



Mocha: Frequently Asked Questions

(1) *What is Mocha?*

- (a) Starting in July 2021, Mocha will be the attendance tracking, payment generating, and enrollment data system of record for OECE. Mocha will be available for use by all providers and programs funded by OECE. Mocha also has advanced report-building technology and can generate and auto-fill required forms for state and federal agencies.

(2) *Why are we switching from Cocoa to Mocha?*

- (a) For many years, the San Francisco ECE system has operated across different data systems that do not communicate with one another. This has caused confusion for providers, for instance, when payments come from multiple sources. It also blocks our R&R agencies from sharing data and creates obstacles that prevent policy-setting organizations like OECE from understanding the full landscape of subsidized care in SF. Mocha is a flexible platform, capable of growing and changing with the needs of the ECE community, and of exchanging data with other systems. We are designing Mocha in the hopes of making everyone's data collection, tracking, and reporting experiences a little easier.

(3) *What happens when I switch? **N.B. This question only applies to providers switching to Mocha on 6/30/21.*

- (a) We import your data from Cocoa into Mocha. On June 8th 2021, we downloaded your Cocoa data and started uploading it into Mocha. **In between your import date (6/7/21) and your Go-Live date (7/1/21), any new information you enter into Cocoa will not show up in Mocha.** Unfortunately, this means that if you have new enrollments or need to make other changes to your Cocoa data between June 7th and June 28th, they will not appear in Mocha on your launch date. There are two ways to approach this problem:

- (1) Enter changes into Cocoa, using Cocoa as you would normally until the end of June; once you go live in Mocha, you can either manually re-enter these families in Mocha or if there are too many families for manual entry, work with VC staff to import the new families separately from the rest of your data.

-OR-

- (2) Enter changes into Mocha. All programs should already have access to Mocha, and VC staff can help if any staff need log-in assistance. The downside to this option is that you will be entering family information into a system that does not have the rest of your data in it.



(4) *What data do I have to enter into Mocha?*

- (a) You are required to enter the same data into Mocha as you entered into Cocoa. The only change is that OECE is no longer requiring that DRDP data be entered. More details are available [here](#) and at <https://sfoece.org/data-reporting/>.

(5) *Can I still use Cocoa?*

- (a) **Access to Cocoa will end on July 1, 2021.** All users will transition to Mocha as the new enrollment and attendance system of record. Cocoa data from the last two years (7/1/2019 through 6/8/2021) will be imported and available to you in Mocha. To view data prior to 7/1/2019, we recommend downloading any needed reports before June 30th, 2021.

We suggest downloading the following reports:

Report Name	Explanation of Report
Export: Children Enrollments	Child-level demographics, assigned classrooms and sessions, enrollment dates, funding types, and developmental screening information
Export: Children Attendance Data	Child-level, day-by-day attendance records for each month specified
Export: Child Education Reports	Basic child-level information on special needs, IEPs, and related data
New DRDP Child Level Report	Child-level, item-by-item DRDP data for each year specified, for up the three assessments per child per year

(6) *Where can I get help using Mocha?*

- (a) The Help Desk at Children’s Council will continue to offer training and support as they did for Cocoa. Other options include the chat function within Mocha itself and the extensive documentation created by VerticalChange staff; that documentation is available on the dashboard when you sign into Mocha. HelpDesk will also be hosting additional trainings on an ongoing basis; keep an eye out for those [here](#) (under “Mocha Trainings”).

(7) *Do I need any supplies or materials to switch to Mocha?*

- (a) You need an electronic device connected to the internet to access Mocha, such as a laptop, tablet, or smartphone. Mocha also offers an electronic signature portal for parents to sign in and out their children, similar to the E-Signature portal on Cocoa. Parents are given a unique four-digit code that allows them to add an electronic signature by signing with a computer mouse, stylus, or their finger. Many programs have purchased a tablet to place in an entrance or hallway for parents to access the portal. At this time, Mocha does not allow family access to the portal from their own device.



(8) Can I use Mocha to report state voucher attendance?

- (a) Please continue to submit paper attendance sheets to Children's Council for state voucher funded children. Mocha will be able to capture this information soon. We will let you know when it is ready!

(9) When can I start using Mocha's parent portal?

- (a) If you are just joining us in Mocha, we recommend that you start using Mocha's parent portal on the July first. This will make certification easier, as all of your data is in one place. We recommend that for the intervening days, you enter attendance data into Mocha manually, a task we are happy to support you with! This process will help familiarize you with the Mocha attendance feature, as well, which will help if you ever need to edit attendance in the future.

(10) What about certification for June's attendance data?

- (a) In order to relieve some of the stress around switching to Mocha, and because of changes in our payments calculations, we are waiving the requirement for certification of June data. We ask that you certify in Mocha starting with July data. ***N.B. "Certification of June data" happens in July (after all June attendance data is collected); that is the certification requirement we are waiving. Certification of July data takes place in August and we are still requiring that!

(11) I am at a Title 5 program, and I use Cocoa to report attendance to CDE. What are my options for June data?

- (a) We know that many Title 5 programs depend on Cocoa to report attendance to the state. We recommend that you continue to use Cocoa's e-signature functions for June attendance, and **run all necessary reports before Cocoa sunsets at 11:59 pm on June 30th**; we will work to enter your Cocoa attendance data into Mocha separately once the month is over.