Customizable Fields >> Family Member . | |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

Child Non-Applicant


| Field | Description |
|--|---------------------------------|
| First | Enter the individual's name |
| Middle | |
| Last | |
| Suffix | |
| Nickname | Enter the individual's birthday |
| Birthday | |
|  Gender | |
| | Enter the individual's gender |




| Field | Description |
|--|--|
| SSN | Enter the individual's Social Security Number |
| Alternate ID | Enter an alternate ID if the individual does not have a Social Security Number |
|  Race | Select the individual's race |
| Hispanic/Latino | Select an option for the individual's ethnicity |
| English Proficiency | Select the individual's proficiency in English |
| Other Language | Select any additional languages that the individual is learning |
| Other Language Proficiency | Select the individual's proficiency in the selected other language |
| ChildPlus ID | ChildPlus generates a ChildPlus ID for the individual |



ChildPlus administrators can configure the settings for this field in **ChildPlus Desktop >> Setup >> System Setup >> [Customize Dropdown Choices](#)**.

Adult Non-Applicant

| Field | Description | PIR Question(s) |
|--|---------------------------------|-----------------|
| First | Enter the individual's name | |
| Middle | | |
| Last | | |
| Suffix | | |
| Nickname | | |
| Birthday | Enter the individual's birthday | |
|  Gender | Enter the individual's gender | |

| Field | Description | PIR Question(s) |
|--|--|----------------------|
| SSN | Enter the individual's Social Security Number | |
| Alternate ID | Enter an alternate ID if the individual does not have a Social Security Number | |
|  Race | Select the individual's race | |
| Hispanic/Latino | Select an option for the individual's ethnicity | |
| English Proficiency | Select the individual's proficiency in English | |
| Other Language | Select any additional languages that the individual is learning | |
| Other Language Proficiency | Select the individual's proficiency in the selected other language | |
| ChildPlus ID | ChildPlus generates a ChildPlus ID for the individual | |
|  Highest grade PIR | Select the individual's highest level of education | C.35 |
|  Employment PIR | Select the individual's employment status | C.36 |
| Child's Relationship | Select the individual's relationship to the child | |
| Custody | Select whether the individual has custody of the child | |
| Lives with family | Select whether the individual lives with the family | |
| Provides financial support | Select whether the individual provides financial support for the family | |
| Teen parent | Select whether the individual is a teen parent | |
| Subsidized | Select whether the individual receives financial support | |
| Email | Enter the individual's email address | |

| Field | Description | PIR Question(s) |
|-----------------------------|---|-----------------|
| Agency-Specific Information | Complete the fields as required by your agency. You can configure the fields available in this section in ChildPlus Desktop >> Setup >> System Setup >> Agency-Specific Customizable Fields >> Family Member . | |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

2. Click **Add Groups** to associate the family member with a specific group.
3. Click **Add Photo** to select a photo of the family member from your device.
4. Select an option from the **Adult or Child** field in the **Add a Family Member** section to add additional family members.





You can speed up the intake process by adding non-applicant family members in **ChildPlus Desktop >> Services >> Application >> Family Members** after saving the application.



Application

ChildPlus Desktop

To add or update general information for family members in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members >> General Information.**
2. Select the family member whose information you want to edit. ChildPlus Desktop displays certain **fields** based on the type of family member you select.

| Field | Description | PIR Question (s) |
|---|--|---|
| Adult or Child PIR | Select if the individual is an adult or child | PIR questions related to employment and education |
| <input checked="" type="checkbox"/> Adult Status PIR | Select the adult's status | PIR questions related to employment and education |
| First Name | Enter the individual's name | |
| Middle Name | | |
| Last Name | | |
| Suffix | | |
| Nickname | | |
| Birthday | Enter the individual's birthday | |
|  Gender | Enter the individual's gender Gender is used to calculate BMI for growth assessments once the applicant is enrolled | |
| SSN | Enter the individual's Social Security Number | |
| Alternate ID | Enter an alternate ID if the individual does not have a Social Security Number | |
|  Race PIR | Select the individual's race | A.25 |

| Field | Description | PIR Question(s) |
|---|---|----------------------|
| Hispanic/Latino PIR | Select an option for the individual's ethnicity | A.25 |
|  Language | Select the individual's language | |
|  Proficiency | Select the individual's language proficiency | |
| Primary | Check this checkbox for the individual's primary language | |
| Notes | Enter any additional details about the individual's general information | |



ChildPlus only displays this field for adult family members.



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

3. Click **Photo** to select a photo of the family member from your device.
4. Click **Change** to associate the family member with a specific group.
5. Save.

Languages

Use this section to add or update language information for an individual family member or for an entire family.

Individual Family Member





Services >> Add Family >> Languages

Services >> Application >> Languages

When you add the applicant's language information, ChildPlus uses this information as the default for each family member. ChildPlus Online only displays this section for child participants and adult family members.

To add or update language information for an individual family member in ChildPlus Online:

1. Select the family member whose information you want to edit.
2. Complete the [fields](#).

| Field | Description | PIR Question(s) |
|---|---|--------------------------|
|  Primary Language at Home PIR | Select the individual's primary language | A.26 |
| Acquiring / learning another language in addition to English PIR | Select whether the individual is learning a language in addition to English | A.26.a.1 |
|  English Proficiency | Select the individual's proficiency in English | |
|  Other Language | Select any additional languages that the individual speaks. If you select a language, ChildPlus Online displays fields for proficiency and other language | |
|  Other Language Proficiency | Select the individual's proficiency in the other language | |
| Primary Language | Select the individual's primary language. ChildPlus Online populates this field with the same language as the Primary Language at Home | |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

3. Click or tap **Save**.

Family Information


Services >> Add Family >> Family Information >> Languages

Services >> Application >> Family Information >> Languages

By default, ChildPlus populates the fields in this section with the same data entered for the applicant.

To add or update language information for an entire family in ChildPlus Online:

1. Complete the **fields**.

| Field | Description | PIR Question(s) |
|--|---|--------------------------|
|  Primary Language at Home PIR | Select the family's primary language | A.26 |
| Acquiring / Learning another language in addition to English PIR | Select whether the family is learning a language in addition to English | A.26.a.1 |



ChildPlus administrators can configure the settings for this field in **ChildPlus Desktop >> Setup >> System Setup >> [Customize Dropdown Choices](#)**.

2. Click or tap **Save**.

Individual's Address

When you enter a family's address in **Family Information**, ChildPlus uses this information as the default for each family member. Use this section to enter an address for a family member who does not live with the family.

Living Address

[ChildPlus Desktop](#)

To add or update a family member's individual living address in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
2. Select the family member whose information you want to edit.
3. Uncheck the **Living address is the same as family's** checkbox.
4. Complete the fields.
5. Save.



ChildPlus only displays this section for child participants and adult family members.

Mailing Address

ChildPlus defaults the mailing address to the same as the family member's living address.

[ChildPlus Desktop](#)

To add or update a family member's individual mailing address in ChildPlus Desktop:


1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
2. Select the family member whose information you want to edit.
3. Uncheck both **Mailing address** checkboxes.
4. Complete the fields.
5. Save.



ChildPlus only displays this section for adult family members.

Phone Numbers

Use this section to track a family member's contact information.


 ChildPlus only displays this section for adult family members.


Add Family

ChildPlus Desktop

Services >> Add Family

Complete the fields.

| Field | Description |
|---|--|
| Number | Enter the phone number ChildPlus displays the additional fields as you enter the phone number |
|  Type | Select the type of phone number |
| Note | Enter details about the phone number, including the extension, if applicable |
| Opt In for Text Messages | Select whether the individual consents to receiving text messages from your program ChildPlus displays this field when you select Cell Phone as the Type of Phone |


 ChildPlus administrators can configure the settings for this field in **ChildPlus Desktop >> Setup >> System Setup >> [Customize Dropdown Choices](#)**.

Application

ChildPlus Desktop

To add or update a family member's contact information in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
2. Select the family member whose information you want to edit.
3. Enter the family member's email address. You can send emails using **LiveMessage**.
4. Click **Add Phone** to add a phone number.
5. Complete the **fields**.

| Field | Description |
|---|---|
| Phone Number | Enter the phone number |
|  Type of Phone | Select the type of phone number |
| Note | Enter details about the phone number, including the extension, if applicable |
| Opt In for Text Messages | Select whether the individual consents to receiving text messages from your program |
| Primary | Check this checkbox to indicate the individual's primary phone number |



ChildPlus administrators can configure the settings for this field in **ChildPlus Desktop >> Setup >> System Setup >> [Customize Dropdown Choices](#)**.

6. Click one of the following:
 - **Save and Add Another**: add another phone number
 - **Save**: save the phone number and return to **Application**
7. Save.

Additional Information

Use this section to add additional information for family members.

ChildPlus Desktop

Services >> Add Family >> Enrollment (Child Applicant)



Services >> Add Family >> Family Members (Adult Family Member)

Services >> Application >> Additional Information

ChildPlus Desktop only displays this section for child participants and adult family members and displays certain fields based on the type of family member selected.

1. Select the family member whose information you want to edit.
2. Complete the fields.

Child Participant

| Field | Description |
|--|--|
| All required releases signed by parents | Select whether all required releases were signed by the parents/guardians |
| Date Signed | Enter the date the releases were signed |
|  Child Will Transition To | Select the school the participant will transition to once they leave the program |
|  Child's Relationship | Select the participant's relationship to each adult family member |
| Custody | Select whether each adult family member has custody of the participant |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

Adult Family Member

| Field | Description |
|-------------------|---|
| Lives with Family | Select whether the individual lives with the family |

| Field | Description |
|----------------------------|---|
| Provides Financial Support | Select whether the individual provides financial support for the family |
| Teen Parent | Select whether the individual is a teen parent |
| Subsidized | Select whether the individual receives financial support |

3. Save.

Emergency Contacts

Use this section to record information about a family's emergency contacts and which of these contacts are authorized to pick up a participant from school. You can also upload photos of emergency contacts for identity verification purposes.

Individual Emergency Contacts

Use this section to add emergency contacts for individual participants.

ChildPlus Desktop

To add or update an individual participant's emergency contacts in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
 2. Select the family member whose information you want to edit.
 3. Click **Add Contact**.
 4. Enter the contact's name.
 5. Select the contact's relationship to the participant.
 6. Check the **Emergency Contact** checkbox.
 7. Specify a release authorization by checking one of the following:
 - **Release To**: authorize the participant to be released to this contact
 - **Do Not Release To**: do not authorize the participant to be released to this contact
 8. Enter the contact's address and phone number(s).
 9. Enter any additional details about the contact's phone number in the **Phone Note** field.
 10. Enter any additional details about the contact in the **Notes** field.
 11. Click **Show Photo** to upload a photo of the contact.
 12. Click one of the following:
 - **Save and Add Another**
 - **Save and Add Another at Same Address**
 - **Save**
 13. Save the record.
-

Family Emergency Contacts

Use this section to emergency contacts for the entire family.

[ChildPlus Desktop](#)

Add Family

1. Enter the contact's name. ChildPlus Family Pre-application additional fields as you enter the name.
2. Select the contact's relationship to the applicant.
3. Select whether this contact is an emergency contact.
4. Select whether the applicant should be released to the contact.
5. Enter the contact's address and phone number(s).
6. Enter any additional details about the contact's phone number in the **Phone Note** field.

Application

To add or update a family emergency contact in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Emergency Contacts and Release Authorizations**.
 2. Click **Add Contact**.
 3. Enter the contact's name.
 4. Select the contact's relationship to the participant.
 5. Check the **Emergency Contact** checkbox.
 6. Specify a release authorization by checking one of the following:
 - **Release To:** authorize the participant to be released to this contact
 - **Do Not Release To:** do not authorize the participant to be released to this contact
 7. Enter the contact's address and phone number(s).
 8. Enter any additional details about the contact's phone number in the **Phone Note** field.
 9. Enter any additional details about the contact in the **Notes** field.
 10. Click **Show Photo** to upload a photo of the contact.
 11. Click one of the following:
 - **Save and Add Another**
 - **Save and Add Another at Same Address**
 - **Save**
 12. Save the record.
-

Agency-Specific Information

Use this section to track information specifically set up for your agency. You can use these fields to capture additional information for family members in ChildPlus.

[ChildPlus Desktop](#)

Services >> Add Family >> Family Members

Services >> Application >> Agency-Specific Information

To add or update the fields in this section in ChildPlus Desktop:

1. Select the family member whose information you want to edit.
2. Complete the fields.
3. Save.



You can configure the fields available in this section in **ChildPlus Desktop >> Setup >> System Setup >> Agency-Specific Customizable Fields >> Family Member**.

Education and Employment




Use this section in ChildPlus Desktop to track each family member's education and employment information.



ChildPlus only displays this section for adult family members.

To add or update education and employment information for family members in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
2. Select the family member whose information you want to edit.
3. Complete the [fields](#).

| Field | Description | PIR Question(s) |
|--|---|----------------------|
| Currently in School? | Select whether the individual is currently enrolled in school | |
|  Highest Grade Completed PIR | Select the individual's highest level of education | C.35 |
| If dropped out, why? | Enter a reason why the individual dropped out of school | |
| Occupation | Enter the individual's occupation | |
|  Employment Status at Enrollment PIR | Select the individual's employment status at enrollment | C.36 |
|  Present Employment Status PIR | Select the individual's current employment status | C.37 |
| Employer Name | Enter the name of the individual's current employer | |
| Phone | Enter the current employer's phone number | |
| Address | Enter the employer's address | |
| Zip | | |
| City | | |
| State | | |
| Total months worked in past year | Enter the total number of months the individual worked in the past year | |

| Field | Description | PIR Question(s) |
|-----------------------------------|--|-----------------|
| Is there a teen parent program? | Select whether a teen parent program is available | |
| Is person enrolled in it? | Select whether the individual is enrolled in the teen parent program | |
| If not employed, date last worked | Enter the last day the individual last worked | |
| Education and Work History Notes | Enter any additional details about the individual's education and employment | |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

4. Save.

Training

Use this section to track each family member's training information.



ChildPlus only displays this section for adult family members.

To add or update training information for family members in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
2. Select the family member whose information you want to edit.
3. Complete the [fields](#).

| Field | Description |
|---|--|
| In a job related training program? | Select whether the individual is in a job-related training program |
| In a skills training program? | Select whether the individual is in a skills training program |
| Type | Enter the type of skills training program the individual is enrolled in |
| Hours/week | Enter the number of hours per week the individual attended the skills training program |
| Date began | Enter the date the individual began the skills training program |
| Completion date | Enter the date the individual completed the skills training program |
| Received vocational, trade or business school training? | Select whether the individual received vocational, trade or business school training |
| Jobs | Select whether the individual is receiving training through Jobs |
| Job Corp | Select whether the individual is receiving training through Job Corps |
| JTPA | Select whether the individual received training assistance through the JTPA |
| Other | Enter any additional type of training program the individual is enrolled in |

4. Save.

Family Member Options

Use this section to configure options for individual family members.

Make a Family Member a Participant

To reduce data entry errors, ChildPlus limits the modules that you can access for family members who are not participating in one of your programs. Family members who are not participants can only be accessed from **Application** and **Family Services**.

ChildPlus Desktop

To make a family member a participant in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application**.
 2. Locate the family member that you want to make a participant.
 3. Click **More**.
 4. Select **Make Participant**.
 5. Complete the fields to add a participation record and Location Preferences for the family member.
 6. Click **OK**.
 7. Do one of the following:
 - Complete the fields to add the remaining enrollment information for the participant as needed
 - Add the information for the participant at a later time
-

Add a Family Member to an Existing Family

Once a family's application has been entered into ChildPlus, you can return to the **Application** module at any time to add additional family members.

If you have a participant who is member of more than one family in ChildPlus (for example, a dual custody child or a foster child), you can also use this section to add the same participant to multiple families.

ChildPlus Desktop

To add a family member to an existing family in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application**.
 2. Click one of the following:
 - **Add an Adult**
 - **Add a Child**
 3. Enter the family member's name and Social Security Number or birthday.
 4. Click **OK**.
 5. If an individual already exists in ChildPlus with the information provided, do one of the following:
 - Confirm that the individual you are adding is not a duplicate and click **Add New Person**
 - Confirm that the individual you are adding is a duplicate of an individual already in ChildPlus and click **Select Existing Person**
 6. Complete the fields.
 7. Save.
 8. Go to the **Family Information** section to confirm the **Number in Family**.
-

Move a Family Member to a Different Family

[ChildPlus Desktop](#)

To move a family member to a different family in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application**.
 2. Locate the family member that you want to move to a different family.
 3. Click **More**.
 4. Select **Move Family Member to a different family**.
 5. Select the family that you want to move the family member to.
 6. Select whether you want to copy **Family Services Events** from the family member's current family into the new family.
 7. Click **OK**.
 8. Click **OK** to confirm that you want to move the family member to the selected family.
-

Delete a Family Member from an Existing Family

Once a family's application has been entered into ChildPlus, you can return to the **Application** module at any time to delete family members.



The **Primary Adult** cannot be deleted until all other family members have been deleted.

[ChildPlus Desktop](#)

To delete a family member in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application**.
 2. Locate the family member you want to delete.
 3. Click **More**.
 4. Select **Delete Family Member**.
 5. Click **Yes** to confirm that you want to delete the family member.
 6. Go to the **Family Information** section to confirm the **Number in Family**.
-

Family Information

Use this section to add or update information that applies to an entire family.

Family Income

You can use the **Family Income** section to record income verifications in ChildPlus. Income verifications help you determine if the family meets Head Start income-eligibility requirements. When you complete an income verification in ChildPlus, be sure to document each individual source of income. You can track up to five income sources for each verification you perform. Once you enter the family's income sources, ChildPlus will automatically calculate the family's **Total Eligibility Income**.

ChildPlus Desktop

Services >> Add Family >> Family Income

Services >> Application >> Family Information >> Family Income

To add family income in ChildPlus Desktop:

1. Complete the **fields**.

| Field | Description |
|--------------------|---|
| Income Verified By | Select the staff member who verified the family's income |
| Verification Date | Enter the date the family's income was verified |
| TANF Status | Select the family's TANF status |
| SSI | Select whether the family receives SSI |
| Income Sources | |
| Family Member | Select an adult family member |
| Amount | Enter the amount of income the individual receives |
| Per | Enter the frequency at which the individual receives income |
| Annual Amt. | ChildPlus calculates this field based on the information entered in the Amount and Per fields |
| Description | Select the type of income |
| Verification | Select how the income was verified |
| Note | Document any additional details about the income source |
| Income Notes | Document any additional details about the family's income |

2. Save.

Add New Income Information

Use this section to add new income information for a family. You can add new income information if you have a family with multiple applicants applying to a program and want to track their income information separately.

ChildPlus Desktop

To add new income information in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Family Income.**
2. Click **Add/Edit Income.**
3. Select **Add New Income Information.** ChildPlus clears the current fields and copies the existing information to the **Income History** field.
4. Complete the **fields.**

| Field | Description |
|--------------------|---|
| Income Verified By | Select the staff member who verified the family's income |
| Verification Date | Enter the date the family's income was verified |
| TANF Status | Select the family's TANF status |
| SSI | Select whether the family receives SSI |
| Income Sources | |
| Family Member | Select an adult family member |
| Amount | Enter the amount of income the individual receives |
| Per | Enter the frequency at which the individual receives income |
| Annual Amt. | ChildPlus calculates this field based on the information entered in the Amount and Per fields |
| Description | Select the type of income |
| Verification | Select how the income was verified |
| Note | Document any additional details about the income source |
| Income Notes | Document any additional details about the family's income |

5. Save.

Address

Use this section to add or update the family's address and add the family's previous addresses.

Family Living Address

Use this section to add a family's current living address and document whether the family is experiencing homelessness.

Add Family

[ChildPlus Desktop](#)

When you enter an address in **Family Information**, ChildPlus uses this information as the default for each family member.

1. Enter the date the family started living at the address.
 2. Add the family's current address.
 3. Enter any additional details about the family's living address in the **Living Address Notes** field.
-

Application

Add New Living Address

ChildPlus Desktop

To add a new living address in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Phone Numbers, Addresses.**
2. Click **Change Living Address.**
3. Select **Add New Address (family moved).**
4. Complete the fields.
5. Enter any additional details about the family's living address in the **Living Address Notes** field.
6. Save.



When you add a new address, ChildPlus copies the previous address to the **Previous Addresses** section.

Edit Current Living Address

Select this option to correct an error in the family's current living address.

ChildPlus Desktop

To edit a family's current living address in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Phone Numbers, Addresses.**
2. Click **Change Living Address.**
3. Select **Edit Current Address.**
4. Click **OK** to confirm that you want to edit the address.
5. Update the fields.
6. Enter any additional details about the family's living address in the **Living Address Notes** field.
7. Save.

Family Mailing Address

Use this section to add a family's current mailing address.

Add Family

ChildPlus Desktop

ChildPlus defaults a family's mailing address to the same as the family's living address.

If the mailing address is different from the living address, select **No** and complete the fields.

1. Enter the date the family started using the mailing address.
 2. Add the mailing address.
 3. Enter any additional details about the mailing address in the **Mailing Address Notes** field.
-

Application

Add New Mailing Address

ChildPlus Desktop

To add a new mailing address in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Phone Numbers, Addresses**.
2. Uncheck the **Same as living address** checkbox.
3. Click **Change Mailing Address**.
4. Select **Add New Address (family moved)**.
5. Complete the fields.
6. Enter any additional details about the family's mailing address in the **Mailing Address Notes** field.
7. Save.



When you add a new address, ChildPlus copies the previous address to the **Previous Addresses** section.

Edit Current Mailing Address

Select this option to correct an error in the family's current mailing address.

ChildPlus Desktop

To edit a family's mailing address in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Phone Numbers, Addresses.**
 2. Click **Change Mailing Address.**
 3. Select **Edit Current Address.**
 4. Click **OK** to confirm that you want to edit the address.
 5. Update the fields.
 6. Enter any additional details about the family's mailing address in the **Mailing Address Notes** field.
 7. Save.
-

Previous Addresses

Use this section to track a family's address history of a family during the initial application data entry process. There is no limit to the number of addresses you can store for each family in ChildPlus. You can also track the address history of a family that already has an application in ChildPlus. This can be useful if a family moves while a participant is enrolled and you want to track the details of each move.

ChildPlus Desktop

Services >> Add Family >> Family Information >> Previous Addresses

Services >> Application >> Family Information >> Phone Numbers, Addresses >> Previous Addresses

To add a family's previous address in ChildPlus Desktop:

- 1.
 2. Click the first row.
 3. Select if the address was a **Living** address, **Mailing** address or both.
 4. Enter the dates the family started and stopped using the address.
 5. Enter the address.
 6. Use the **Notes** field to document any additional details about the address.
 7. Save.
-

Emergency Contacts

Use this section to record information about a family's emergency contacts and which of these contacts are authorized to pick up a participant from school. You can also upload photos of emergency contacts for identity verification purposes.

Individual Emergency Contacts

Use this section to add emergency contacts for individual participants.

ChildPlus Desktop

To add or update an individual participant's emergency contacts in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
 2. Select the family member whose information you want to edit.
 3. Click **Add Contact**.
 4. Enter the contact's name.
 5. Select the contact's relationship to the participant.
 6. Check the **Emergency Contact** checkbox.
 7. Specify a release authorization by checking one of the following:
 - **Release To**: authorize the participant to be released to this contact
 - **Do Not Release To**: do not authorize the participant to be released to this contact
 8. Enter the contact's address and phone number(s).
 9. Enter any additional details about the contact's phone number in the **Phone Note** field.
 10. Enter any additional details about the contact in the **Notes** field.
 11. Click **Show Photo** to upload a photo of the contact.
 12. Click one of the following:
 - **Save and Add Another**
 - **Save and Add Another at Same Address**
 - **Save**
 13. Save the record.
-

Family Emergency Contacts

Use this section to emergency contacts for the entire family.

[ChildPlus Desktop](#)

Add Family

1. Enter the contact's name. ChildPlus Family Pre-application additional fields as you enter the name.
2. Select the contact's relationship to the applicant.
3. Select whether this contact is an emergency contact.
4. Select whether the applicant should be released to the contact.
5. Enter the contact's address and phone number(s).
6. Enter any additional details about the contact's phone number in the **Phone Note** field.

Application

To add or update a family emergency contact in ChildPlus Desktop:






1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> Emergency Contacts and Release Authorizations**.
2. Click **Add Contact**.
3. Enter the contact's name.
4. Select the contact's relationship to the participant.
5. Check the **Emergency Contact** checkbox.
6. Specify a release authorization by checking one of the following:
 - **Release To:** authorize the participant to be released to this contact
 - **Do Not Release To:** do not authorize the participant to be released to this contact
7. Enter the contact's address and phone number(s).
8. Enter any additional details about the contact's phone number in the **Phone Note** field.
9. Enter any additional details about the contact in the **Notes** field.
10. Click **Show Photo** to upload a photo of the contact.
11. Click one of the following:
 - **Save and Add Another**
 - **Save and Add Another at Same Address**
 - **Save**
12. Save the record.



Family Information

Use this section in ChildPlus Desktop to add information for an entire family.

Add Family

1. Go to **ChildPlus Desktop >> Services >> Add Family >> Family Information.**
2. Complete the fields.

| Section | Description | PIR Question(s) |
|--|--|-----------------------------|
| Parental Status | Select the number of parents in the family | C.33 |
| Relationship to Participant(s) | Select the relationship of the parents/guardians to the applicant(s) | C.34 |
| Primary Language at Home | Select the family's primary language | A.26 |
| Acquiring / learning another language in addition to English | Select whether the family is learning a language in addition to English | A.26.a.1 |
|  Homeless Family | Select whether the family is experiencing homelessness | C.46 - C.47 |
|  Active Military | Select whether at least one parent/guardian is an active duty member of the United States military | C.38.a |
|  Military Veteran | Select whether at least one parent/guardian is a veteran of the United States military | C.38.b |
|  Referred by Child Welfare Agency | Select whether the family was referred by a child welfare agency | C.50 |
|  Receiving SNAP | Select whether the family receives assistance through SNAP | C.42 |

| Section | Description | PIR Question(s) |
|--|---|----------------------|
|  WIC | Select whether the family receives assistance through WIC | C.41 |
|  WIC ID | Enter the family's WIC ID number | |




You can edit these fields in **ChildPlus Desktop >> Services >> Family Services >> Family Services Information** after you save the application. For more information, see [PIR](#).

Application

This section displays a summary of the members of a family in ChildPlus Desktop.

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Information >> General Information**.
2. Complete the [fields](#).

| Field | Description | PIR Questions |
|---|---|--------------------------|
| Parental Status PIR | The number of parents in the family | C.33 |
| Relationship to Participant(s) PIR | The relationship of the parents/guardians to the participant | C.34 |
|  Primary Language at Home PIR | Select the family's primary language | A.26 |
| Acquiring / Learning another language in addition to English PIR | Select whether the family is learning a language in addition to English | A.26.a.1 |
| Number in Household | The total number of family members who live in the same household as the participant, including the participant | |

| Field | Description | PIR Questions |
|--------------------------|--|---------------|
| Number in Family | The total number of members in the participant's family ChildPlus uses this field to calculate the family's Poverty Level | |
| Family Information Notes | Enter any additional details about the family's general information | |



ChildPlus administrators can configure the settings for this field in **ChildPlus Desktop >> Setup >> System Setup >> [Customize Dropdown Choices](#)**.

3. Save.

Add a Participation Record

Use this section to create a participation record for an applicant. A participation record must be created before you can waitlist, accept or enroll an applicant into your program.

ChildPlus Desktop

To add a participation record in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Enrollment**.
2. Click **Add Participation Record**.
3. Complete the [fields](#).

| Field | Description |
|---|--|
| Program Term | Select the Program Term that you want to associate with the participation record |
| Agency | If the Program Term you selected includes more than one agency, select the agency that the participation record is for |
| Initial Status | Select the first status the participant will hold for the Program Term . For more information, see Edit Enrollment Status . |
| First day in this status | Enter the first day of the initial status For example, if the applicant was waitlisted on 3/1/2022, their Initial Status would be Waitlisted and their First day in this status would be 3/1/2022 |
| Location Preferences | Add at least one location preference for the applicant. If you do not know the site or classroom preference, you can leave these fields blank. For more information, see Edit Location Preferences . |
| Would you like to copy information from another participation record to the new record? | Select one of the following: <ul style="list-style-type: none">• Yes: copy the information from a previous participation record to this new record. If you select Yes, select the participation record that you want to copy from and the fields that you want to copy and indicate whether you want to increment the participation year. Once the new participation record is created, re-verify the applicant's eligibility• No: do not to copy information from another participation record or if one does not exist |

4. Click **OK**.



You can also add a participation record in **Services >> Add Family >> Enrollment**.




Add an Immunization Record

Use this section to add an **Immunization Record** for a participant.

ChildPlus Desktop

To add **Immunizations** in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Immunizations >> Immunizations**.
2. Complete the [fields](#).

| Field | Description | PIR Question(s) |
|--|---|-----------------|
|  Immunization Status At Enrollment PIR | The participant's Immunization Status at enrollment for each program | C.10(1)-C.12(1) |
|  At End of Enrollment PIR | The participant's Immunization Status at end of enrollment for each program | C.10(2)-C.12(2) |
| Responsible Staff | Staff member associated with the Immunization Record | |
|  Immunization | The date that the participant received a dose of the immunization | |
| Immunization Notes | Enter any additional details about the participant's immunization information | |



ChildPlus administrators can configure the settings for these fields in **ChildPlus Desktop >> Setup >> System Setup >> Customize Dropdown Choices**.

ChildPlus administrators can configure which immunizations are available in **ChildPlus Desktop >> Setup >> Module Setup >> Immunizations**. You can also customize the order in which immunizations appear and add additional immunizations to the list.

3. Save.



You can also add or update PIR information for **Immunizations** in **Services >> Add Family >> Immunizations** and **Services >> PIR >> Health**.

Request Documents

Use the **Request Documents** feature in ChildPlus Desktop to send a link to parents/guardians where they can upload documents, such as address and employment verifications, birth certificates, immunization records, insurance cards and more. All uploaded documents are saved as attachments in the **Application** module. You can also use this feature with **Family Pre-application**.



ChildPlus only displays this feature for adult family members.

To use the **Request Documents** feature in ChildPlus Desktop:

1. Go to **ChildPlus Desktop >> Services >> Application >> Family Members**.
2. Select an adult family member.
3. Go to the **Email and Phone Numbers** section.
4. Click **Request Documents**.
5. Click **Copy Link**.
6. Paste the link into an email to the parents/guardians. ChildPlus provides a unique link to both the English and Spanish versions of the form.
7. Click **OK**.

Blank Application Forms

Paper applications allow you to collect information about applicants and their families. They are generally completed by a parent/guardian or an agency representative who is assisting the family with the application process.

In order to improve data entry efficiency, these paper application forms are specifically designed to follow the flow and order of ChildPlus and are available in both English and Spanish. While both PDF and Word versions of our applications are available, we only recommend downloading the Word versions if you plan to customize the application forms for your agency.

English Applications

| Form | Download | | Updated |
|--|---------------------|----------------------|---------|
| Applicant & Family Member Information | PDF | Word | 6/16 |
| Family Information, Income & Contacts | PDF | Word | 9/20 |
| Applicant Eligibility & Enrollment | PDF | Word | 10/16 |
| Head Start Eligibility Verification Form | | | |

Spanish Applications

| Form | Download | | Updated |
|---|---------------------|----------------------|---------|
| Información de Solicitante & Miembros de la Familia | PDF | Word | 6/16 |
| Información de Familia, Ingreso & Contactos | PDF | Word | 9/20 |
| Información de Elegibilidad & Matricula | PDF | Word | 11/16 |