
Early Learning SF User Guide for Families

Instructions

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Early Learning San Francisco Family User Guide

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1 Home Page

www.earlylearningSF.org

This is the web address where you can apply to Early Learning San Francisco directly or log in to check your existing application status. The landing page will look like this:



If you need to switch the website to another language, click on the top right corner “select language” and select language from the drop down list.

Tip: The gray circle with “i” in the middle , is an information bubble that explains the data field you are viewing. Click on the info bubble and the description will pop up; click once outside of the info bubble to close the display.

2 New Application

If you are new to Early Learning San Francisco and would like to start an application, click on the green block “first time visitors” to begin the process.

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2.1 Initial Assessment

First, you will go through a quick check. Enter your family size and estimated family total monthly income to see if you are eligible for financial assistance.

Eligibility Check ×

Before you complete an application, please input your family size and family income to see if you may be eligible for financial assistance.

Family Size ⓘ

Monthly Estimated Family Total Income Before Tax ⓘ

Cancel Check


Family Size: Family Size includes the biological or adoptive parent(s) and child(ren) under age 18 that live in the same household. If the child(ren) is/are in the foster program, family size includes related child(ren) only. If you have a unique family situation, please call Children's Council of San Francisco or Wu Yee Children's Services for assistance.

Monthly Estimated Family Total Income Before Tax: All income earned by household before taxes. In addition to income from employment and self-employment, other common forms of income are child support, cash aid, disability or unemployment compensation.

2.2 Ineligible Outcome


If you see the below message, that means you may be ineligible for financial assistance at this time. If you would like to learn more about why you may not be eligible, or about your other options for early care and education, you may contact one of the agencies listed.

×



Based upon the information provided, you are not eligible for financial assistance at this time.

If you believe you may be eligible, or would like to learn more about options for early care and education, please contact [Children's Council of San Francisco](#) or [WuYee Children's Services](#)

Close 

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2.3 Eligible Outcome

If you see the message below, that means you may be eligible for financial assistance. Please click “Continue” to start the application process.



Based on the information you provided, you may be eligible for financial assistance.

Please click continue to complete your application

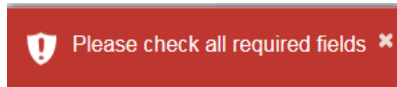


2.4 Family Application

You will be guided to enter information about you and your partner (if applicable), and then about your child(ren), income, and the type of program you are seeking for your child(ren).


2.4.1 Required Fields

Make sure to complete all of the required fields (marked with “*”) in each section, or you will receive the message below and will not be able to move to the next section.

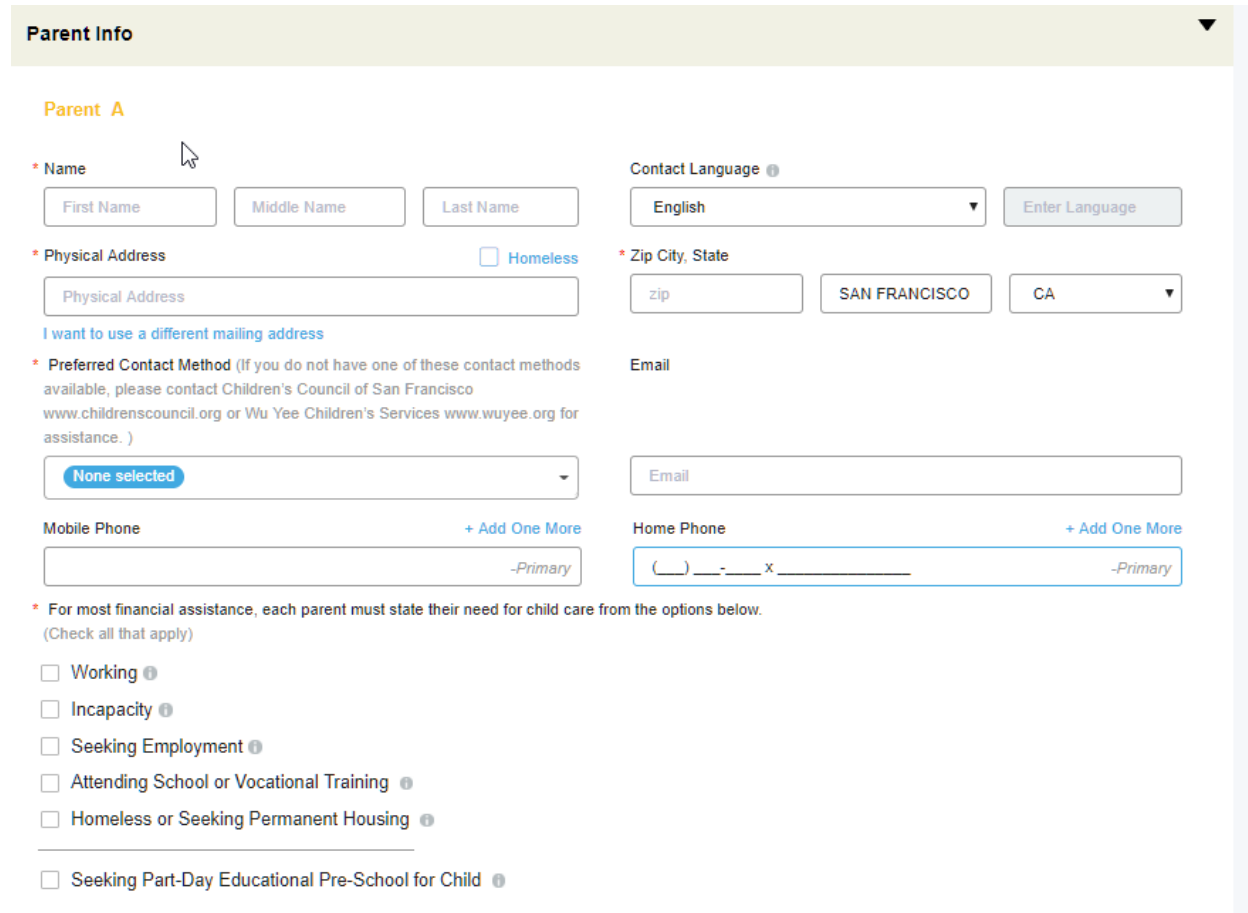


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2.4.2 Parent Information

Enter your and your partner’s information as completely as possible. Click on the info bubble  if you are not sure what information to provide.


Parent A: Your primary contact information



Parent Info

Parent A

* Name
First Name Middle Name Last Name

Contact Language  English Enter Language

* Physical Address Homeless
Physical Address

I want to use a different mailing address







* Preferred Contact Method (If you do not have one of these contact methods available, please contact Children’s Council of San Francisco www.childrenscouncil.org or Wu Yee Children’s Services www.wuyee.org for assistance.)
None selected

Email

Mobile Phone + Add One More -Primary

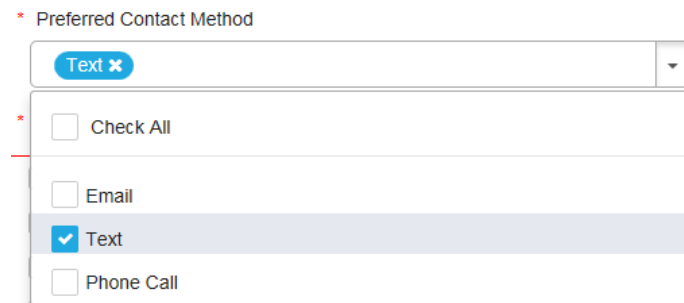
Home Phone + Add One More -Primary

* For most financial assistance, each parent must state their need for child care from the options below.
(Check all that apply)

- Working 
- Incapacity 
- Seeking Employment 
- Attending School or Vocational Training 
- Homeless or Seeking Permanent Housing 
- Seeking Part-Day Educational Pre-School for Child 

The system will send automated messages to your preferred contact method when you have a new match or need to update your application. These messages are available via email, text or phone call.

You will also use your email or mobile phone number to create your own account to access and manage your application (see [Create Your Account](#) on page 12). You must enter a valid phone number or email address for the contact method you have selected.



* Preferred Contact Method

Text

- Check All
- Email
- Text
- Phone Call

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Parent B: Biological or adoptive parent living with the family

If your child(ren)'s biological or adoptive parent lives with you, please click "Add Another Parent" to complete the Parent B section with the same information as Parent A.

Do you live with the other parent?

+ Add Another Parent

Other Contact: Non-parent that may serve as a point of contact (Optional)

If there is another point of contact you would like to add to your application, like a friend, family member or neighbor, or case worker that could help reach you, you may add their information.

[Other Contact](#) 

Contact 1

Name

First Name

Middle Name

Last Name

Type

Organization/Relationship

Email

Mobile Phone

[+ Add One More](#)

Home Phone

[+ Add One More](#)

Primary

Home Phone

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2.4.3 Child Information

Enter your child(ren)'s information as completely as possible. You will need to enter the information below:

Child Info

Add all children for whom you are seeking financial assistance for early care and education. Children should be under age 13 at the time of enrollment; children with Special Needs may be up to age 21. ⓘ

Child

* Name * Child's Date of Birth ⓘ

* Gender Male Female

* Languages Spoken at Home ⓘ ⓘ English Language Learner ⓘ Yes No

* Race (Select all that apply) ⓘ

Is this child involved in an active Child Protective Services or at risk of being involved in a Child Protective Services case?
 No CPS ⓘ At Risk ⓘ

Does Child have Special Needs
 No Special Needs IEP ⓘ IFSP ⓘ Receives SSI ⓘ Diagnosed Special Need ⓘ

[+ Add Another Child](#)

- Child's First and Last Name
- Child's Date of Birth
- Child's Gender
- Languages Spoken at Home
 - Please select all that apply.
- English Language Learner
 - If you have selected a language other than English in Languages Spoken at Home, this will automatically select "Yes", however you may change to reflect your child's status.
- Race
 - Select all that apply
- Is this child involved in an active Child Protective Services or at risk of being involved in a Child Protective Services case?
 - This question defaults to "no," but if you are working with a Child Protective Social Worker or you have an At-Risk Letter, check all that apply.
- Does Child have Special Needs

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- This question defaults to no, but if this child has an IEP, IFSP, receives SSI (check the info bubble for explanation), or a medical professional has expressed concerns about this child’s development, select all that apply. If you are unsure what these selections mean, click the info bubble near each for a description.

2.4.4 Family Income

Enter all income earned in the month from all parents, before anything is taken out for taxes or other deductions. Some common forms of income are: wages (including self-employment), bonuses, commission and/or tips, child support, cash aid, workers compensation/disability insurance (SSA only), unemployment, and spousal support.

If you have multiple sources of income, please use the Income Calculator to add all sources. The Estimated Family Total Monthly Income Before Tax will add display the total of all the income sources.

Family Income ▼

Family Size ⓘ

Estimated Family Total Monthly Income Before Tax ⓘ [Income Calculator ↗](#)

Parent A's Income

Employment (including Self-Employment) ⓘ <input type="text" value="\$"/>	Child Support Received by Parent ⓘ <input type="text" value="\$"/>
TANF (CalWORKs Cash Aid) ⓘ <input type="text" value="\$"/>	Other ⓘ <input type="text" value="\$"/>
Parent A's Total Monthly Income Before Tax ⓘ <input type="text" value="\$"/>	

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2.4.5 Program Preferences

You will be asked to enter information about the type of program you are seeking for your child(ren). The system will use this information to match you with the programs available that best match your preferences.

Program Criteria

Pick the location where you would like early care and education. You can add up to 3 locations by either Address, Zip Code, or Neighborhood (one method per location). (You can select only one method: Address by distance, zip code or neighborhood)

By Address | By Zip Code | By Neighborhood

Distance: 3 Miles

Enter Address

Add Location

Preferred Language Spoken by Program Staff: None selected

Program Types

No Preference

Licensed Center

Licensed Family Early Care and Education

Family, Friend or Neighbor Care

* Care Start Date: 07/20/2018

Preferred Schedule for Early Care & Education (Select the days and times that you need early care and education)

Day	In	Out
Sunday		
Monday	7:00 AM	6:00 PM
Tuesday	7:00 AM	6:00 PM
Wednesday	7:00 AM	6:00 PM
Thursday	7:00 AM	6:00 PM
Friday	7:00 AM	6:00 PM
Saturday		

My Preferred Program (Select up to 5 programs) I only want the program below

(If you have specific program(s) in mind, you may add them here in any order. Adding program(s) here does not speed up or change the time in which you receive a referral, and you can still receive other referrals unless you select 'I only want the program(s) below')

Enter

+ Add program (Select up to 5 programs)

I want to enroll all children at one location (CAUTION: Checking this box will significantly reduce your potential referrals and may extend the time you will wait for help paying for early care and education.) Yes No

Location

1. You can enter your location preferences using any one of these three options: Enter an address, then move the circle on the “Distance” bar to indicate the maximum number of miles the program could be from that address.
2. Enter zip code(s), using a comma to separate them if you enter more than one.
3. Indicate which neighborhood(s) the program could be located in.

You can add up to three locations by clicking the “Add Location” button to add more.

Preferred Language Spoken by Program Staff

Use the drop down menu to indicate if you prefer that program staff speak a particular language. Check all that apply.

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Program Types

Indicate your preference for one of the following options: a licensed Family Child Care program, a licensed Center program, a Family, Friend or Neighbor, or no preference. Select all that apply. Please note if you only select Family, Friend or Neighbor care, you may extend the time that you wait for financial assistance, because very few financial assistance opportunities allow the child to be cared for by this type of provider.

Desired Care Start Date

Enter your desired start date of the early care and education needed. The default is set for today's date, but you can set it to any date in the future. This does not guarantee that you will have a match on this date.

Preferred Schedule for Early Care & Educations

Enter the schedule you are seeking for your child(ren). The default is set for 7 am to 6pm Monday through Friday. Days that are blue are days that you need care, and days that are gray are days that you do not need care. To change the schedule, click on any day to change the color. Then click on the clock icon to select the start and end times in the field under that day.

My Preferred Program

If you know you are interested in specific programs, you may enter the program names in the field under "My Preferred Programs." Begin typing and the system will suggest participating program names that match your text. **Leaving this field empty will not harm your application or chances of receiving financial assistance.** If you click the box next to the statement "I only want the program below," you will **only** receive referrals to the selected program(s), which will dramatically reduce the number of programs you are matched with and may extend the time you wait for a match.

Enroll All Children at One Location

If you click the box next to the statement "I want to enroll all children at one location," the system will **only** identify matches for programs that can serve all of your children at one location, which will dramatically reduce the number of programs you are matched with.

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2.4.6 Final Eligibility Check

In the final step, you will be shown your eligibility for financial assistance and the Family Fee you would be expected to pay. The Family Fee shows two rates based on the number of hours your child(ren) enroll per week. Click “Submit” to submit your application to the system.

Based upon the information provided, you are eligible for financial assistance.

Your family may be required to pay a family fee, which is a sliding scale share of the cost of early care and education. The family fee differs for full-time programs or part-time programs (less than 30 hours per week). See your estimated family fees below.

Estimated Monthly Family Fee ⓘ

Family Size	Family Income	Family fee for fewer than 30 hours per week	Family fee for 30 or more hours per week
2	\$1500	\$0	\$0

In some instances, additional co-pays may apply

[Cancel Application](#)

[Back to Edit](#)

[Submit](#)

2.5 Create Your Account

After you submit your application, you will be prompted to create an account to log back in to view matches and update your information. The system will use your cell phone number or email entered in the application as a default account name, but you have the option to change to any other working mobile phone number or email address.

If you have an account from a previous application or were previously invited by an early care and education program or agency, click “Sign In.” The system will connect your application with your existing account.

[×](#)

Sign Up

You must log in or register to the FP account, otherwise the submission will fail.

EmailCell Phone

[Sign Up](#)

Have an account? [Sign In](#)

Intergration with [Family Portal](#)

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3 Sign In

To check your application, go back to the website and now use the blue block “returning families”.



Select “Email” or “Cell Phone” based on your account name, and enter your account name and the password and click on “Sign in.”

✕

Sign In

Email | Cell Phone

+1 () - -

Password

[Forget Password?](#)

Sign In


[Don't have an account?](#)

Integration with Family Portal

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3.1 Managing Your Application


After you log in, you will find the summary of your active application. The “Request Date” is a hyperlink to open your application details.

Request Date: [06/01/2018](#)  **Active**


Created By ParentFirstName010 LastName010	Early Care and Education Counselor Children’s Council of San Francisco	Updated Date 07/23/2018	Updated By ParentFirstName010 LastName010
--	--	-----------------------------------	--

Child

Child	Status	Program
ChildFirstName0101 LastName0101	Enrolled	
ChildFirstName0102 LastName0102	Active	Judith Baker Center / SOMA Child Care Inc.

[Hide More](#) 


Clicking the hyperlink will open your application on the left side of the screen. Click on the “Parent Info” or “Child Info” or other bold headers to jump down to that area of the application.

Application ID: MT000170 **Active** 

[Print](#) [Close My Application](#) [Hold Application](#) [Edit](#)

Early Care and Education Counselor: Children's Council of San Francisco - Unassigned

Application Summary
Parent Info
Child Info
Family Income
Program Criteria
Referral

Application Summary 

Created By ParentFirstName170 LastName170 @ 08/31/2018	Updated By ParentFirstName170 LastName170 @ 09/13/2018
---	---

Contact



Name	Type	Contact Method	Org/Relationship
ParentFirstName170 LastName170	Parent A	parent170@carewait.com <i>-Preferred</i>	


Estimated Monthly Family Fee

Family Size	Family Income	Monthly Family fee for fewer than 30 hours per week	Monthly Family fee for 30 or more hours per week
3	\$2,000.00	\$0.00	\$0.00


Message Document

Enter the message


 system 09/13 10:31 AM

Your application has been updated by ParentFirstName170 LastName170. You may check if the information is current.

 ccsf admin 09/13 10:30 AM

Very soon

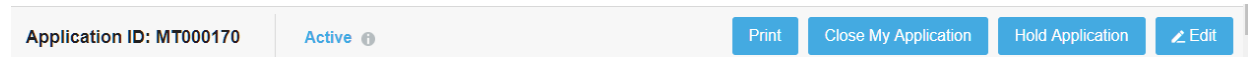
09/13 10:30 AM

[Hide Disclaimer](#) 

Feel free to ask your Early Care & Education Counselor anything! We are a small team handling all questions, and we'll always respond to you as soon as possible, usually within 1-2 business days. To speak to someone immediately, please call Children's Council of San Francisco

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On the right side of the screen, you have action buttons to change application.



3.1.1 Close My Application

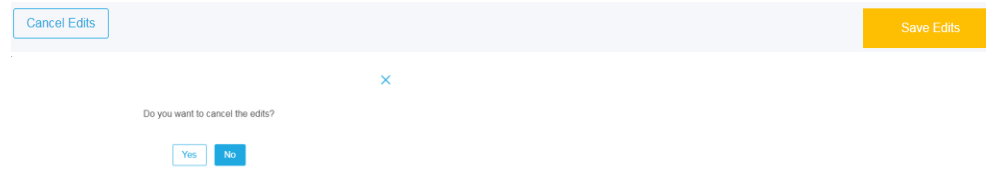
If you don't need financial assistance anymore (for example, because you have moved away or found early care and education elsewhere), you can use the "Close My Application" button to cancel your application.

3.1.2 Hold Application

If you will be traveling out of the area or otherwise not able to respond to program matches or enrollment, you can click this button to put your application on hold. Just enter the date that you would like your application to become active again. Your application will still be prioritized based on the information you entered; this feature simply prevents you from being contacted about matches while your application is on hold.

3.1.3 Edit

Click the "Edit" button if you would like to update any part of the application. You will receive a notification from the system to update your application if it has been 3 months since your last update. When you click "Edit", all fields of the application will be opened for modification. You can move between sections by scrolling down, or by clicking the name of the section at the top of the screen.



Your edits will not be saved until you click "Save" at the bottom right of the page. **If you are editing in response to an update request from the system, your application will not be considered updated until you have clicked "Save," even if your information has stayed the same.** Clicking "Cancel Edits" will cause all of your edits to be lost.

Based upon the information provided, you are eligible for financial assistance.

Your family may be required to pay a family fee, which is a sliding scale share of the cost of early care and education. The family fee differs for full-time programs or part-time programs (less than 30 hours per week). See your estimated family fees below.

Estimated Monthly Family Fee ⓘ

Family Size	Family Income	Monthly Family fee for fewer than 30 hours per week	Monthly Family fee for 30 or more hours per week
3	\$2000	\$0	\$0

In some instances, additional co-pays may apply



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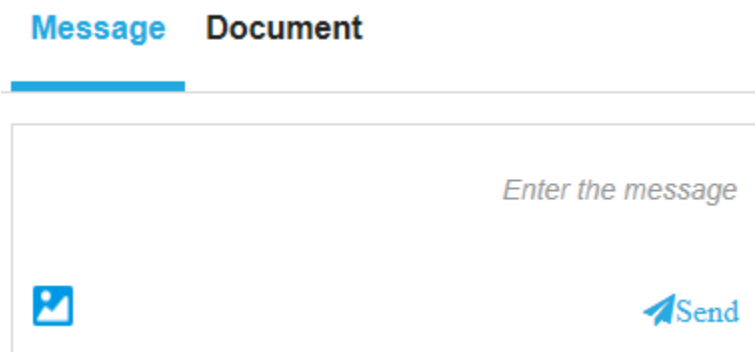
After the save, you will see the system reassessment based on your updated application. You can click “Back to Edit” to correct or “Close Page” to complete this round of updates.

3.2 Communications with ECE Enrollment Specialist

You can speak with the ECE Enrollment Specialist who manages your application via Message, and upload documents to save to your application.

3.2.1 Message

To send a message to your ECE Enrollment Specialist, click on “Message” on the right side of your application page, type your message in the box and hit “send.” The message will be sent to the ECE Enrollment Specialist’s inbox, and you can expect a response within 1-2 business days. A notification will be sent to you when you receive a new message.



3.2.2 Sending, Viewing, and Downloading Documents

To upload a document to your application, click on “Document” on the right side of your application page and click “Upload.” The document will be viewable to your ECE Enrollment Specialist. You will receive a notification if your Enrollment Specialist sends you a document. **Please do not upload documents containing medical diagnoses or descriptions of physical, mental, or behavioral health.** If your child has special needs, you will have an opportunity to discuss your child's needs in detail upon acceptance into a program.

Viewing and Downloading Documents:

“All” will show you every document that has been uploaded to your application.

“Agency” will show you documents uploaded by your ECE Enrollment Specialist.

“Family” will show you documents that you have uploaded to your application.




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To download a document, click on the icon in the Action column.


Message Document

All Agency Family

Enter Name Enter Tag


___/___/___    Upload


Support Word, PDF, JPG, PNG, GIF

Document	Tag	Upload By	Action
AR.jpg		ParentFirstName010 LastName010 @ 08/07/2018 02:59 PM	

3.3 Manage Program Matches

The Program Referral is the section you can view program matches once you have been matched with at least one program. This section allows you to view program information to contact the program and make an informed decision on which options you would like to explore further to enroll your child(ren).

Match 

Active 

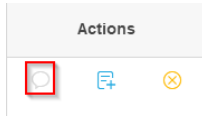
Program	Address	Contact	Child	Referral Date	Actions
No Program Referral					

When the system finds a program vacancy that fits your family information and program preferences, the program will show in your “Program Matches” queue. You will receive a notification for the match and you can log in to see more information about the program.

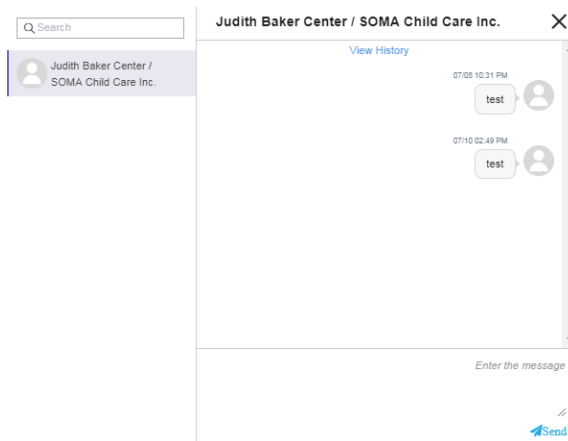
By default, you will see matches in “Active” status, meaning that they are still available for possible enrollment. Selecting “All Status” will show you every match your application has received, and “Inactive” will show you matches that are no longer available.

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1. **View program profile:** The program name has a hyperlink to the program profile. You can click on the name to view the details.
2. **Communication with the program:** You can contact the program through any method you like. The profile will give you the contact info (phone number, email address) of the program, but you may also click on the message icon in the Action column to send an online message to the program.

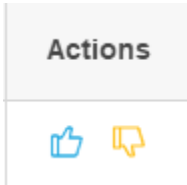



All your conversations with programs will be kept in this window. The left panel shows the programs you have had conversations with. When you click on the program name, you will be able to view the history of conversations and send new messages on the bottom right.



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3. **Proceed with Match:** In the Action column, click on the thumbs up  to indicate that you would like to move forward with the match to see if the program would be a good fit for your child. This may help you to narrow down your options.



4. **Not Interested:** In the Action column, click on the thumbs down  if this program does not seem like a good match for you and your child(ren). This will trigger a pop up asking you to select the reason that this match is not ideal. The program will be “blocked” so that you do not receive any more matches with this program for the time period you specify.

Add to not interested



End Date 

Select the reason:

Program is too far away

Match is not ideal

My child is not ready to be enrolled now

Other

5. **Remove a Program from “Not Interested” list:** You can change your mind at any time about a program on your “Not Interested” list. To unblock the program before the end date you previously specified, you can simply click on the trash can icon and it will be removed from your “Not Interested” list. This does not mean that you may proceed with the previous match, but you will be available for matches with this program in the future. The “Not Interested” list is in the “Program Criteria” section, right below your “Preferred Program.

Not Interested (Select up to 5 programs)

Program	Address	Contact	Expire Date	Actions
No Not Interested Program				

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6. **Child's Enrollment:** Once you and the program agree to enroll, the program will mark your child as enrolled and you will receive a notification. Depending on the type of program your child is enrolled in, you will need to complete enrollment paperwork with either the program or subsidy administration agency. The program or agency will contact you to guide you through the eligibility process.
 - a. Let your ECE Enrollment Specialist know if you still want to receive referrals to other programs that may be a better match. In that case, your Specialist will put the child in "Waiting for Preferred" status, and you will receive notification when you have matches to consider.

3.4 System Notifications

Early Learning SF will automatically send you notifications when your application status changes. The notifications will be sent as a portal account message, and SMS, email or phone call based on your preferred contact method. The following are types of notifications you will receive:

1. **Application update:** You are required to review and update your application information every 3 months. The system will send you a notification when your last update date is approaching this limit. You must update within two weeks of receiving this message. Simply log into your account, edit the application and submit your updated info. Even if there are no changes to your application information, you must click "save" then "submit" for the update to be recorded in the system.
2. **Your application is updated by a person or system:** This type of message is to keep you informed of updates. If the change is not authorized or you have questions, you can contact your ECE enrollment specialist for details. Otherwise, you do not need to take any action.
3. **You have online message or new documents to review:** This is a system message to notify you if you have new message or documents coming from your ECE enrollment specialist or a program. Please log in to your account to read and respond to the message or document.
4. **Program Match:** This is to inform you when a new program is in your match queue. You need to log in and decide how you will follow up with the matched programs.

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3.5 Understanding Your Application Status and Process

Family Application Statuses

The application status represents the different stages and eligibility throughout the referral and enrollment process.

Status	Definition
Active	Your family is eligible for services and has at least one child who needs to be screened and enrolled.
Enrolled	All of your children are enrolled with ECE program(s).
Update	You need to update your family information and you have received the system notification.
Ineligible	Your family is not eligible for services based on your application information, or all children in your family have aged out. Ineligible is an end status, meaning you will need to re-submit an application if your information has changed. A new application creation date will be recorded and utilized by the ranking mechanism.
Unresponsive	Your family did not respond to the update system notification. You must contact your ECE enrollment specialist if you would like to update your information, and ECE enrollment specialists can either re-activate or close your application.
Hold	Your family is eligible for service but not ready to be referred for services and will not be eligible for screening until status is updated to active. You or your ECE enrollment specialist are able to indicate a date for when the system should change the family status to active.
Closed	Your family no longer needs services, or was unresponsive when your ECE enrollment specialist followed up after your application was moved into Unresponsive status. Closed is an end status, meaning you will need to re-submit an application. A new application create date will be recorded and utilized by the ranking mechanism.

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Child Statuses

Your child has status slightly different from your whole application. This specifically applies when you have more than one child.

Status	Definition
Active	Your child is eligible to be matched and enrolled for early care and education services.
Screen	Your child has been matched with at least one program but remains eligible to be matched with other programs.
Provisional	You have agreed upon enrollment with a program, but eligibility has not yet been certified. Your child cannot be referred to other programs during this time. If your family does not pass the eligibility certification, your child's status will become inactive, otherwise, the status will be changed to enrolled.
Enrolled	Your child was screened, passed eligibility, and enrolled with the program.
Waiting-Preferred	Your child is currently enrolled with a program, but you have asked to be referred to programs that better match your program criteria. Once new match has been made and enrollment is switched, the status will change to enrolled.
Inactive	Your child cannot be referred to or placed with a program because your family is not eligible for services, or your family application is in unresponsive or closed status.