

Help Center

Just a click away!



Application

e-book

ChildPlus
Online



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 Online

To add a new family using ChildPlus Online:

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

Section	Description
Applicants	Add child applicants and expectant mothers. ChildPlus automatically creates a participation record for anyone designated as an Applicant
Parents/Guardians	Add the parents/guardians. A Primary Adult must be added to the family before you can add any additional information to the application
Other Family Members	Add additional family members, such as other adults and non-applicant children
Family Information	Add information that applies to the entire family, including the family's sources of income
Additional Information for Applicants	Create a participation record for the applicant. You can also add their Health, Immunizations and Family Services information

4. To navigate within each section, Do one of the following:
 - Scroll
 - Click or tap **Scroll To** at the top of the window and select a section
5. [Save the application](#).



When you add a family member, ChildPlus Online generates a ChildPlus ID for each member and displays it in the top right corner of the window.

Save an Application

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

ChildPlus Online

When you add a new family in ChildPlus Online, you can save the application at any time during the intake process and return to it at a later time. Different save options are available for each step in **Add Family**:

- [Applicants](#)
 - [Parents/Guardians](#)
 - [Other Family Members](#)
 - [Family Information](#)
 - [Additional Information for Applicants](#)
-

Applicants

Services >> Add Family >> Applicants

Once you finish adding an applicant, you can choose any of the following options:

Continue to Parents/Guardians

Save the applicant and start adding information for the parents/guardians. When you select this option, ChildPlus Online requires you to add a Primary Adult in the next step.

Select this option if you added a child applicant or an expectant mother who is not the Primary Adult and are ready to add information for the parents/guardians.

Select a different option if you added an expectant mother who is a Primary Adult and are ready to add information for Secondary Adult family members or are finished adding adult family members.

Add Another Applicant

Save the applicant and start adding information for another family member applying to the program.

Save

Save the applicant and return to the **Add Family** window. You can do any of the following when you return to the window:

- Click or tap the applicant's name to continue adding details
- Add another applicant
- Click or tap **Finished Adding Applicants**. When you select this option, ChildPlus Online will enable access to the next step, **Parents/Guardians**

Parents/Guardians

Services >> Add Family >> Parents/Guardians

Once you finish adding the Primary Adult, you can choose any of the following options:

Add Secondary Adult

Save the Primary Adult and start adding information for another parent/guardian.

Continue to Other Family Members

Save the Primary Adult and start adding information for additional family members.

Save

Save the Primary Adult and return to the **Add Family** window. You can do any of the following when you return to the window:

- Edit information in the previous step
- Click or tap the Primary Adult's name to continue adding details
- Add a Secondary Adult
- Click or tap **Finished Adding Parents/Guardians**. When you select this option, ChildPlus Online will enable access to the next step, **Other Family Members**

Select this option if you do not want to add any additional family members. You can bypass the next step on the **Add Family** window.

Other Family Members

Services >> Add Family >> Other Family Members

Once you finish adding a family member, you can choose any of the following options:

Add Another Family Member

Save the family member and start adding information for another adult or non-applicant child.

Continue to Family Information

Save the family member and start adding information for the entire family.

Save

Save the family member and return to the **Add Family** window. You can do any of the following when you return to the window:

- Edit information in the previous step
- Click or tap the family member's name to continue adding details
- Add additional family members
- Click or tap **Finished Adding Family Members**. When you select this option, ChildPlus Online will enable access to the next step, **Family Information**

Family Information

Services >> Add Family >> Family Information

Once you finish adding the family's information, you can choose any of the following options:

Continue to Applicant-Only Info

Save the family's information and start adding the participation record for the applicant.

Save

Save the family's information and return to the **Add Family** window. You can do any of the following when you return to the window:

- Edit information in a previous step
- Click or tap **Edit Family Information** to continue adding details
- Click or tap **Finished Adding Family Information**. When you select this option, ChildPlus Online will enable access to the next step, **Additional Information for Applicants**

Additional Information for Applicants

Services >> Add Family >> Additional Information for Applicants

Once you complete all sections, click or tap **Save**.

Click or tap **Finished Adding Applicant Info** to enable access to the following options:

- [Review, Sign or Print](#)
- **Finish:** Select this option to complete the intake process. Once the application is completed, you can edit or update the family's application as needed in **ChildPlus Online >> Services >> Application**

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 Online

To use this feature in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Add Family**.
2. Complete all sections of the application.
3. Click or tap **Finished Adding Applicant Info**.
4. Click or tap **Review, Sign, or Print**.
5. Complete the steps in each section.

Choose Options

1. Select the sections of the application to generate.
2. Select the language to generate the application in.
3. Select the family member(s) to display on the application.
4. Select the enrollment record(s) to display on the application.

Review

Click or tap **Review**. ChildPlus opens the application (**Report 2135 - Print Applications**) in a new tab.

Sign

To collect a parent/guardian's signature:

1. Click or tap **Parent Signature**.
2. Have the parent/guardian use a mouse (left-click and hold), a stylus or their finger to sign, depending on the device the application is on.
3. Click or tap **Save**. ChildPlus automatically saves the signature on the application as a PDF in **Application >> Participants >> Attachments**.
4. Do one of the following:
 - Click or tap **View Attachment** to view the signature on the application. ChildPlus opens the attachment in a new window
 - Click or tap **OK** to close the message

To collect a staff member's signature for the eligibility verification form:

1. Click or tap **Staff Signature**.
2. Have the staff member use a mouse (left-click and hold), a stylus or their finger to sign, depending on the device the application is on.
3. Click or tap **Save**. ChildPlus automatically saves the signature on the eligibility verification form as a PDF in **Application >> Participants >> Attachments**.
4. Do one of the following:
 - Click or tap **View Attachment** to view the signature on the eligibility verification form. ChildPlus opens the attachment in a new window
 - Click or tap **OK** to close the message

Print

Click or tap **Print**. ChildPlus opens the signed application in a new tab.

6. Click or tap **Close**.
-

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 Online](#)

Services >> Add Family

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

Applicant

Field	Description	PIR Question (s)
Applicant Type	Select whether the individual is a Child or Expectant Mother	
<input checked="" type="checkbox"/> Primary Adult	Select whether the individual is the primary adult	
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	

Field	Description	PIR Question(s)
Alternate ID	Enter an alternate ID if the individual does not have a Social Security Number	
 Race PIR	Select the option that best describes the individual's race	A.25
Hispanic / Latino PIR	Select an option for the individual's ethnicity	A.25







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**.

Parents/Guardians

Field	Description	PIR Question(s)
Adult or Child	Select whether 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	
Last Name		
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 PIR	Select the individual's race	A.25
Hispanic / Latino PIR	Select an option for the individual's ethnicity	A.25
 Relationship	Select the individual's relationship to the participant(s)	
 Custody	Select whether the individual has custody of the participant(s)	





ChildPlus only displays these fields for adult family members.



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

Other Family Members

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
First Name	Enter the individual's name	
Last Name		
Birthday	Enter the individual's birthday	
 Gender	Enter the individual's gender	

Field	Description	PIR Question (s)
 Relationship	Select the individual's relationship to the parents/guardians	
Supported By	Select whether the parents/guardians provide financial support for the individual	



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

2. Click or tap **Add Photo** to select a photo of the family member from your device.
3. Click or tap **Change** to associate the family member with a specific group.




Application

ChildPlus Online

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

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

Participants

Field	Description	PIR Question(s)
Applicant Type	Select whether the individual is a Child or Expectant Mother	
 Primary Adult	Select whether the individual is the primary adult	
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 option that best describes the individual's race	A.25
Hispanic / Latino PIR	Select an option for the individual's ethnicity	A.25



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**.

Parents/Guardians

Field	Description	PIR Question(s)
Adult or Child	Select whether 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	
Last Name		
Birthday	Enter the individual's birthday	
Gender	Enter the individual's gender	
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
Hispanic / Latino PIR	Select an option for the individual's ethnicity	A.25
Relationship	Select the individual's relationship to the participant(s)	
<input checked="" type="checkbox"/> Custody	Select whether the individual has custody of the participant(s)	



ChildPlus only displays these fields for adult family members.



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

Other Family Members

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
First Name	Enter the individual's name	
Last Name		
Birthday	Enter the individual's birthday	
Gender	Enter the individual's gender	
Relationship	Select the individual's relationship to the parents/guardians	
Supported By	Select whether the parents/guardians provide financial support for the individual	



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

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

Services >> Add Family >> Address >> Living Address

Services >> Application >> Address >> Living Address

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

1. Select the family member whose information you want to edit.
2. Select **No** for **Lives with Family**.
3. Complete the fields.
4. Click or tap **Save**.



ChildPlus only displays this section for adult family members.

Mailing Address

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

ChildPlus Online

Services >> Add Family >> Address >> Mailing Address

Services >> Application >> Address >> Mailing Address

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

1. Select the family member whose information you want to edit.
2. Uncheck the **Mailing address is the same as family's** checkbox.
3. Complete the fields.
4. Click or tap **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 Online](#)

Services >> Add Family

Complete the fields.

Field	Description
 Type	Select the type of phone number
Number	Enter the phone number
Extension	Enter the extension. An extension can only be added when you select Work Phone as the Type of phone number
Primary	Check this checkbox to indicate the individual's primary phone number
Opt-In for Texts	Select whether the individual consents to receiving text messages from your program
Email Address	Enter the individual's email address You can send emails using LiveMessage




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

Application

ChildPlus Online

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

1. Go to **ChildPlus Online >> Services >> Application**.
2. Select the family member whose information you want to edit.
3. Complete the **fields**.

Field	Description
 Type	Select the type of phone number
Number	Enter the phone number
Extension	Enter the extension. An extension can only be added when you select Work Phone as the Type of phone number
Primary	Check this checkbox to indicate the individual's primary phone number
Opt-In for Texts	Select whether the individual consents to receiving text messages from your program
Email Address	Enter the individual's email address You can send emails using LiveMessage



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

4. Click or tap **Add Phone** to add an additional phone number.
5. Click or tap **Save**.

Additional Information


Use this section to add additional information for family members.

ChildPlus Online

Services >> Add Family >> Applicants >> Additional Information
Services >> Application >> Participants >> Additional Information

ChildPlus Online only displays this section for child participants.

1. Complete the [fields](#).

Field	Description
All Releases Signed	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



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

2. Click or tap **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 Online

Services >> Add Family >> Applicants >> Emergency Contacts
Services >> Application >> Participants >> Emergency Contacts

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

1. Select the family member whose information you want to edit.
 2. Click or tap **Add Emergency Contact**.
 3. Click or tap **Add Photo** to upload a photo of the 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 or tap **Save** to save the contact.
 12. Click or tap **Save** to save the record.
-

Family Emergency Contacts

Use this section to emergency contacts for the entire family.

ChildPlus Online

Services >> Add Family >> Family Information >> Emergency Contacts

Services >> Application >> Family Information >> Emergency Contacts

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

1. Click or tap **Add Emergency Contact**.
 2. Click or tap **Add Photo** to upload a photo of the 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 or tap **Save** to save the contact.
 11. Click or tap **Save** to 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 Online](#)

Services >> Add Family >> Agency-Specific Information

Services >> Application >> Agency-Specific Information

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

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



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

Education and Training

Services >> Add Family >> Adult Family Member >> Education and Training
Services >> Application >> Adult Family Member >> Education and Training


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



ChildPlus only displays this section for adult family members.

To add or update education and training information for family members in ChildPlus Online:

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

Field	Description	PIR Question(s)
 Highest Grade Completed PIR	Select the individual's highest level of education	C.35
Currently in School	Select whether the individual is currently enrolled in school	
If dropped out, why?	Select a reason why the individual dropped out of school	
Jobs	Select whether the individual is receiving training through Jobs	
Job Corps	Select whether the individual is receiving training through Job Corps	
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	
Vocational, trade, or business school training?	Select whether the individual is in a vocation, trade or business school training program	
JTPA	Select whether the individual received training assistance through the JTPA	
Other	Enter any additional type of training program the individual is enrolled in	

Field	Description	PIR Question(s)
Employment, Education and Training Notes	Enter any additional details about the individual's employment, education and training	



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

3. Click or tap **Save**.

Employment

Services >> Add Family >> Adult Family Member >> Employment
Services >> Application >> Adult Family Member >> Employment



Use this section in ChildPlus Online to track each family member's employment information.



ChildPlus only displays this section for adult family members.

To add or update employment information for family members in ChildPlus Online:

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

Field	Description	PIR Question(s)
 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
If not employed, date last worked	Enter the last day the individual last worked	
Total months worked in past year	Enter the total number of months the individual worked in the past year	
Occupation	Enter the individual's occupation	
Provides Financial Support	Select whether the individual provides financial support for the family	
Name	Enter the name of the individual's current employer	
Phone	Enter the current employer's phone number	
Address	Enter the current employer's address	
City		
State		
Zip		



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

3. Click or tap **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 Online

To make a family member a participant in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Application**.
 2. Locate the family member that you want to make a participant.
 3. Click or tap **More ...**.
 4. Select **Make [Family Member] a participant**.
 5. Complete the fields to add a participation record and Location Preferences for the family member.
 6. Click or tap **Save**.
 7. Do one of the following:
 - Complete the fields to add the remaining enrollment information for the participant as needed
 - Click or tap **Save** to save the information or to return to ChildPlus and 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 Online

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

1. Go to **ChildPlus Online >> Services >> Application**.
 2. Click or tap one of the following:
 - **Add Participant:** select whether the participant is a child applicant or expectant mother
 - **Add Parent/Guardian**
 - **Add Family Member:** select whether the family member is an adult or child
 3. Complete the fields.
 4. Click or tap **Save**.
 5. Go to the **Family Information** section to confirm the **Number in Family**.
-

Move a Family Member to a Different Family

[ChildPlus Online](#)

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

1. Go to **ChildPlus Online >> Services >> Application**.
2. Locate the family member that you want to move to a different family.
3. Click or tap **More ...**.
4. Select **Move [Family Member] to another 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 or tap **Move**.

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 Online](#)

To delete a family member in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Application**.
2. Locate the family member you want to delete.
3. Click or tap **More ...** next to the family member's name.
4. Select **Delete [Family Member] from Family**.
5. Click or tap **Delete** to confirm that you want to delete the family member from the family.
6. Click or tap **OK**.
7. Go to the **Family Information** section and click or tap **View/Edit** to confirm the **Number in Family**.

Family Information

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

Family Composition

This section displays a summary of the members in a family, the **Parental Status** and the relationship of the parents/guardians to the participant in ChildPlus Online.

To edit a family's information in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Add Family >> Family Information >> Family Composition**.
2. Click or tap **View/Edit**.
3. Select a **family member** in the grid to edit or update their information.

You can edit the following information for each type of family member in the grid.

Family Member	Lives with Family	Relationship	Supported By
Applicant/Participant			
Primary Adult	✓		
Secondary Adult	✓		
Other Adult	✓	✓	✓
Child (Non-applicant)	✓	✓	✓

4. Click or tap **OK**.
5. Complete the **fields**.

Field	Description	PIR Question (s)
Number in Family	The total number of members in the applicant/participant's family ChildPlus uses this field to calculate the family's Poverty Level	
Parental Status PIR	The number of parents in the family	C.33

Field	Description	PIR Question (s)
Number in Household	The total number of family members who live in the same household as the applicant/participant, including the applicant/participant	
Relationship to Participant(s) PIR	The relationship of the parents/guardians to the applicant/participant	C.34

6. If you updated family member information in the grid, click or tap **Recalculate These Fields** to update the values.
7. Click or tap **Save**.



You can also edit this information in **ChildPlus Online >> Services >> Application >> Family Information >> Family Composition**.

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 Online

Services >> Add Family >> Family Information >> Family Income

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

To add family income in ChildPlus Online:

1. Complete the **fields**.

Field	Description
Verification 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
SNAP	Select whether the family receives assistance through SNAP
WIC	Select whether the family receives assistance through WIC
WIC ID	Enter the family's WIC ID number
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 Amount	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

Field	Description
Note	Document any additional details about the income source
Income Notes	Document any additional details about the family's income

2. Click or tap **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 Online

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

To add new income information in ChildPlus Online:

1. Click or tap **Add/Edit** next to **Family Income**.
2. Select **Add New Income Information**. ChildPlus clears the current fields and copies the existing information to the **Income History** field.
3. Complete the **fields**.

Field	Description
Verification 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
SNAP	Select whether the family receives assistance through SNAP
WIC	Select whether the family receives assistance through WIC
WIC ID	Enter the family's WIC ID number
Income Sources	
Family Member	Select an adult family member
Amount	Enter the amount of income the individual receives

Field	Description
Per	Enter the frequency at which the individual receives income
Annual Amount	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

4. Click or tap **OK** to save the income information.
5. Click or tap **Save** to save the record.

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 Online](#)

When you enter an address for an applicant, ChildPlus uses this information as the default for each family member.

1. Enter the family's living address.
 2. Enter the date the family started using the address.
 3. Select whether the family is experiencing homelessness.
 4. Enter any additional notes about the family's living address in the **Living Address Notes** field.
-

Application

Add New Living Address

[ChildPlus Online](#)

To add a new living address in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Application >> Family Information >> Family Living Address.**
2. Click or tap **Edit.**
3. Click or tap **Add New Address.**
4. Complete the fields.
5. Enter any additional details about the family's living address in the **Living Address Notes** field.
6. Click or tap **Save** to save the address.
7. Click or tap **Save** to save the record.



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 Online](#)

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

1. Go to **ChildPlus Online >> Services >> Application >> Family Information >> Family Living Address.**
2. Click or tap **Edit.**
3. Click or tap **Edit Current Address.**
4. Update the fields.
5. Enter any additional details about the family's living address in the **Living Address Notes** field.
6. Click or tap **Save** to save the address.
7. Click or tap **Save** to save the record.

Family Mailing Address

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

Add Family

[ChildPlus Online](#)

If a family's mailing address is the same as their living address, check the **Mailing address is the same as living** checkbox.

If the mailing address is different from the living address:

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

Application

Add New Mailing Address

[ChildPlus Online](#)

To add a new mailing address in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Application >> Family Information >> Family Mailing Address**.
2. Click or tap **Edit**.
3. Click or tap **Add New Address**.
4. Complete the fields.
5. Enter any additional details about the family's mailing address in the **Mailing Address Notes** field.
6. Click or tap **Save** to save the address.
7. Click or tap **Save** to save the record.



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 Online

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

1. Go to **ChildPlus Online >> Services >> Application >> Family Information >> Family Mailing Address.**
 2. Click or tap **Edit.**
 3. Click or tap **Edit Current Address.**
 4. Update the fields.
 5. Enter any additional details about the family's living address in the **Mailing Address Notes** field.
 6. Click or tap **Save** to save the address.
 7. Click or tap **Save** to save the record.
-

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 Online

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

Services >> Application >> Family Information >> Address >> Previous Addresses

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

1. Click or tap **Add Previous Address**.
 2. Select if the address was a **Living** address or **Mailing** address.
 3. Enter the address.
 4. Enter the dates the family started and stopped using the address.
 5. Use the **Notes** field to document any additional details about the address.
 6. Click or tap **Save** to save the address.
-

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 Online

Services >> Add Family >> Applicants >> Emergency Contacts
Services >> Application >> Participants >> Emergency Contacts

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

1. Select the family member whose information you want to edit.
 2. Click or tap **Add Emergency Contact**.
 3. Click or tap **Add Photo** to upload a photo of the 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 or tap **Save** to save the contact.
 12. Click or tap **Save** to save the record.
-

Family Emergency Contacts

Use this section to emergency contacts for the entire family.

ChildPlus Online

Services >> Add Family >> Family Information >> Emergency Contacts

Services >> Application >> Family Information >> Emergency Contacts

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

1. Click or tap **Add Emergency Contact**.
 2. Click or tap **Add Photo** to upload a photo of the 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 or tap **Save** to save the contact.
 11. Click or tap **Save** to save the record.
-

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 Online

To add a participation record in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Enrollment >> Participation Records**.
2. Click or tap **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 .
Status Begin	Enter the first day of the initial status. You can enter any date on or prior to the earliest date that the applicant can be enrolled For example, if the applicant was waitlisted on 3/1/2022, their Initial Status would be Waitlisted and their Status Begin date 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?	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 or tap **Save**.



You can also add a participation record in **Services >> Add Family** or **Application >> Additional Information for Applicants**.

Immunizations

The **Immunizations** module provides a way to track and monitor immunizations received by each participant, including:

- Immunization requirements
- Responses to relevant PIR questions
- Tuberculosis screening results




Add an Immunization Record

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

[ChildPlus Online](#)

To add an **Immunization Record** in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Immunizations >> Immunization Record**.
2. Click or tap **Edit**.
3. Complete the [fields](#).

Field	Description	PIR Question(s)
 Immunization Status at Enroll 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.

4. Click or tap **Save**.



You can also add or update PIR information for **Immunizations** in **Services >> Application >> Additional Information for Applicants >> Immunizations** and **Services >> PIR >> PIR Information >> Immunizations**.



Tuberculosis

Use **Tuberculosis** to track the results of tuberculosis screenings. The **Skin Test** sections track the results of a tuberculosis infection screening. The **X-Ray** section tracks the results of a tuberculosis disease screening.

ChildPlus Online

To add **Tuberculosis** results in ChildPlus Online:

1. Go to **ChildPlus Online >> Services >> Immunizations >> Tuberculosis**.
2. Click or tap **Edit**.
3. Complete the **fields**.

Field	Description
Date Given	Date the skin test was administered
Date Read	Date the skin test reaction was read
 Type	Type of skin test administered
Impression	Result of the skin test
mm indur	Size of the induration (swelling site) in millimeters
Film Date	Date the x-ray was taken
 Impression	Result of the x-ray
Free of Communicable TB	Tuberculosis disease diagnosis
Tuberculosis Notes	Enter any additional details about the participant's tuberculosis results



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

4. Click or tap **Save**.

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