



Child Care Coordinating Council

Online Provider Services Guide

naccraware.net

www.sanmateo4cs.org

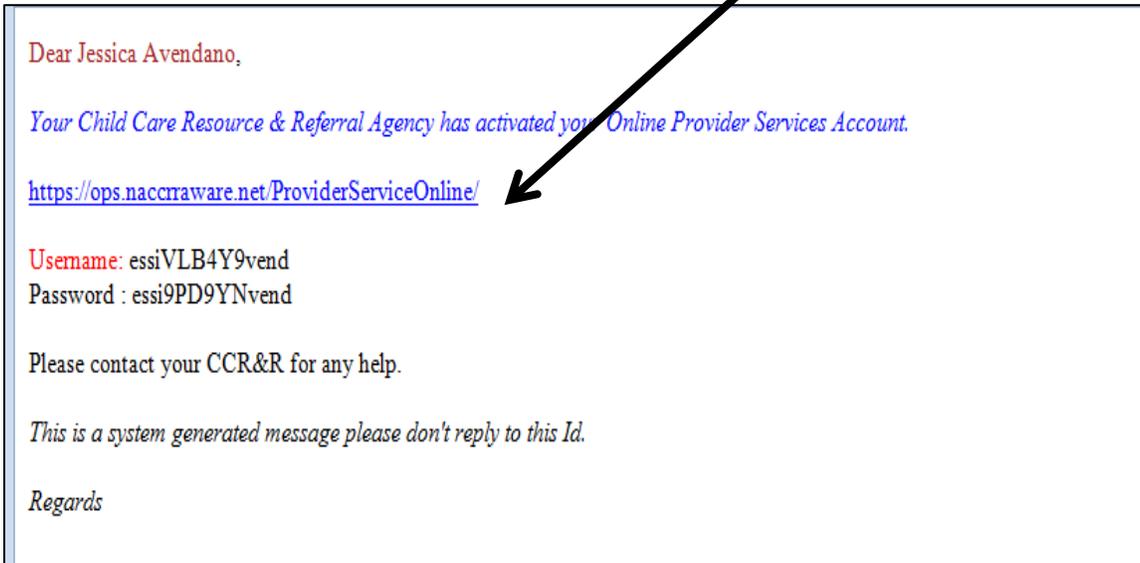
Table of Contents

Getting Started.....	2-3
Child Care Center Profiles.....	4-6
Family Child Care Home Profiles.....	7- 10
Uploading Documents	11
Questions & Answers	12

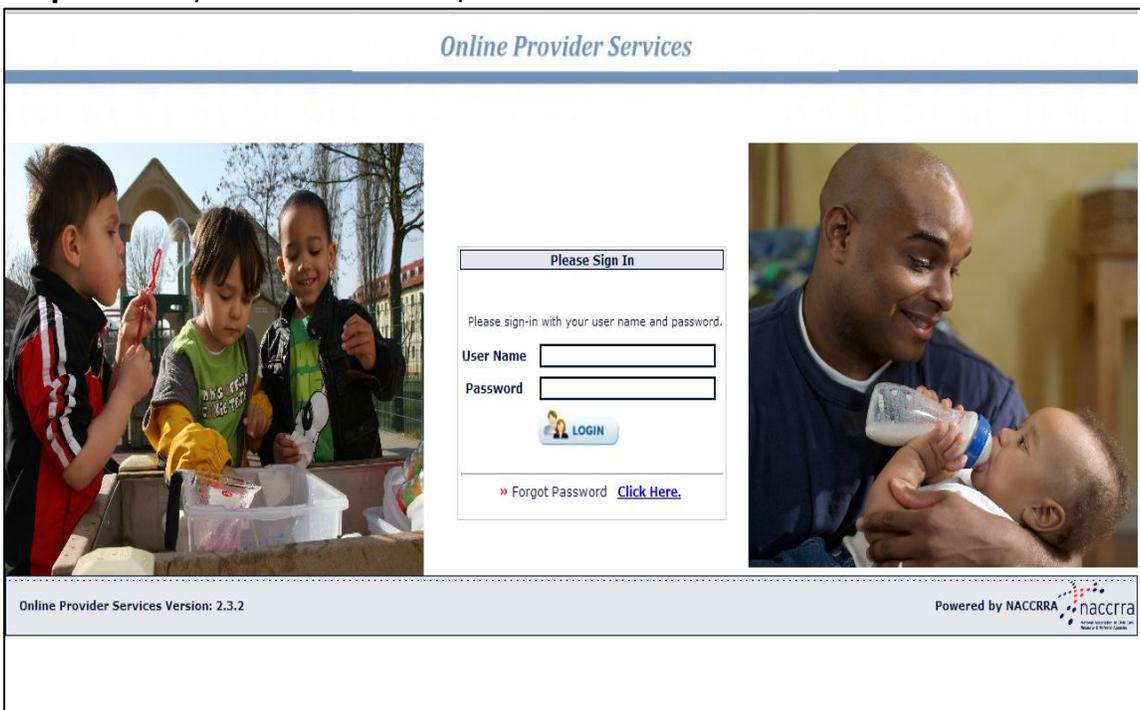
Getting Started

Step 1: Visit, <https://www.naccraware.net/>. Click on the second red box, “OPS/CCO Provider Portal **OR**” If you are currently in the 4Cs database, request to receive an email with a username and password that will take you to the naccraware.net link.

Step 2: Copy your username and password on another sheet of paper before click on the link to access the Online Provider Service Portal.



Step 3: Enter your user name and password.



Getting started continued...

Step 4: You will be prompted to reset your username, password and select a site key.

Online Provider Services

You are accessing the application for the first time. Please submit the below details

Set UserName* Username minimum 6 characters in length

Set Password* Passwords minimum 6 characters in length

Confirm Set Password*

Security Question* Contains 3/4 of the following items:

- » at least 1 number.
- » at least 1 special character.
- » at least 1 capital character.
- » at least 1 small character.

Security Answer*

Site Caption*

Site Key (Image)*

Before you click submit, please write down your options for future reference.

* Fields are Mandatory

Online Provider Services Version: 2.3.2 Powered by NACCRRRA naccrr

After the initial set-up described above, you can access your profile by going to www.naccrraware.net. Click on second red box labeled, OPS/CCO Provider Portal.

NACCRRRA's Suite of Data Services

NACCRRAware	Online Referral Module	User Management
Training and Technical Assistance Management	Online Provider Services	Child Care Online
TTAM Trainee/Trainer Portal	OPS/CCO Provider Portal	

NACCRRRA Data Services

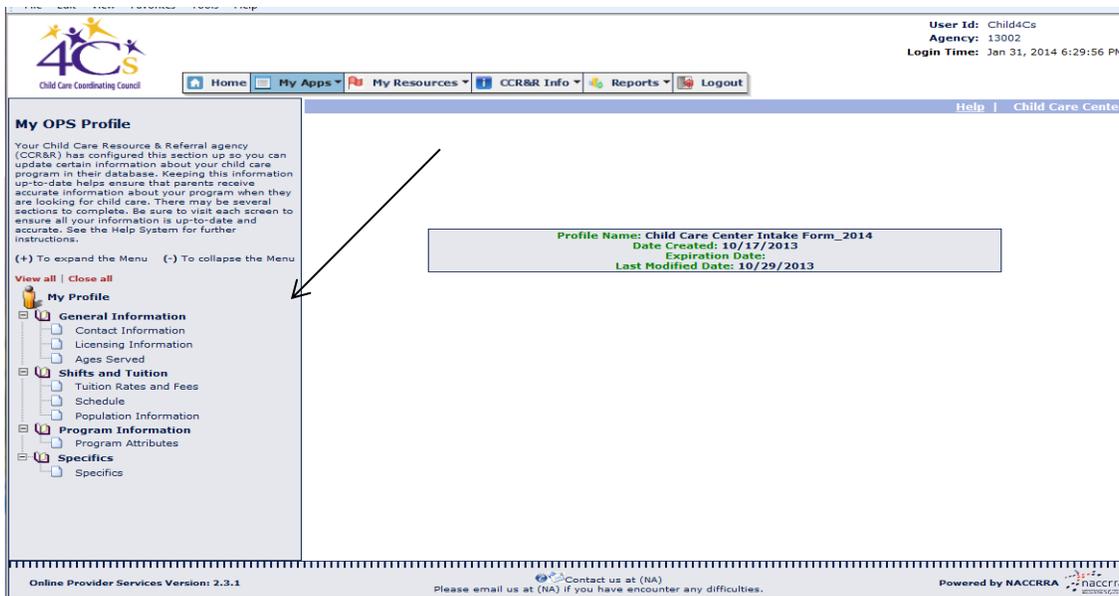
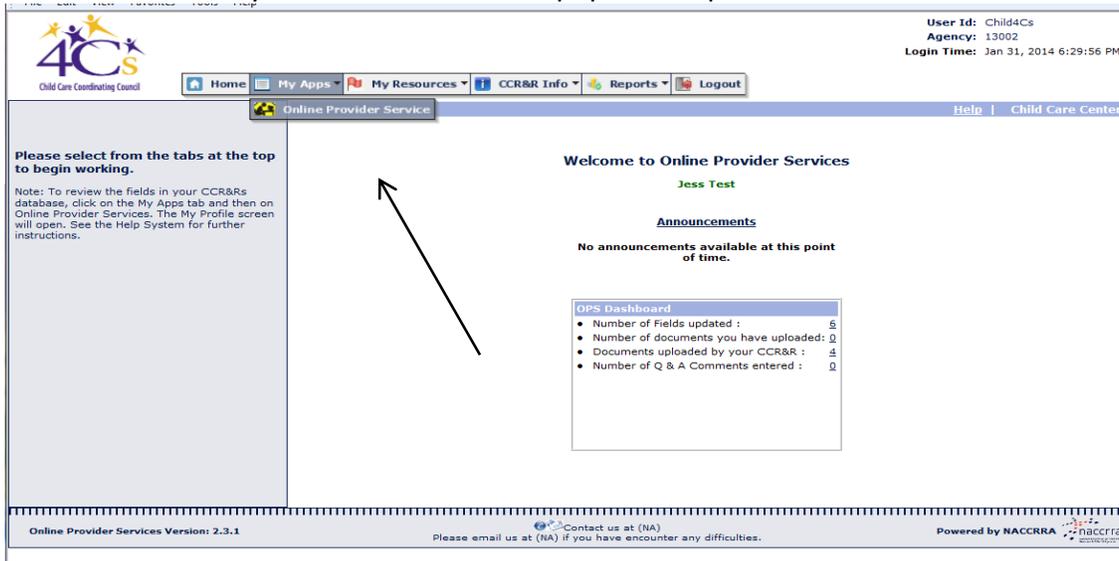
NACCRRRA's new Suite of Data Services is a variety of integrated, user-friendly applications and services that facilitate the work of CCR&Rs. All applications and services are available through a single point of access. The applications and services include:

- **NACCRRAware** - generates child care referrals and reports, and manages provider, client, and community data.
- **Training Tracking** - manages, tracks and reports on community-based trainings for child care providers
- **Technical Assistance Management** - manages, tracks and reports on technical assistance, mentoring, and coaching of child care providers.
- **Child Care Online** - provides a "virtual" tour of child care programs, complete with pictures and descriptions, to help customers learn more

Center-Based Profile Updating your OPS Profile

IMPORTANT: Centers with multiple sites have more than one account. In order to properly update a center’s information, please make sure each site has its own email address in the 4Cs referral database. For questions or to provide an email address for a site, please email javendano@sanmateo4cs.org.

Once logged in (See p. 2-3), hover mouse over **“My Apps”** and select **“Online Provider Services.”** Information about your center should self-populate. Update information as needed.





Entering Tuition Rates and Fees

*****Leave lines marked (Do not Use) blank. *****

Enter amount charged per hour, daily, weekly, monthly and/ or other per age group. For example, if you do not charge per hour, leave hourly row blank, but if you charge daily as well as monthly, please enter both.

Please do not leave blank. Rates will not be shared with parents. The information provided is valuable to determine average child care rates in San Mateo County.

Rates per Age * *										
Age Group (Age Range)	Hourly, PT	Hourly, FT	Daily, PT	Daily, FT	Weekly, PT	Weekly, FT	Monthly, PT	Monthly, FT	Other, PT	Other, FT
Infant 1 Age Group (0 - 23 months)	00.00	00.00	00.00	00.00	00.00	00.00	000.00	000.00	000.00	000.00
Infant 2 Age Group (Do Not Use)										
Toddler 1 Age Group (Do Not Use)										
Toddler 2 Age Group (Do Not Use)										
Preschool 1 Age Grp (2-5 yrs and 11 months)	00.00	00.00	00.00	00.00	00.00	00.00	000.00	000.00	000.00	000.00
Preschool 2 Age Grp (Do Not Use)										
School Age 1 Group (6-13 yrs)	00.00	00.00	00.00	00.00	00.00	00.00	000.00	000.00	000.00	000.00
School Age 2 Group (Do Not Use)										

More Information about Fields * Approval not required * Fields are required. Please enter the data requested.

SUBMIT CHANGES

****Don't forget to select submit changes after making changes****

Entering Population Information



*****Leave lines marked (Do not Use) blank.*****

Age Group (Age Range)	Des Cap	Lic Cap	Sub Cap	FT Vac	PT Vac	Vac Date	Enroll	CA Ratio	Grp Size
Infant 1 Age Group (0 - 23 months)	0	0	0	0	0	1/1/2014	0	0	0
Infant 2 Age Group (Do Not Use)									
Toddler 1 Age Group (Do Not Use)									
Toddler 2 Age Group (Do Not Use)									
Preschool 1 Age Grp (2-5 yrs and 11 months)	0	0	0	0	0	1/1/2014	0	0	0
Preschool 2 Age Grp (Do Not Use)									
School Age 1 Group (6-13 yrs)	0	0	0	0	0	1/1/2014	0	0	0
School Age 2 Group (Do Not Use)									

Definition of Terms:

Des Cap: Refers to desired capacity, the number of children you choose to serve at any one time.

- It will be the same as the licensed capacity if you want to serve as many children as the license allows.
- The desired capacity may be less than the licensed capacity if you want to serve fewer children than license allows.
- Desired capacity must not exceed licensed capacity.

Lic Cap: Licensed capacity for a **child care center** is the maximum number of children, within a particular age group, that a provider can legally care for at one time, according to the center’s license.

The age groups are:

- Infants: birth to 23 months
- Preschool: 2 to 5 years, 11 months
- School-age: 6 years and up

Sub Cap: Refers to Subsidized Capacity. Enter the rate for subsidized care. If you do not have subsidized child care at your program, leave blank.

FT Vac: Enter total number of center current full-time vacancies.

PT Vac: Enter total number of center current part-time vacancies.

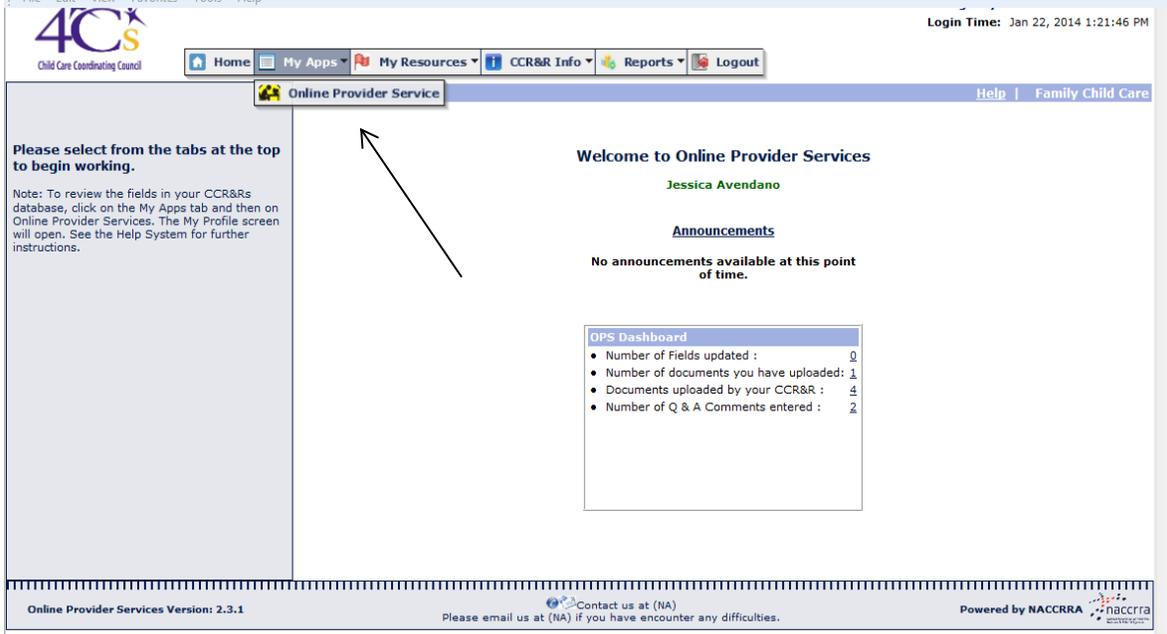
Enroll: Total number of children enrolled. Enter per age group.

CA Ratio: Refers to classroom ratio. Enter number of children in one classroom per adult.

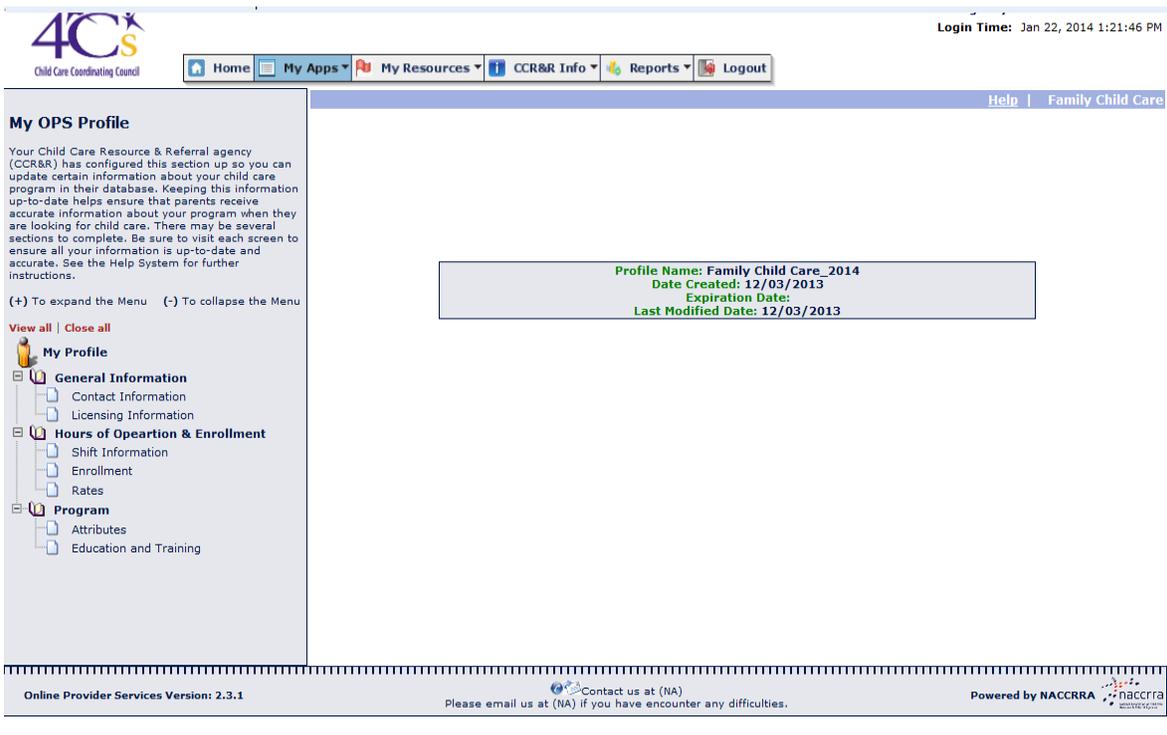
If you need assistance completing this section, call (650) 517-1426 Monday-Friday 8:30 AM-5:00PM.

Home-based Child Care Profile Updating your OPS Profile

Once logged in (See p. 2-3), hover mouse over “My Apps” and select “Online Provider Services.”



Click on a menu option to update information about your program that will help parents decide which child care is right for them. Information about tuition and rates are not shared with parents.



Licensing Information

Information must match license issued by Community Care Licensing. After updating your profile, please upload a copy of your license, see instructions on page 10.

****All sections must be completed in order to submit changes. ****

Licensing Information

Referral agency is section up so you can about your child care Keeping this information at parents receive your program when they there may be several are to visit each screen to is up-to-date and tem for further

(-) To collapse the Menu

ation ation tion ion & Enrollment on

Home My Apps My Resources CCR&R Info Reports Logout

License Type* Family Child Care Home Infant Center Preschool Preschool with Toddler Option School Age Center

License ID*

Original Lic. Date*

License Expiration Date*

Total Licensed Capacity* **Total Desired Capacity***

Minimum Age Range* From years months weeks

Maximum Age Range* To years months weeks

Total Vacancies* **Vacancy Date***

More Information about Fields * Approval not required * Fields are required. Please enter the data requested.

SUBMIT CHANGES

Version: 2.3.1 Contact us at (NA) Please email us at (NA) if you have encounter any difficulties. Powered by NACCRRRA

How many children would you like to have in your program?
*Number must not exceed

Enter maximum amount of children license allows at one time.

Enter date when vacancies will be effective.

Population Information

Leave lines marked (Do not Use) blank.

How many infants would you like to have enrolled?

Leave last two rows blank

Age Group (Age Range)	Des Cap	Lic Cap	Sub Cap	FT Vac	PT Vac	Vac Date	Enroll	CA Ratio	Grp Size
Infant 1 Age Group (0 - 23 months)	<input type="text"/>	1/1/2014	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Infant 2 Age Group (Do Not Use)	<input type="text"/>								
Toddler 1 Age Group (Do Not Use)	<input type="text"/>								
Toddler 2 Age Group (Do Not Use)	<input type="text"/>								
Preschool 1 Age Grp (2-5 yrs and 11 months)	<input type="text"/>	1/1/2014	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Preschool 2 Age Grp (Do Not Use)	<input type="text"/>								
School Age 1 Group (6-13 yrs)	<input type="text"/>	1/1/2014	<input type="text"/>	<input type="text"/>	<input type="text"/>				
School Age 2 Group (Do Not Use)	<input type="text"/>								

How many infants are currently enrolled?

How many infants are you licensed for?

Population Information continued...

Des Cap: Refers to desired capacity, the number of children you choose to serve at any one time.

- It will be the same as the licensed capacity if you want to serve as many children as the license allows.
- The desired capacity may be less than the licensed capacity if you want to serve fewer children than license allows.
- Desired capacity must not exceed licensed capacity.

Lic Cap: Licensed capacity for a **family child care** is the maximum number of children, within a particular age group, that a provider can legally care for at one time, according to the provider's license.

The licensed capacity for a small family child care home provider is **8** children. The licensed capacity for a large family child care home is **14** children.

The age groups are:

- Infants: birth to 23 months
- Preschool: 2 to 5 years, 11 months
- School-age: 6 years and up

Sub Cap: Refers to Subsidized Capacity. Enter the rate for subsidized care. If you do not have subsidized child care at your program, leave blank.

FT Vac: Enter total number of program's current full-time vacancies.

PT Vac: Enter total number of program's current part-time vacancies.

Enroll: Total number of children enrolled. Enter per age group.

Rates per Age Group

→ Leave lines marked (Do not Use) blank.

Check all that apply to program.

Help | Family Child Car

Session 1 |

Additional Fees *

<input type="checkbox"/> Deposit	<input type="checkbox"/> Food Fee	<input type="checkbox"/> Insurance Fee
<input type="checkbox"/> Materials Fee	<input type="checkbox"/> Registration Fee	<input type="checkbox"/> Toilet Training Fee
<input type="checkbox"/> Transportation Fee	<input type="checkbox"/> Misc Fee	

Rates per Age Group *

Age Group (Age Range)	Hourly, PT	Hourly, FT	Daily, PT	Daily, FT	Weekly, PT	Weekly, FT	Monthly, PT	Monthly, FT	Other, PT	Other, F
Infant 1 Age Group (0 - 23 months)	<input type="text"/>									
Infant 2 Age Group (Do Not Use)	<input type="text"/>									
Toddler 1 Age Group (Do Not Use)	<input type="text"/>									
Toddler 2 Age Group (Do Not Use)	<input type="text"/>									
Preschool 1 Age Grp (2-5 yrs and 11 months)	<input type="text"/>									
Preschool 2 Age Grp (Do Not Use)	<input type="text"/>									
School Age 1 Group (6-13 yrs)	<input type="text"/>									
School Age 2 Group (Do Not Use)	<input type="text"/>									

i More Information about Fields * Approval not required * Fields are required. Please enter the data requested.

SUBMIT CHANGES

Enter amount charged per hour, daily, weekly, monthly and/ or other per age group. For example, if you do not charge per hour, leave hourly row blank.

Please do not leave blank. Rates will not be shared with parents. The information is valuable to determine average child care rates in San Mateo County.

Attributes

Environment: Check all that apply

Meals: San Mateo County does not offer a food program. For more information about county's that do, contact Amanda at (650) 517-1420.

Languages: Check the languages spoken in the program

Special Needs: If you are currently caring or have cared for a child with special needs. For example, if you have experience caring for a child with autism, check Developmental Delays.

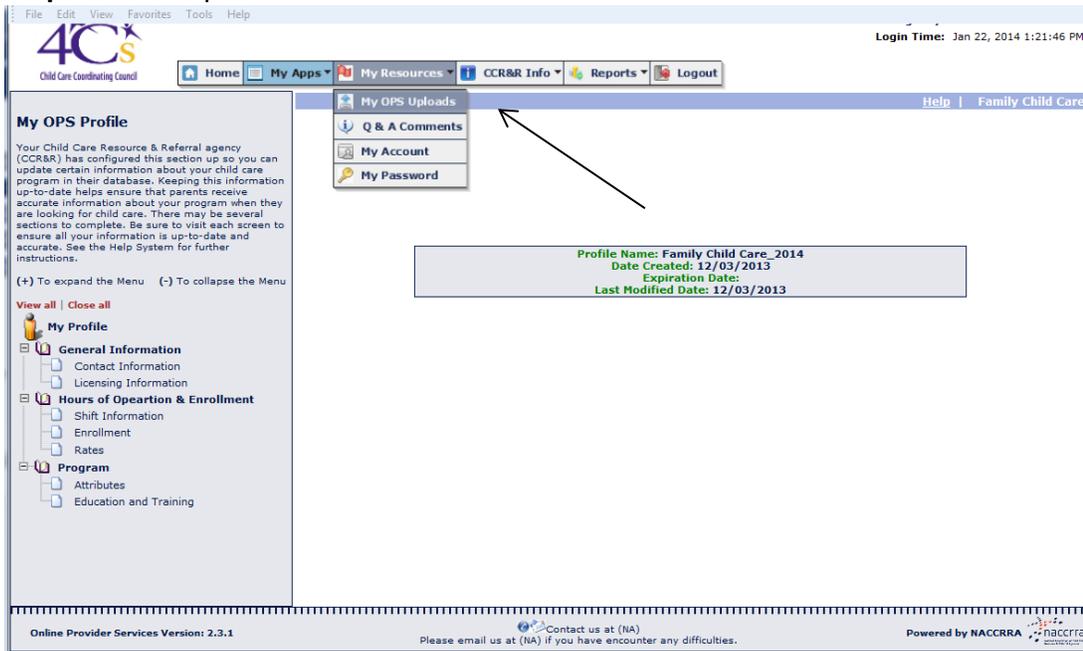
For more information about caring for children with disabilities, please contact our Inclusion Specialist, Angela Cabrera at (650) 517-1430.

Uploading Documents

To upload child care license or any other documents, go to My Resources, then My OPS Uploads.

Step 1: Click “Browse” and select document from your computer. After document is selected,

Step 2: Click “Upload”.



Questions & Answers (Comments)

To send a message to a 4Cs staff member:

Step 1: Go to My **Resources** tab,

Step 2: Click Q & A Comments

Step 3: Enter subject and type in your comment(s) or question(s).

The screenshot shows the 4Cs web application interface. At the top right, user information is displayed: User Id: JessAve84, Agency: 13002, and Login Time: Jan 17, 2014 6:37:05 PM. The navigation menu includes Home, My Apps, My Resources, CCR&R Info, Reports, and Logout. The 'My Resources' menu is expanded, showing My OPS Uploads, Q & A Comments, My Account, and My Password. The 'Q & A Comments' section is active, displaying a form with a 'Subject' field and a 'Comments' text area. A 'SUBMIT' button is located below the form. Below the form is a 'Comments History List' table with the following data:

Subject Id	Subject	Comments	Comment Posted By	Date & time
1	TesQuestion	this is an answer	javendano@13002	10/17/2013 4:50:43
2	CPR Training	When is the next CPR training?	JessAve84	10/18/2013 1:31:41

A reply from a 4Cs staff member will appear in the Comments History list as an unread message within 1-2 business days.