Mocha Go-Live:
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 don't 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 in any real way 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. with our needs, and more capable 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) *When is my organization expected to switch from Cocoa to Mocha*?
   (a) That depends! If you are an agency that has PFA, you can switch over on February 22nd, April 26th, or June 30th, 2021.

(4) *When will we switch*?
   (a) ◘ *PFA providers* should choose a date to go live on Mocha by Friday, January 15th, 2021. There are three possible Go-Live dates:
   - February 22nd, 2021
   - April 26th, 2021
   - June 30th, 2021

   PFA providers can sign up for a date using this form: https://forms.gle/ES9xWtB9yU9aXtkEA

   (If you are an **ELS-voucher provider**, you are not required to use Mocha this year, but if you wish to use Mocha, you are more than welcome to!)

   ◘ *Title Five providers* will all go live on June 30th, 2021.

(5) *What happens when I switch*?

    (a) When you choose a Go-Live date, we will need to import your data into Mocha. One week before you go live, we will download your Cocoa data and start uploading it into Mocha. **In between the import date and the Go-Live date, any new information you enter into Cocoa will not show up in Mocha.** Any changes will have to be re-entered into Mocha once you go live. That's why we're planning our go live dates after certification.

(6) *Can I still use Cocoa when I switch over to Mocha*?

    (a) Cocoa is going away, but it will still be available to you until July 1st, 2021. However, after your Go-Live date, your payments will be based on information entered into Mocha, not Cocoa, and OECE will consider info entered into Mocha to be your official data.

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

    (a) The Help Desk at Children's Council will continue to offer training and support like 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.

(8) *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, stylist, 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.

(9) What trainings are available?

    (a) View upcoming Mocha trainings below. If you don't have a log-in to Mocha yet, or need an invite to the trainings, you can sign up at these links:

All Program Staff:	https://forms.gle/8sZ1QeFQvoJDXVA7A
FCCs:	https://forms.gle/1XirsoWvcUBzKyiAA
Teachers:	https://forms.gle/CakM3DmGA9JYsUfk7

Mocha Training Schedule

All Program Staff

Date	Time	Topic
12/1/2020	1:00-2:30 pm	Training 1: Basic Mocha Functions
12/3/2020	1:00-2:30 pm	Training 1: Basic Mocha Functions, Practice Session
12/8/2020	1:00-3:00 pm	Training 2: Enrollment Workflows
12/10/2020	1:00-3:00 pm	Training 2: Enrollment Workflows, Practice Session
12/15/2020	1:00-3:00 pm	Training 3: Payment Workflows
12/17/2020	1:00-3:00 pm	Training 3: Payment Workflows, Practice Session
12/22/2020	1:00-3:00 pm	Training 4: Reporting
12/29/2020	1:00-3:00 pm	Training 4: Reporting, Practice Session
1/5/2021	1:00-3:00 pm	Training 1: Basic Mocha Functions
1/7/2021	1:00-3:00 pm	Training 1: Basic Mocha Functions, Practice Session
1/12/2021	1:00-3:00 pm	Training 2: Enrollment Workflows
1/14/2021	1:00-3:00 pm	Training 2: Enrollment Workflows, Practice Session
1/19/2021	1:00-3:00 pm	Training 3: Payment Workflows
1/21/2021	1:00-3:00 pm	Training 3: Payment Workflows, Practice Session
1/26/2021	1:00-3:00 pm	Training 4: Reporting
1/28/2021	1:00-3:00 pm	Training 4: Reporting, Practice Session

FCCs

Date	Time	Topic
12/1/2020	6:30 - 8:00 pm	Training 1, Basic Mocha Functions and Enrollment
12/8/2020	6:30 - 8:00 pm	Training 2, Attendance and Assessment
12/15/2020	6:30 - 8:00 pm	Training 3, Practice Session
1/5/2021	6:30 - 8:00 pm	Training 1, Basic Mocha Functions and Enrollment
1/12/2021	6:30 - 8:00 pm	Training 2, Attendance and Assessment
1/19/2021	6:30 - 8:00 pm	Training 3, Practice Session

Teachers

Date	Time	Topic
1/6/2021	10:00-11:30 am	Teacher training: attendance and assessment
1/6/2021	4:00 - 5:30 pm	Teacher training: attendance and assessment
1/13/2021	10:00-11:30 am	Teacher training: attendance and assessment
1/13/2021	4:00 - 5:30 pm	Teacher training: attendance and assessment
1/20/2021	10:00-11:30 am	Teacher training: attendance and assessment
1/20/2021	4:00 - 5:30 pm	Teacher training: attendance and assessment
1/27/2021	10:00-11:30 am	Teacher training: attendance and assessment
1/27/2021	4:00 - 5:30 pm	Teacher training: attendance and assessment