CCFA User Guides: Importing Families from MyChildCareMA

Table of Contents

CCFA USER GUIDES: IMPORTING FAMILIES FROM MYCHILDCAREMA 1

IMPORTING A FAMILY FROM MYCHILDCAREMA 2

IMPORTING A FAMILY MEMBER FROM MYCHILDCAREMA INTO AN EXISTING FAMILY 6

COMMON PROBLEMS 9

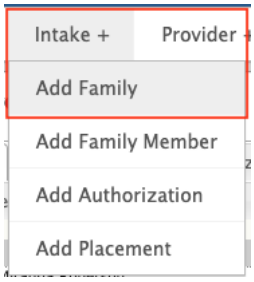
Cannot Add a Child Directly 9

When Importing a Family Member CCFA shows the Person as Already Existing in CCFA 10

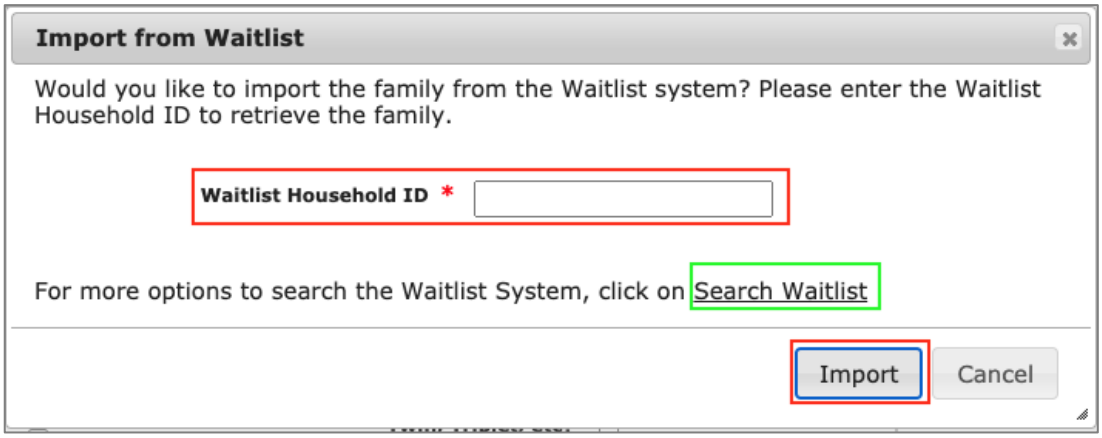
Importing a Family from MyChildCareMA

Below are the steps to add a new family to CCFA:

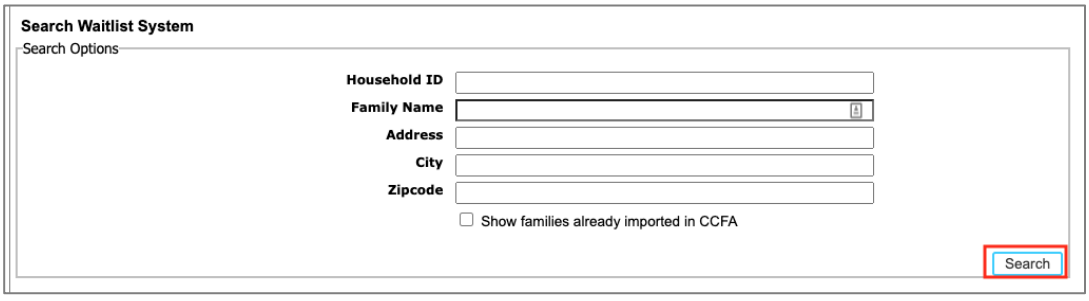
1. **Go to Intake + Add Family**



2. **Enter the family's Waitlist Household ID and click "Import"**

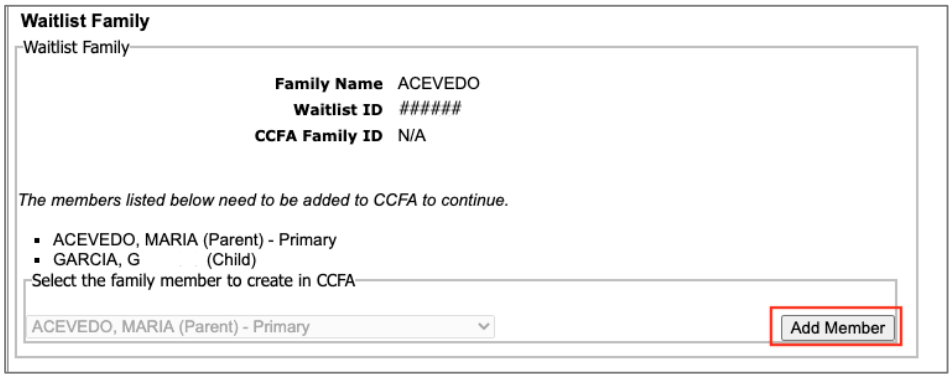


- ✓ **Alternatively, there is an option to "Search Waitlist."**
  - ○ **Clicking this option brings up a page that allows you to search by any one or combination of the following fields: Household ID, Family Name, Address, City, Zip code.**
  - ○ **There is a checkbox option to "show families already imported in CCFA"**



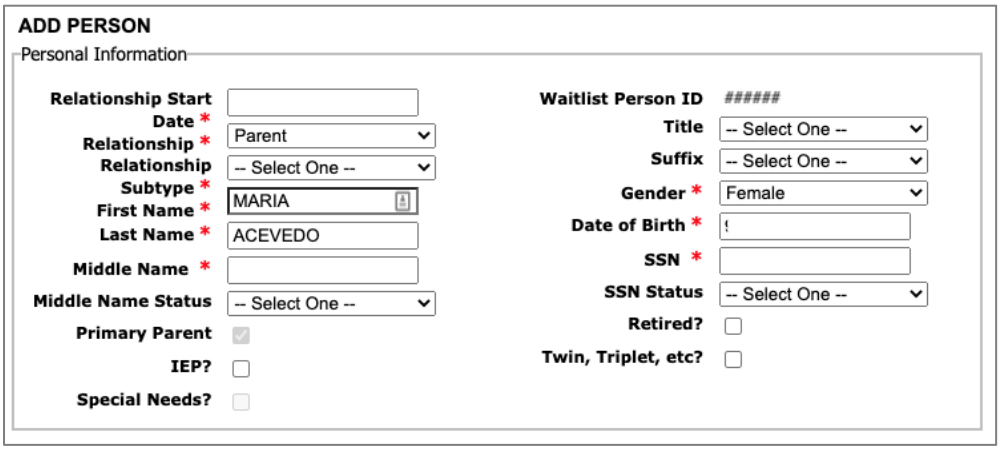
3. **A page will appear with the Waitlist Family information, including:**

- ✓ **Family Name, Waitlist ID, CCFA Family ID, which will say "N/A" if the family has not been imported into CCFA**
- ✓ **List of the members in the family and their relationship**



4. **Click the "Add Member" button to add the primary parent or guardian to create the family.**

5. **The Add Person page will appear. Fill out at least the required information (marked with an * below and in CCFA) in each section:**

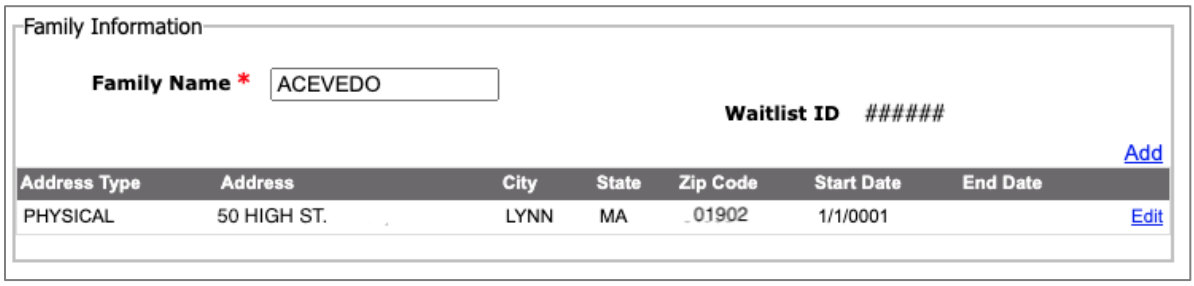


- ✓ **Personal Information—MyChildCareMA will populate any data it can into the fields. Verify and correct if needed.**
  - ○ **Relationship Start Date*: Must be at least the first day of the family's subsidy and can be backdated up to 30 days**
  - ○ **Relationship*: see table**
  - ○ **Relationship Subtype*: see table**
  - ○ **First Name***
  - ○ **Last Name***
  - ○ **Middle Name***
    - **Middle Name Status: drop down options include no middle name or unknown**
  - ○ **Waitlist Person ID: system designated number, uneditable**
  - ○ **Title: drop down options include Mr., Ms., Mrs., Dr.**
  - ○ **Suffix: drop down options include Jr., Sr., I, II**
  - ○ **Gender: dropdown options include Female, Male**
  - ○ **Date of Birth***

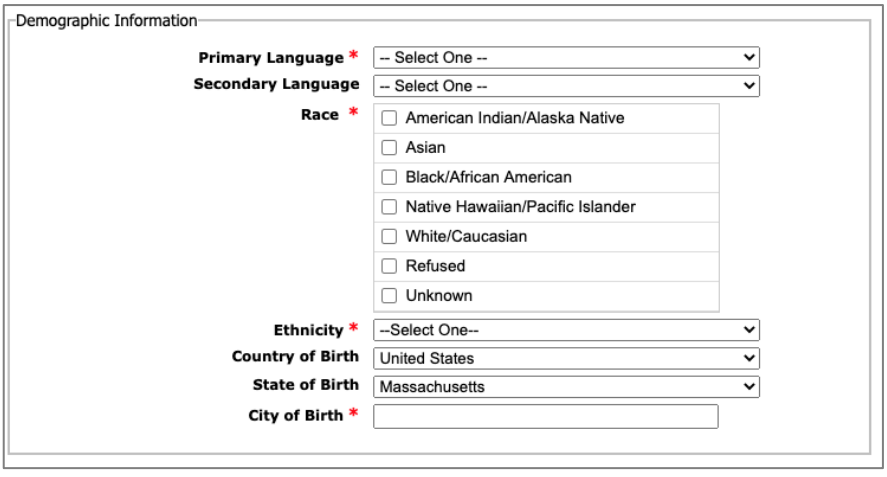
Relationship	Relationship Subtype
Parent	Biological
Parent	Adoptive
Parent	Step Parent
Guardian	Grandparent
Guardian	Foster Parent
Guardian	Designated Caregiver
Teen Parent	Teen Parent
Child	Child
Dependent	Dependent
Foster Child	Foster Child

- SSN*
  - SSN Status: dropdown options include refused or unknown
- Other optional flags:
  - Primary Parent: automatically checked for the first parent/guardian imported into the family (can be edited later)
  - Retired: check this if the parent/guardian is retired. CCFA does not allow this flag to be checked if the person is not at least 65 years old
  - IEP: check this if the child participates in an Individualized Education Program
  - Twin, Triplet, Etc: check this if the child is a multiple
  - Special Needs: this flag must be checked by an EEC user. Refer to the Policy Guide for more information on special need of parent/child.

✓ Family Information
- Family Name*: populated from MyChildCareMA, editable if needed
- Waitlist ID: prepopulated, uneditable
- Address Type and Address information: prepopulated from MyChildCareMA, can be edited. Start date will automatically set to be the "Relationship Start Date" upon saving.



✓ Demographic Information
- Primary Language*: dropdown with options, including "other non-English"
- Secondary Language: dropdown with options, including "other non-English"
- Race*: List of check boxes
- Ethnicity*: dropdown
- Country of Birth: dropdown, prepopulates with United States
- State of Birth: dropdown, prepopulates with Massachusetts
- City of Birth*



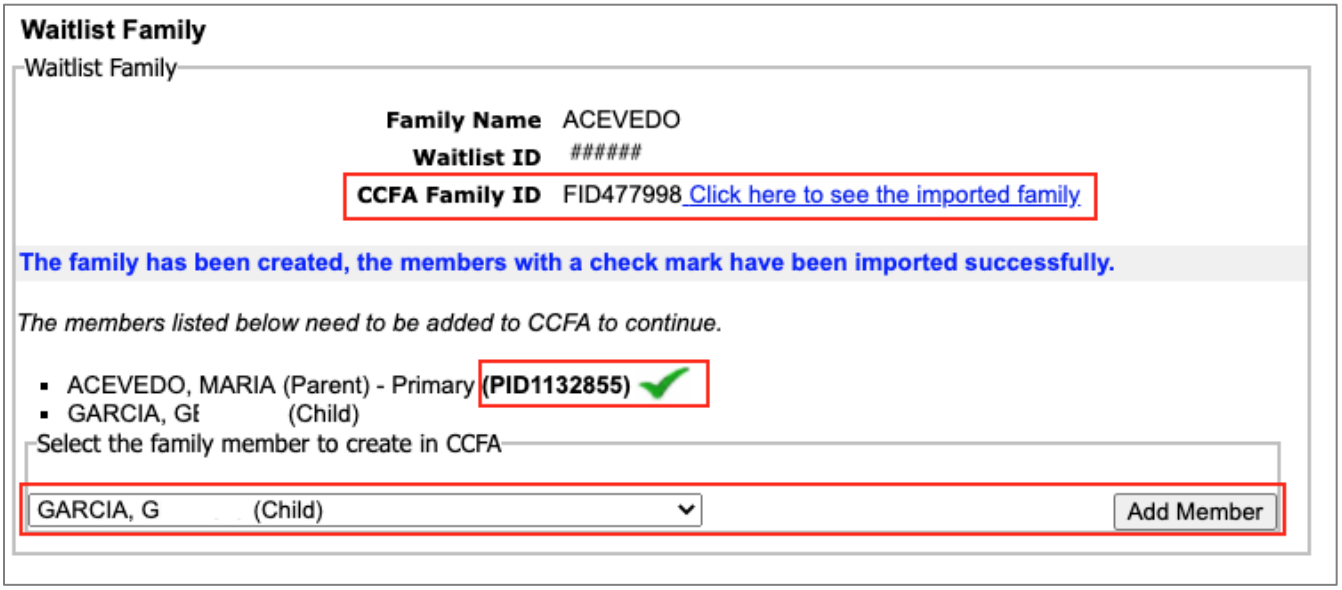
✓ Contact Information
- Telephone prepopulates from MyChildCareMA, can be edited

- **Telephone is required for all persons marked as parent or guardian in a family.**
- **MyChildCareMA will import the telephone number on file for all family members. Feel free to delete it if it does not apply to a member in the family**

○ **Email: not populated, but can be added**



6. **Click "Save" to add the parent/guardian**
7. **The Waitlist Family page will load and will be populated with a CCFA Family ID, a Person ID for the imported parent/guardian, and a green check showing the person has be imported into CCFA.**



8. **Continue adding members by selecting them from the drop down and clicking "Add Member" (pictured above).**
   - ✓ **The system will automatically select the next person in the list to add.**
   - ✓ **When adding subsequent people to a family, the relationship start date will prepopulate to the date set when creating the family and adding the primary parent/guardian**

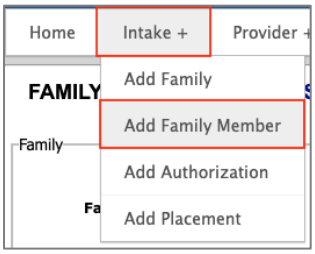
Importing a Family Member from MyChildCareMA into an Existing Family

Below are the steps to import a family member from MyChildCareMA into an existing family:

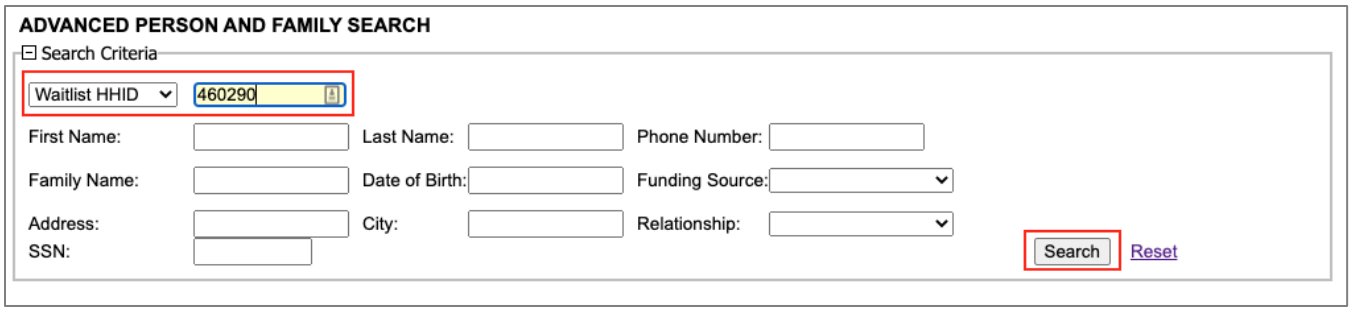
1. **From the Family Details page, copy the Waitlist Household ID for the family.**



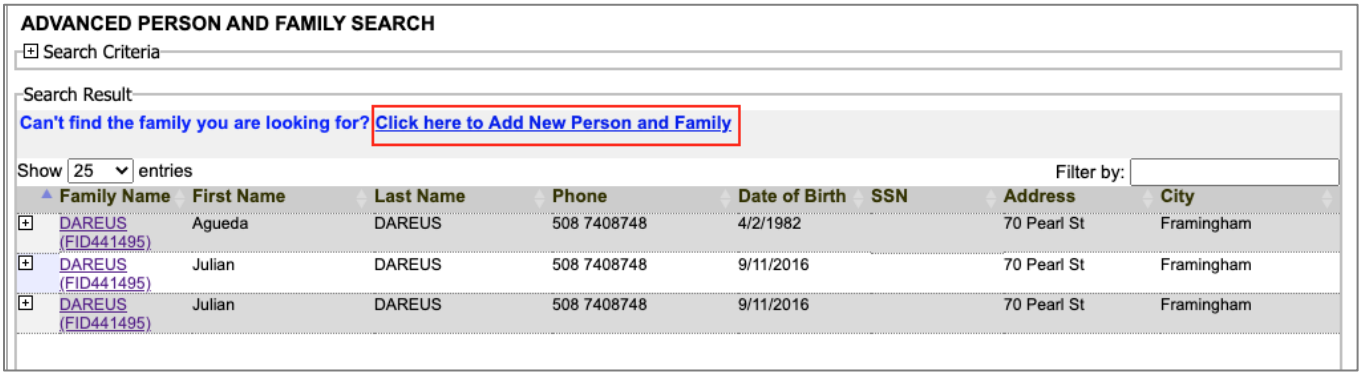
2. **Go to Intake + Add Family Member.**



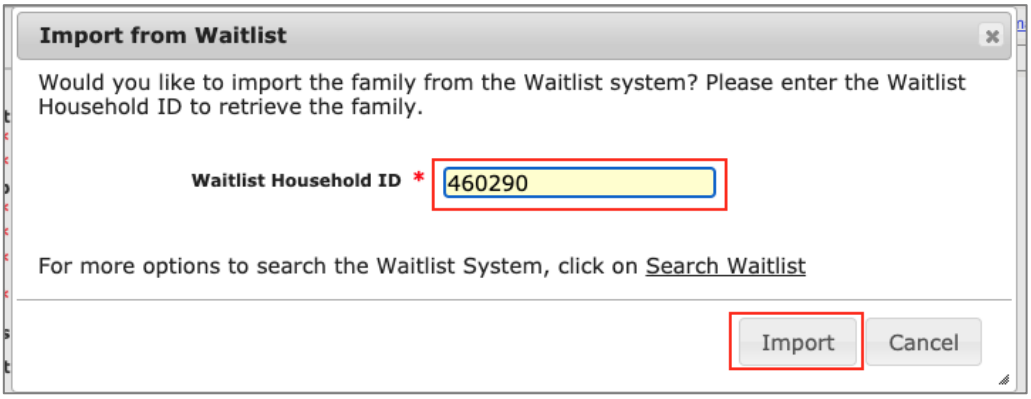
3. **Paste the Waitlist Household ID into the Waitlist HHID search field on the Advanced Search Page and click "search."**



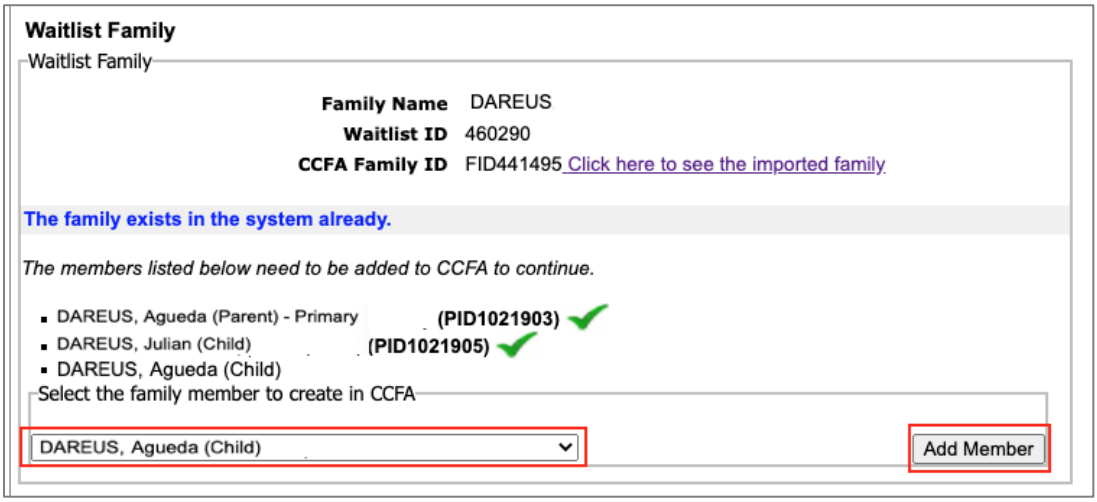
4. **The results will display all records associated with the Waitlist HHID. Confirm that the person you need to add is not listed before clicking "click here to add new person and family."**



5. **An "Import from Waitlist" pop up appears. Paste the family's Waitlist Household ID into the search field and click "Import."**

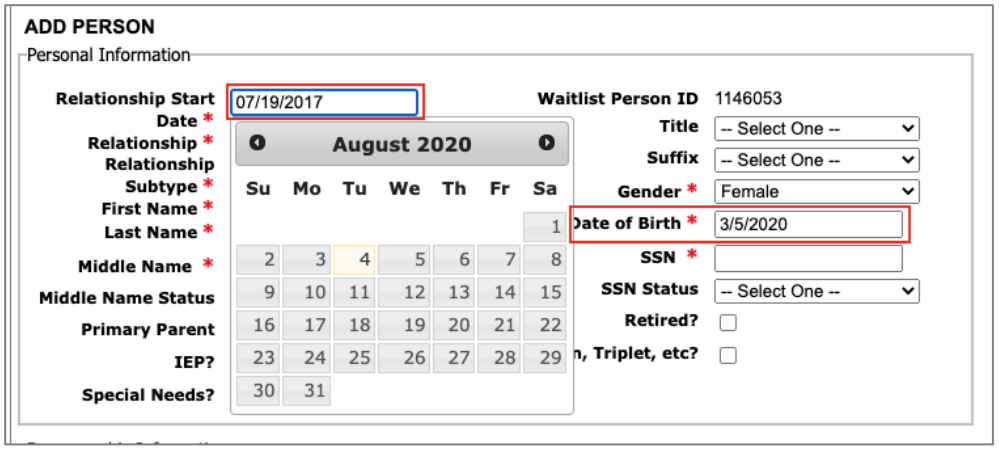


6. **The Waitlist Family page will appear. Green check marks appear next to members who have already been imported into CCFA. Select the person you need to import from the drop down and click "Add Member."**

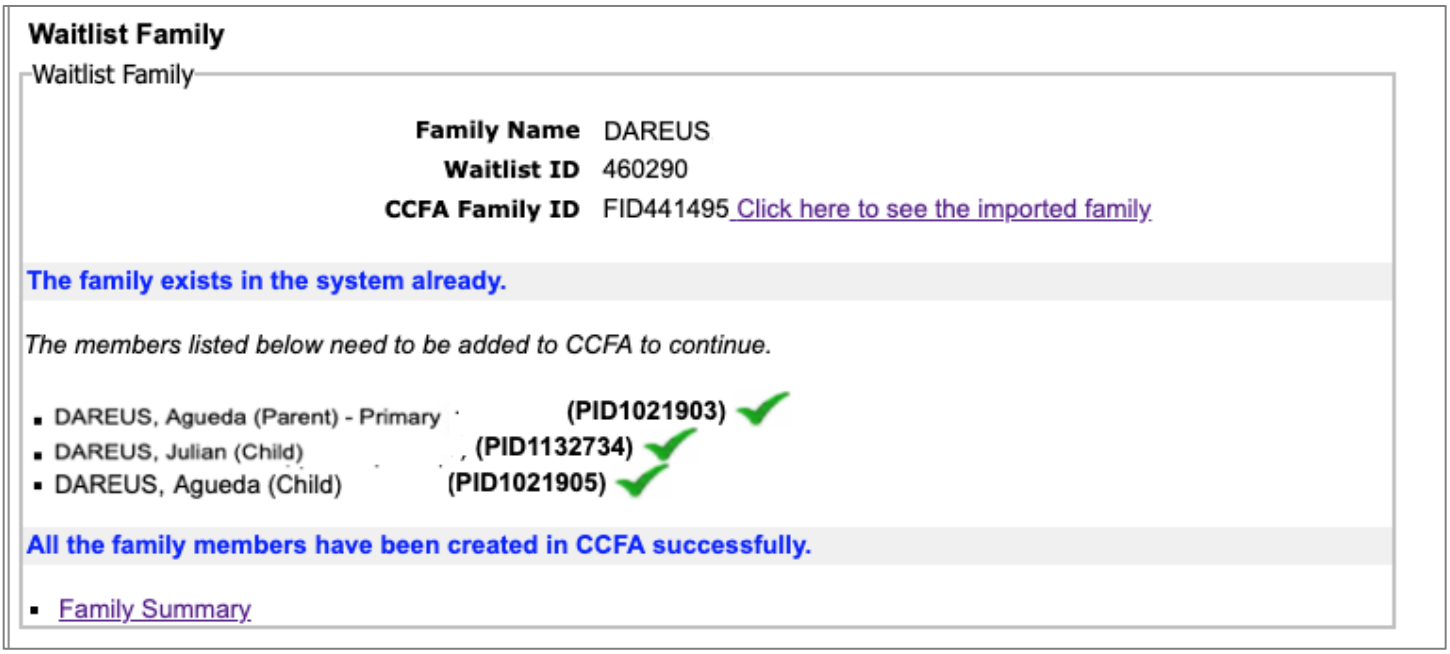


7. **Fill in all the necessary information on the "Add Person" page.**

- ✓ **Note: The Relationship Start Date field pre-populates to the family start date. You will need to change this to be the appropriate date the person joined the family.**
  - ○ **Children cannot be added to a family with a start date that is before their birthdate.**



8. **Upon saving the person information, a green check will appear next to the person on the Waitlist Family page.**



Waitlist Family

Waitlist Family

Family Name DAREUS
Waitlist ID 460290
CCFA Family ID FID441495 Click here to see the imported family

The family exists in the system already.

The members listed below need to be added to CCFA to continue.

- DAREUS, Agueda (Parent) - Primary **(PID1021903)**
- DAREUS, Julian (Child) **(PID1132734)**
- DAREUS, Agueda (Child) **(PID1021905)**

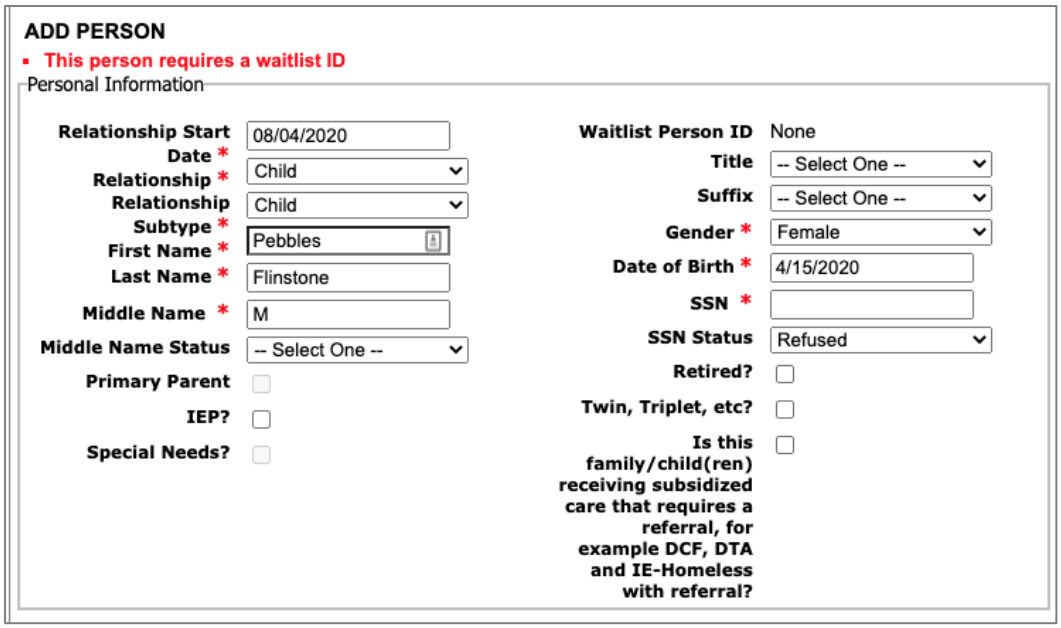
All the family members have been created in CCFA successfully.

- Family Summary

Common Problems

Cannot Add a Child Directly

Error message reads "This person requires a waitlist ID." All income eligible families and persons must be added to CCFA via MyChildCareMA. This process assigns each person a waitlist ID, which is a requirement for an IE subsidy in CCFA. If the person is not receiving a subsidy through DTA or DCF, he or she needs to be imported into CCFA from MyChildCareMA. Please see the section "Importing a Family Member from MyChildCareMA into an Existing Family" for how to add a person to CCFA from MyChildCareMA.



When Importing a Family Member CCFA shows the Person as Already Existing in CCFA

This most often happens when another person in the family has been assigned the waitlist ID for the person who needs to be imported. See the below example. The child pictured has been duplicated. The duplicate record has been made inactive, which is correct, but the duplicated child has two different waitlist IDs, one of which belongs to the child who needs to be imported.

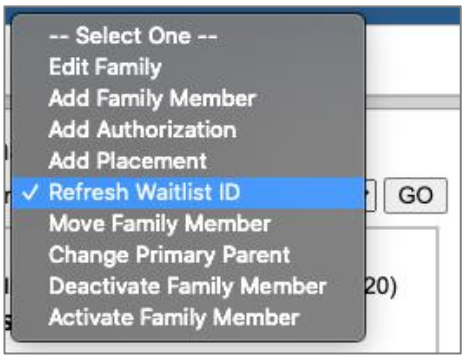
Members

Name	Waitlist ID	Gender	Date of Birth	Age	SSN	StartDate	EndDate	Last Updated
DAREUS, Agueda (Parent) - Primary	1009385	F	4/2/1982	38Yrs, 4Mo		7/19/2017		7/28/2020
DAREUS, Julian (Child)	1146053	M	9/11/2016	3Yrs, 10Mo		7/19/2017		7/28/2020

InActive Members

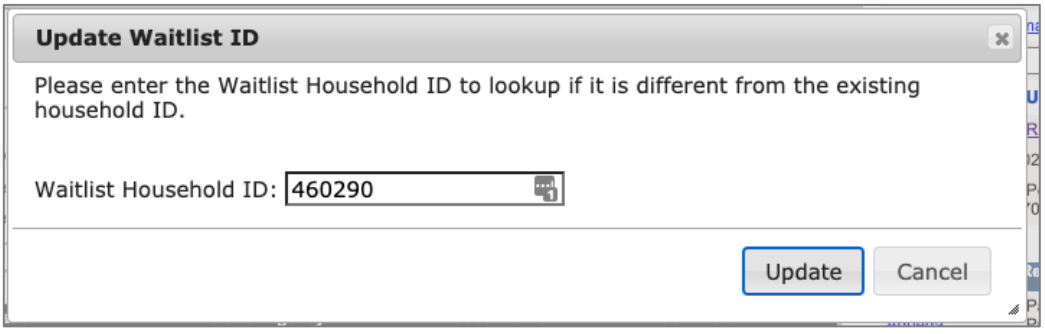
Name	Waitlist ID	Gender	Date of Birth	Age	SSN	StartDate	EndDate	Last Updated
INACTIVE: DAREUS, Julian (Child)	1044979	M	9/11/2016	3Yrs, 10Mo		7/19/2017	7/24/2020	7/28/2020

To resolve this, complete the following steps:

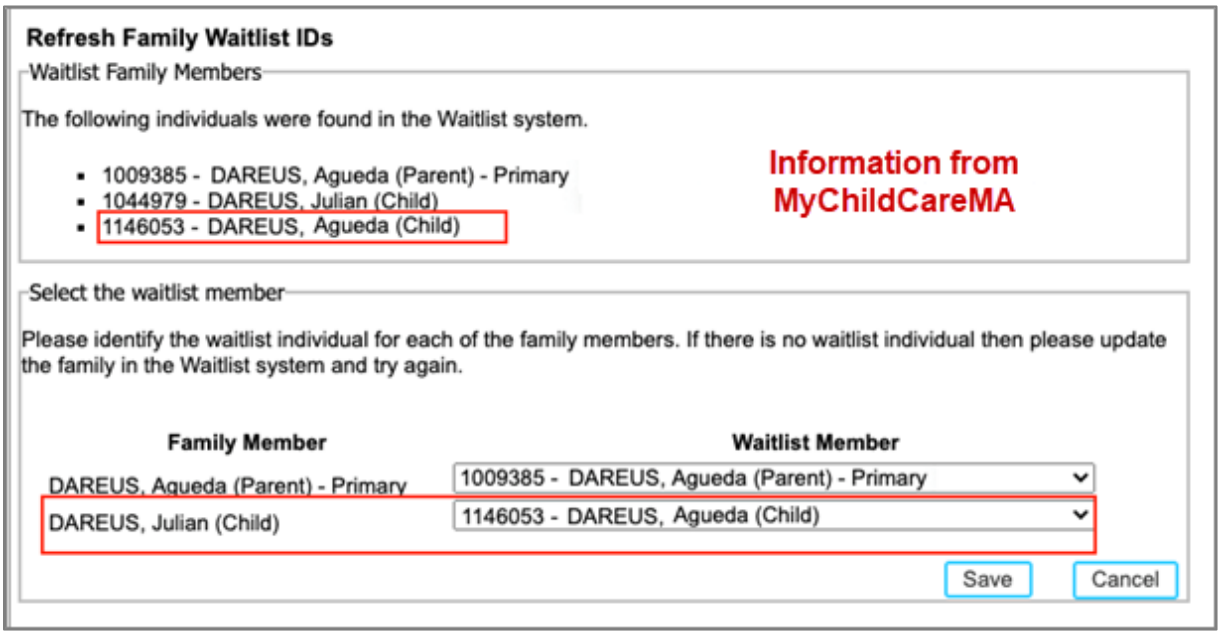


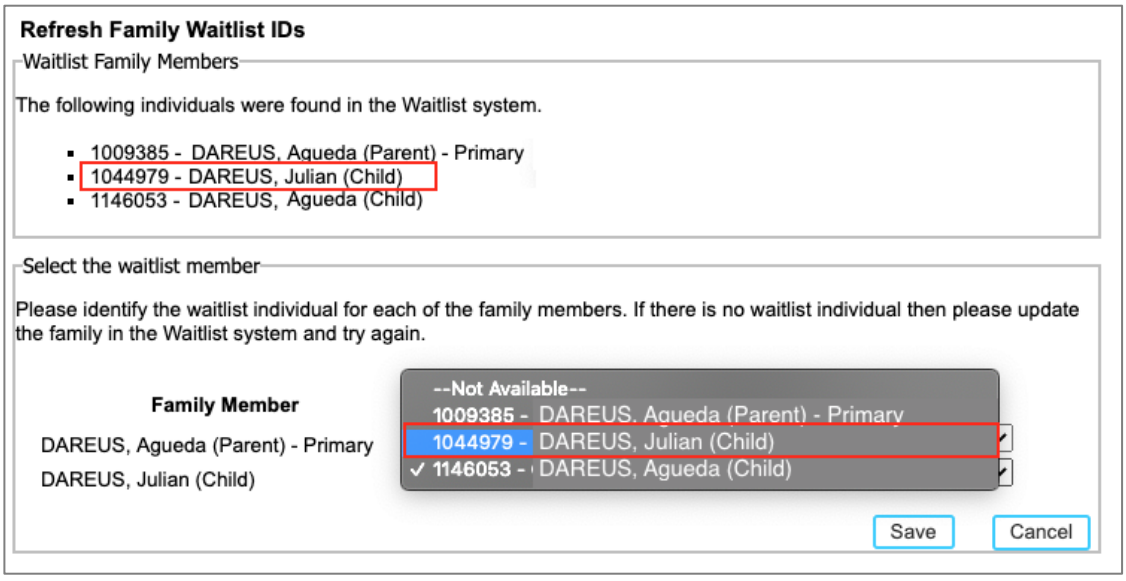
1. **From the Family Details page, select "Refresh Waitlist ID" from the action drop down and click "go."**

2. **An "Update Waitlist ID" pop up will appear with the family's waitlist ID pre-populated. Click "Update."**



3. **On the Refresh Waitlist IDs page, the family members listed in MyChildCareMA will appear in the top box. The family members in CCFA will appear in the bottom box. In the CCFA box, the drop downs show the waitlist information from MyChildCareMA. Use the drop down to pair the waitlist IDs with the appropriate person. The names in MyChildCareMA and CCFA should match.**





4. **Click "Save" to save your changes. A success message will appear on the Family Details Page.**
5. **See above section on "Importing a Family Member from MyChildCareMA into an Existing Family" to add a family member to CCFA.**

