COVID-19 Emergency Child Care Subsidy Program Job Aid - Salesforce

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Overview

This job aid will provide the steps to view, add and submit child and employee records for the Emergency Child Care Subsidy Program in Salesforce.

Key items:

- Hyperlinks – appear light blue and will provide additional information or navigation.

- * Asterisk – used to denote required information.

- Toggles – click to see selectable options.

- Pen – click on the symbol to make edits.
Step by Step Instructions

Log In

1. Click the Emergency Child Care Subsidy Program Log On button in the Provider Portal.

2. Enter your NCID Username and Password.
   a. Click NCID Login.

Note: For assistance creating or linking your NCID, please refer to Provider Job Aid: Creating and Linking your NCID and SCCA – LPA PM Setting Up a Provider to Participate in the SCCA Program Reference Guide.
1. Starting on the **Welcome** page, select a facility by clicking the **account name** hyperlink under **Facilities**.

2. The **Account** page will display the Facility Type, License Number, Service Months, Children and Employees.

3. Click **View All** to expand pods or **name** and **date** hyperlinks to view detailed information.
4. To navigate back to the **Welcome** page, click the **Home** button.
Search

1. Starting on the **Welcome** page, click the **View All** hyperlink.

![Welcome page screenshot]

Attention providers: You are required to maintain a paper copy of the parent application form as well as paper employee attendance records before each roster can be submitted.

### FACILITIES

<table>
<thead>
<tr>
<th>Account Name</th>
<th>Facility Type</th>
<th>License Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terrace Kids House</td>
<td>Home</td>
<td>201920</td>
</tr>
<tr>
<td>Lambchop Playland</td>
<td>Center</td>
<td>202009</td>
</tr>
</tbody>
</table>

2. Enter the facility’s account name in the Search box then click **Enter** to search the list. Click the **Account Name** hyperlink for facility details.

![Search box screenshot with facilities listed]
Create New Child/Employee

1. Starting on the Welcome page, click the Facilities account name hyperlink.

2. The Account page displays. Click Create New Child or Create New Employee.

3. The corresponding pop up will display. Enter the applicable information then click Save.

Note: Required information is notated with an *.
Note: The Parent Application Received checkbox is a required field to add a child to the Child List.

Note: To make a record inactive uncheck the Active box.

4. The Account page will display with the newly added child or employee.

5. Click the name hyperlink of the newly added child or employee to view detailed information.
6. The Contact page displays. Click **Edit** to update information.

   ![Contact page](image)

   a. Make any applicable edits then click **Save**.
Child Attendance Records

1. On the facility’s Account page, click the Month Name hyperlink, under Monthly Attendance Sheets, to add, view or edit an attendance record.

Note: Select the applicable record type.

2. To add an attendance record, follow the guidance listed at the top of the page then click the Add a Child Attendance Record button.

Note:

- If the child is deactivated (active box is unchecked) after adding them to an attendance sheet, the child will remain on the attendance sheet, preventing the user from adding them to a new attendance sheet. The record cannot be updated until the child record is active again.

- There is no required start and end date when capturing attendance. The record is based on more than 10 absences for the service month.
3. The **Add a Child Attendance Record** pop-up appears. Select the applicable information then click **Save**.

**Note:** Required information is notated with an *.

![Add a Child Attendance Record](image)

4. The Monthly Attendance Sheet page refreshes. The new entry will be added to the **Attendance Records** pod.

**Note:** Click the **Attendance Record: Attendance Name** hyperlink to view or edit the attendance record.

![Attendance Records](image)
Submitting Attendance for Children

1. To submit the attendance record, click the **Submit This Month’s Child Attendance Sheet** hyperlink.

   ![Attendance Sheet Image]

   - **Guidance for creating Child Attendance Records**
     - You must select “yes” or “no” indicating if each child was absent from your facility for more than 10 days during the service month. If you select “yes,” you must enter the actual number of days the child attended your facility. This should be consistent with your facility’s daily attendance and sign-in-out records.

   - **Key Fields**
     - Information Submitted is Accurate
     - Not Receiving Regular Subsidy Payment

2. The **Submit This Month’s Child Attendance Sheet** pop-up appears.
   a. Select the applicable **Submission Status**.
   b. Select the applicable check box(es).
   c. Click **Save**.

3. The **Submission Status** indicator shows a green check mark.

   **Note:** To recall a submitted Attendance Sheet, click the Submit This Month’s Child Attendance Sheet and edit the status to reflect “In Progress.”
4. The Account status will update based on the selected and saved Submission Status.

**Note:** A Submission Status of Sent for Processing indicates that records are locked by DCDEE and can no longer be edited or recalled.
Employee Attendance Records

1. On the facility’s Account page, click the Month Name hyperlink, under Monthly Attendance Sheets, to add, view or edit an attendance record.

   **Note:** Select the applicable record type.

2. To add an attendance record, follow the guidance listed at the top of the page then click the Add an Employee Attendance Record button.

   **Note:**
   - If the employee is deactivated (active box is unchecked) after adding them to an attendance sheet, the employee will remain on the attendance sheet, preventing the user from adding them to a new attendance sheet. The record cannot be updated until the employee record is active again.
   - There is no required start and end date when capturing attendance. The record is based on more than 10 absences for the service month.

Guidance for adding Employee Attendance Records
- You must select Yes or No indicating if each employee was absent from your facility (not physically working on site) for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the employee was physically working on site at your facility. This should be consistent with records you use to determine hours worked for each employee.
- An employee is to be considered full-time for a given service month if they worked more than an average of 20 hours per week on site in that month. An employee is considered part-time for a given service month if they worked an average of 20 hours or less per week on site in that month.
- An employee is considered Teaching Staff if they were on site in a teaching capacity at any point during the given service month. All other employees are considered Non-Teaching Staff.
3. The **Add an Employee Attendance Record** pop-up appears. Select the applicable information then click **Save**.
   
   **Note:** Required information is notated with an *.

4. The Monthly Attendance Sheet page refreshes. The new entry will be added to the **Attendance Records** pod.
   
   **Note:** Click the **Attendance Record: Attendance Name** hyperlink to view or edit the attendance record.
Submitting Attendance Records for an Employee

1. To submit the attendance record, click the Submit This Month’s Employee Attendance Sheet hyperlink.

   ![Attendance Sheet Image]

   Guidance for filling Employee Attendance Records:
   - You must select Yes or No indicating if each employee was absent from your facility (not physically working on-site) for more than 10 days during the service month. If you select Yes, you must enter the actual number of days the employee was absent by selecting and filling at your facility. This should be consistent with records you use to determine hours worked for each employee.
   - An employee is to be considered full-time for a given service month if they worked more than an average of 20 hours per week on-site in that month. An employee is considered part-time for a given service month if they worked an average of 20 hours or less per week on-site in that month.
   - An employee is considered Teaching Staff if they were on-site in a teaching capacity at any point during the given service month. All other employees are considered Non-Teaching Staff.

2. The Submit This Month’s Employee Attendance Sheet pop-up appears.
   a. Select the applicable Submission Status.
   b. Select the applicable check box(es).
   c. Click Save.

   ![Attendance Pop-up Image]

3. The Submission Status indicator shows a green check mark.
Note: To recall a submitted Attendance Sheet, click the Submit This Month’s Employee Attendance Sheet and edit the status to reflect “In Progress.”

4. The Account status will update based on the selected and saved Submission Status.

Note: A Submission Status of Sent for Processing indicates that records are locked by DCDEE and can no longer be edited or recalled.
Other Helpful Information

- The pay by enrollment amount for the child must correspond with the age of the child on the first day of the service month.

  **Example**: A child is 2 years old on April 1st but, turns 3 years old on April 2nd, the child is considered 2 years old for the entire service month.

- Expected payment amounts for both children and employees should be rounded to the nearest cent.