ELMS Administrators Manual

Revised April 2015

Version 5

Please check the DEL ECEAP website at
www.del.wa.gov/publications/eceap/default.aspx
for the most recent version of this manual.

For ELMS Support

email: elms@del.wa.gov

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Purpose of this Manual

This ELMS Administrators Manual is written to guide staff with these ELMS roles:

- ELMS Administrators
- ECEAP Directors
- Subcontractor Contact/Managers
- Site Contact/Managers

ELMS Administrators have access to all parts of ELMS described in this manual. ECEAP Directors have access to all parts except some of the Admin tab functions. Subcontractor and Site Contact/Managers have access to the parts within their job role.

Browser Requirements

We recommend that you upgrade your browser to the latest version. ELMS is built to support:

- Microsoft Internet Explorer 8 or higher
- Mozilla Firefox 3.5 or higher
- Apple Safari 4.0 or higher, and
- Google Chrome 11.0 or higher

If you are having difficulty viewing ELMS, request that your local IT support checks the following:

- In Internet Explorer, do not use Compatibility View.
- Make sure your firewall and any proxy servers allow traffic from https://apps.del.wa.gov.
- Make sure your browser's client-side Javascript is enabled to fully function.

ELMS Training Materials

The most recent version of this manual, and other ELMS training materials, are available at www.del.wa.gov/publications/eceap/default.aspx.

Definitions

“DEL” means the Washington State Department of Early Learning, which manages ECEAP contracts.

“ECEAP” means the Washington State Early Childhood Education and Assistance Program.

“ELMS” means the Early Learning Management System, the data system for ECEAP for which this document is the administrator’s manual.

“Contractor” or “ECEAP Contractor” means an organization that contracts directly with DEL to provide ECEAP services to children and families.

“Subcontractor” means an organization that contracts with an ECEAP Contractor to provide ECEAP services to children and families. All subcontractors are associated with contractors. Some contractors do not have subcontractors.

“Site” means a location at which there are ECEAP classes. Sites which are associated directly with a contractor rather than being associated to a subcontractor are called “Direct Service Sites.” All sites are associated with either a contractor or a subcontractor.

“Class” means an ECEAP supported class of children. It is not the classroom, as a classroom may be split into multiple classes such as “AM and PM” or “MWF and TTh”. All classes are associated with a site.

“Part Day” means a minimum of 2.5 hours per ECEAP class session, with a minimum of 320 classroom hours and minimum of 30 weeks per year.

“Full School Day” means 5.5 to 6.5 ECEAP hours per day, at least 4 days per week during the school year, with a minimum of 1,000 classroom hours per year.

“Extended Day” means 10 or more ECEAP hours per day, 5 days per week, year round.

ELMS ECEAP Data Entry - Minimum Requirements

Child tab			
By October 15	○ In ELMS, enroll children in classes for all funded slots, including known children with future class start dates. • Exception: For ECEAP classes that share classrooms with Migrant/Seasonal Head Start, Contractors must complete ELMS enrollments by October 30. ○ Enter children's actual class start dates on the Bulk Updates or class Monthly Report page ○ Exit all children who are not attending		
After October 15, **within five business days** of each child's start in class.	○ Enter each child's prescreen and application and attach the child to a class.		
After October 15, **within five business days** of each child's last day in class.	○ In ELMS, exit all children who were enrolled but are not attending.		
After child starts class	○ Enter children's actual class start dates on the Bulk Updates or class Monthly Report page		
	Child and Family Updates, **By the 7th of each month (Sept.-July)** *Edit these in At Time of Application section, if they occurred before the parent signed the child's application.* *If they happened after the parent signed the child's application,*	Medical Status	○ Chronic health condition – must answer yes or no. Additional fields are required if yes.
			○ Medical coverage – select type of coverage
			○ Medical home – must answer yes or no. Additional fields are optional.
			○ Well-child exam – ▪ Enter exam date ▪ When a copy of exam results are received, check the related box. ▪ If further evaluation or treatment needed, additional fields are required.
			○ Immunization status – select correct status and date.
			○ *It is optional to record your follow-up notes on this page.*
		Dental Status	○ Dental coverage – select type of coverage
			○ Dental home – must answer yes or no. Additional fields are optional.
			○ Dental screenings – ▪ Enter screening date ▪ When a copy of screening results is received,

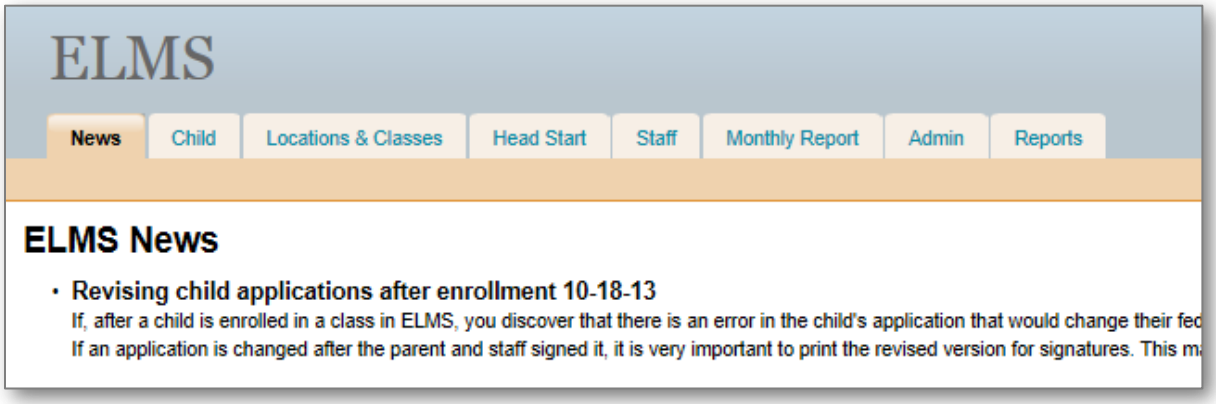
	enter in Updates section.		check the related box. ▪ If further evaluation or treatment needed, additional fields are required.
			○ *It is optional to record your follow-up notes on this page.*
		Health Screening	○ Vision screening – Select where screening occurred, date and results. If Fail selected, additional fields are required.
			○ Hearing screening – Select where screening occurred, date and results. If Fail selected, additional fields are required.
			○ Height and Weight – Select where screening occurred, enter date and measurements. ○ Check if referral is needed, in your opinion. If yes, additional fields are required.
			○ *It is optional to record your follow-up notes on this page.*
		Child Development	○ Developmental screening – enter date and result. If child is not at age-level, additional fields are required.
			○ IEP information, if applicable ▪ Start date (and end date when applicable) ▪ Disability categories ▪ School district that issued the IEP
			○ Child transportation – select how child is usually transported to ECEAP.
			○ Mental health consultation – must answer yes or no.
			○ Parent-teacher conference – enter dates, length and topics of formal conferences.
			○ *It is optional to record other contacts here, or to use the notes and follow-up fields.*
		Family	○ Family support notes – enter dates, length and topics of formal visits.
			○ *It is optional to record other contacts here, or to use the notes and follow-up fields.*
			○ Family questions – must answer yes or no for each question at time of child's exit. See below. ○
At exit	Exit Questionnaire	○ Select reason for exit and, unless the reason is "never attended", enter the last date child attended class in person. ○ If child attended 30 or more calendar days this school year, click the "Required" link to update their Child & Family Updates.	

Locations and Classes tab			
By Sept 15 of each year	Contractor	Info	○ Complete all fields with red marks.
		Staff	○ Must select the ECEAP director. A maximum of two directors may be selected.
		Service Areas	○ Must select yes or no to whether you are the only provider in one or more counties or school districts. ▪ If yes, select which counties/school districts. ▪ If no for both, must describe other service area boundaries.
	Subcontractor	Info	○ Complete all fields with red marks. ○ ECEAP Services – Must answer yes or no to all four statements.
		Staff	○ Select one contact person who works for the subcontractor.
		Funding and Slots	○ Enter Funded ECEAP Slots. ○ *Other fields are optional*
	Site	Info	○ Complete all fields with red marks. ○ Enter Curricula used at this site. ○ Enter Developmental Screening tools used at this site.
		Staff	○ Must check box for one emergency contact who works at the site.
		Slots	○ Contractor or subcontractor must enter Funded ECEAP Slots.
		Recruitment	○ Answer all five questions. ○
	Class	Info	○ Complete all fields with red marks. ○ Enter a weekly schedule. ○ Enter an alternating schedule, if applicable.
		Staff, Slots and Ratio	○ Ensure correct lead and assistant teachers are listed. ○ Mark the positions for which you have staff present for all ECEAP hours (such as lead and assistant teacher). ○ Plan for Reserving Slots – enter number of slots for each category. Enter “0” if none.

Monthly Report		
Between the 1st and 15th of each month - except July which is between the 1st and 10th.	Classes	○ Enter actual number of class days for the report month. ○ Enter actual class start dates for children that had their first day in class during the report month. ○ Enter the numbers of non-ECEAP children enrolled on last day of the report month.
	Sites	○ Review class monthly reports. ○ Confirm whether correct staff are listed for the report month.
	Contractor	○ Review site monthly reports. ○ Check all activities that occurred during the report month. ○ By October 15, complete the form within the September ELMS *Monthly Report* to request to use ECEAP funds as federal match, if applicable.
Last month with classes	Classes	○ Exit all children. You may begin this one week before the last day of class.
Admin tab		
By September 15	○ Customize priority points for risk factors, if desired.	

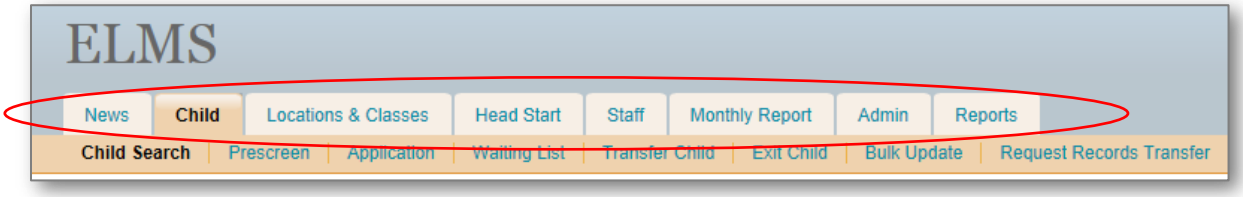
ELMS News

When you log in to ELMS, you see the ELMS News page. Please review new items on this page for current ELMS tips and important information about ELMS changes or glitches, due dates, and training.

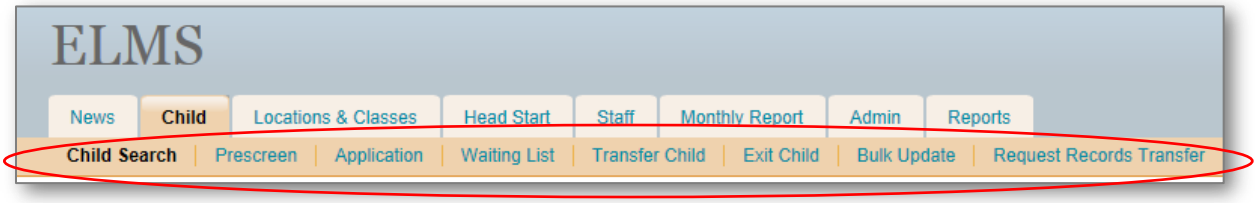


Navigation

ELMS has **tabs** at the top of every page for the major ELMS modules. You see the tabs that apply to your ELMS role. For example, teachers see the News, Child, Locations & Classes, Monthly Report, and Reports tabs. You can navigate between the main sections of ELMS by clicking on these tabs.



Some sections have **submenu links** underneath the main tabs. For example, the Child tab has Child Search, Prescreen, Application, Waiting List, Transfer Child, Exit Child, Bulk Update, and Request Records Transfer.

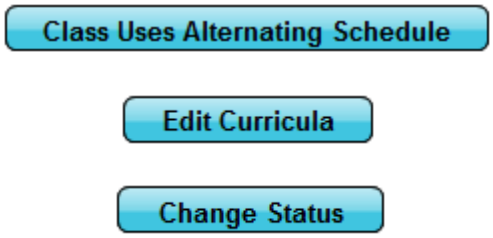


You can also use **breadcrumbs** to navigate in ELMS. These are at the top of each page on the left. They tell you how you got to your current location in ELMS. Clicking on a blue link returns you to an earlier page.

Child » Prescreen » Child Info

In the Locations and Classes tab, you can also navigate by clicking on earlier steps in the **directory tree** near the top of the page.

Some buttons open popups in ELMS for you to enter data. Examples are:

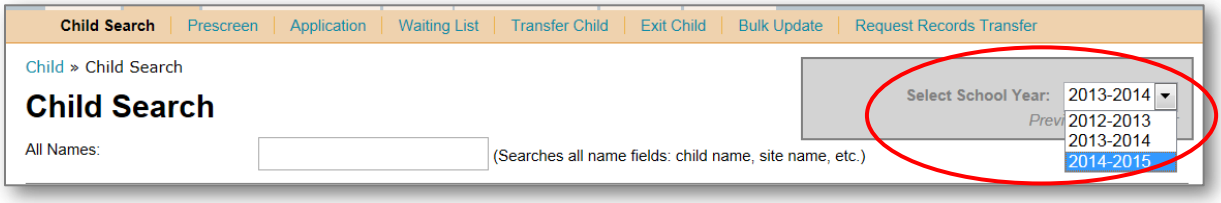


Other buttons help you complete a page, such as:

You can also move through a page using the **Tab** key on your keyboard.

Selecting the School Year

- ELMS will always open in the current school year.
- Between April 1 and June 30, you may view or enter data for both this year and next year. To do this, you must change the year using the drop-down menu in the upper right corner.
- On July 1, ELMS begins opening on the 2015-16 school year.
- After July 1, if you want to view or enter data for the 2014-15 school year, you must change the year using the drop-down menu in the upper right corner.
- ELMS will stay in the year you selected as you move through screens.
- IMPORTANT: Always check the year at the top of the ELMS screen before entering data in ELMS. This is especially important between April 1 and June 30 when you are likely to be working back-and-forth in two years.



Child Transfers

See the ELMS *Eligibility and Enrollment Manual* for more information about child transfers.

Transfers between sites

Staff at one of your sites cannot see a child whose ELMS record was started at another site. If a child will be enrolling at a different site than originally intended, the ELMS Administrator can put the child on the new site's waiting list. Here's how:

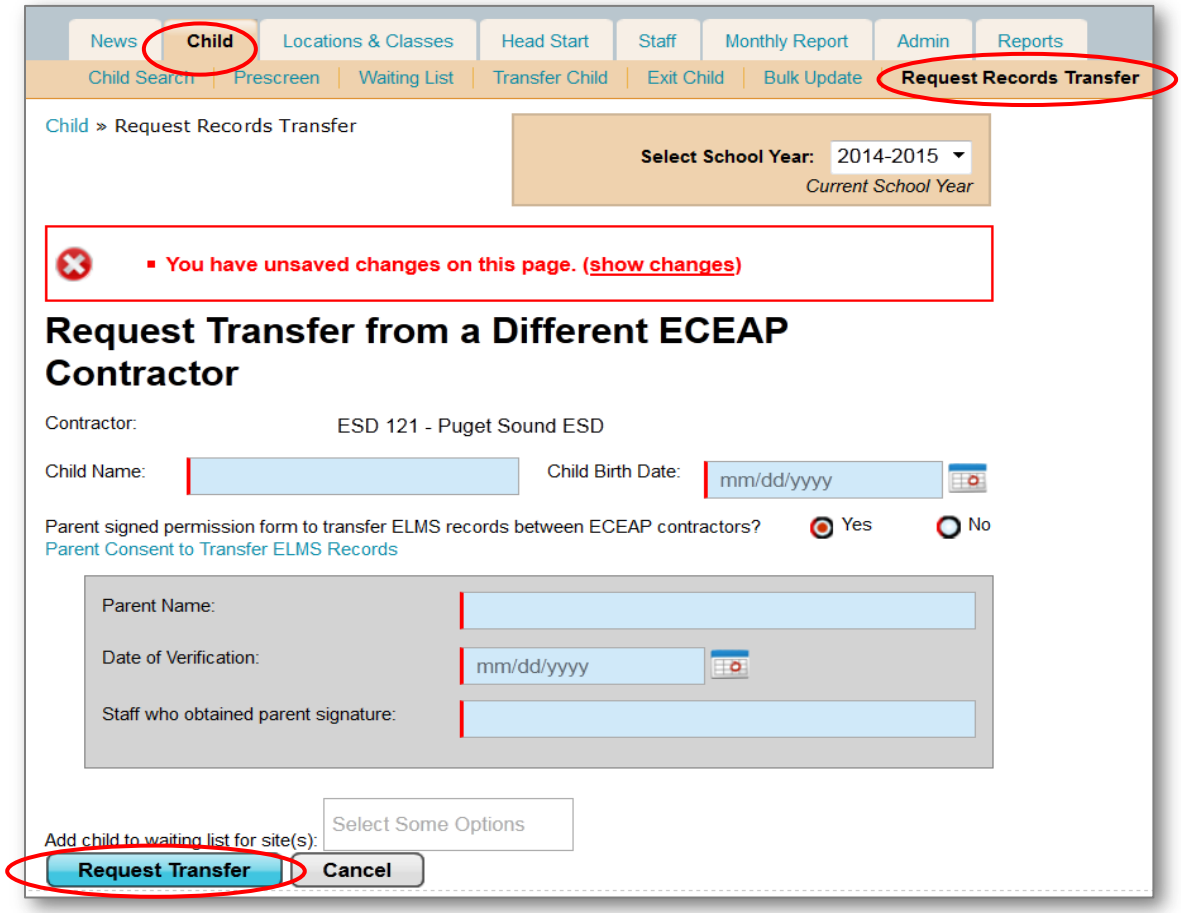
- If the child is not yet in a class in ELMS, just add them to the new site's waiting list.
- If the child is currently enrolled but has not yet attended class, or if the new class has not yet begun, exit them as never attended and put them on the Waiting List for the new site during the exit process.
- If the child has attended class at the old site, and the new class has begun, transfer the child to the new class.

Once you have completed the correct step, staff at the new site can view the child's ELMS record.

Transfer Between Contractors

To request the transfer of a child from another contractor, follow these steps:

- First, obtain a parent signature on the Consent to Transfer form. Retain this form with the child's records. Do not send to DEL.
- Then, notify your ELMS Administrator.
- Your ELMS Administrator:
    - Clicks the **Request Records Transfer** link on the Child tab.
    - Completes the request with the child name, child birth date, parent who signed the consent form, date the parent consented, and name of staff who obtained the parent signature.
        - You must have parent permission in order for DEL to process the transfer, or contact elms@del.wa.gov if you believe you have a situation that prohibits that.
    - Select which waiting list(s) the child should end up on.
    - Clicks the blue Request Transfer button at the bottom.
- Then, email elms@del.wa.gov telling the child's birthdate and site waiting list to which you want the child added.
- We notify you when the child record is ready for you, usually within one business day but occasionally longer if we need to work with the ECEAP contractor the child previously attended.

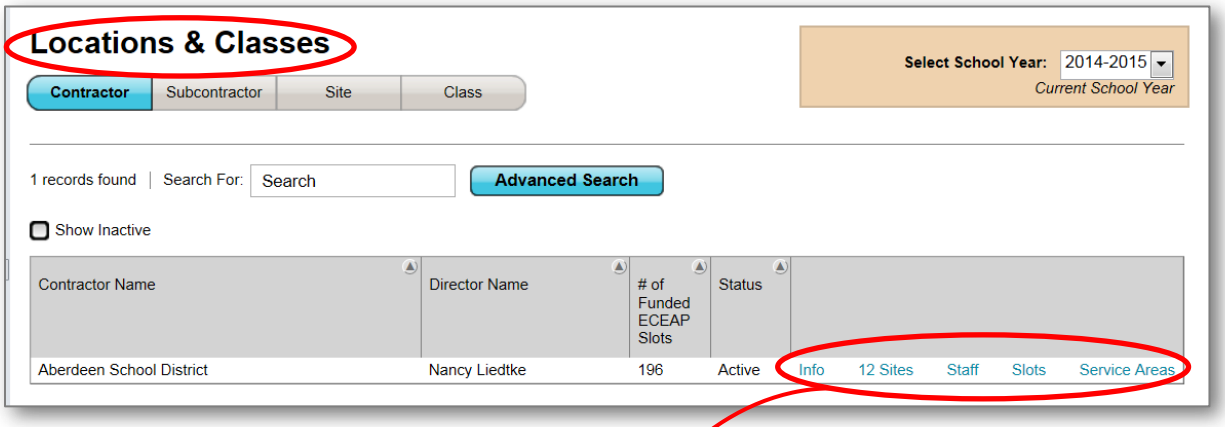


Locations and Classes

When you click on the Locations and Classes tab, you see the list of locations you can access in ELMS:

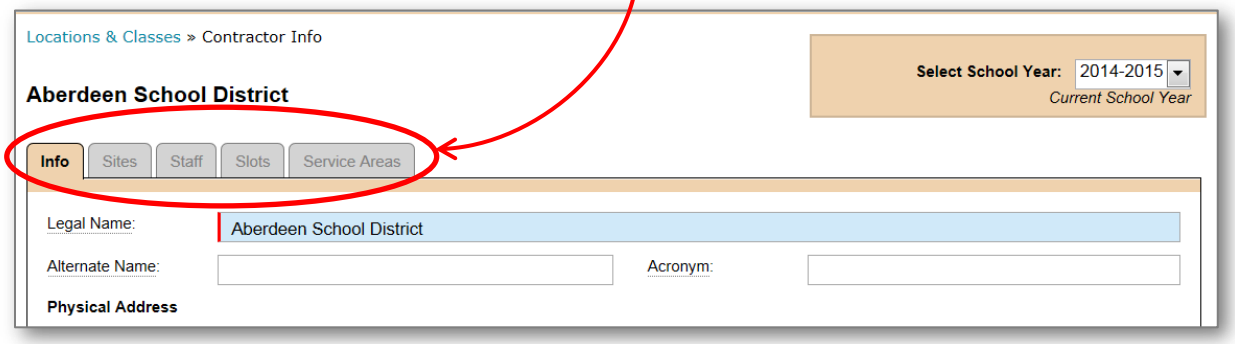
- Contractor-level ELMS users will see the Contractor, Subcontractor, Site, and Class buttons.
- Subcontractor ELMS users will only see the Subcontractor, Site and Class buttons.
- Site-level users will see the Site and Class buttons.

Locations & Classes Landing Page

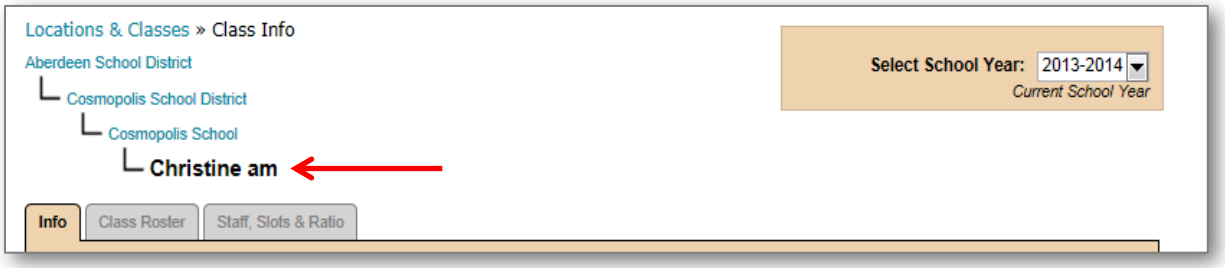


Locations & Classes Detail Pages

Once you have clicked a link on the landing page, it opens a detail page. The links from the landing page are available there as tabs.



There are "bread crumbs" and a navigation "tree" at the top of the detail pages, which indicate where you are in ELMS. You can click on them to navigate backwards. Your current location is bolded.

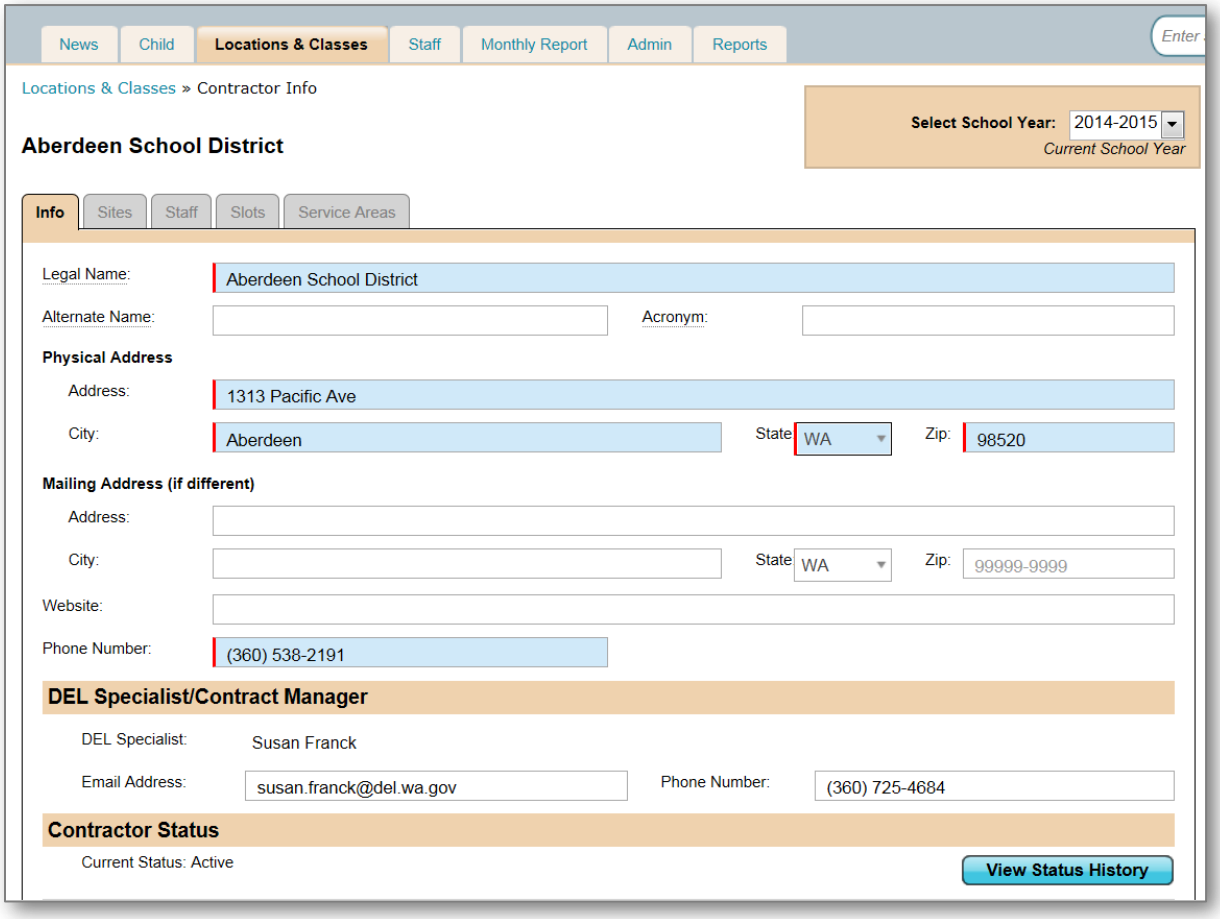


Updating Contractor Information

These actions can only be completed by an ELMS Administrator or ECEAP Director.

Contractor Info

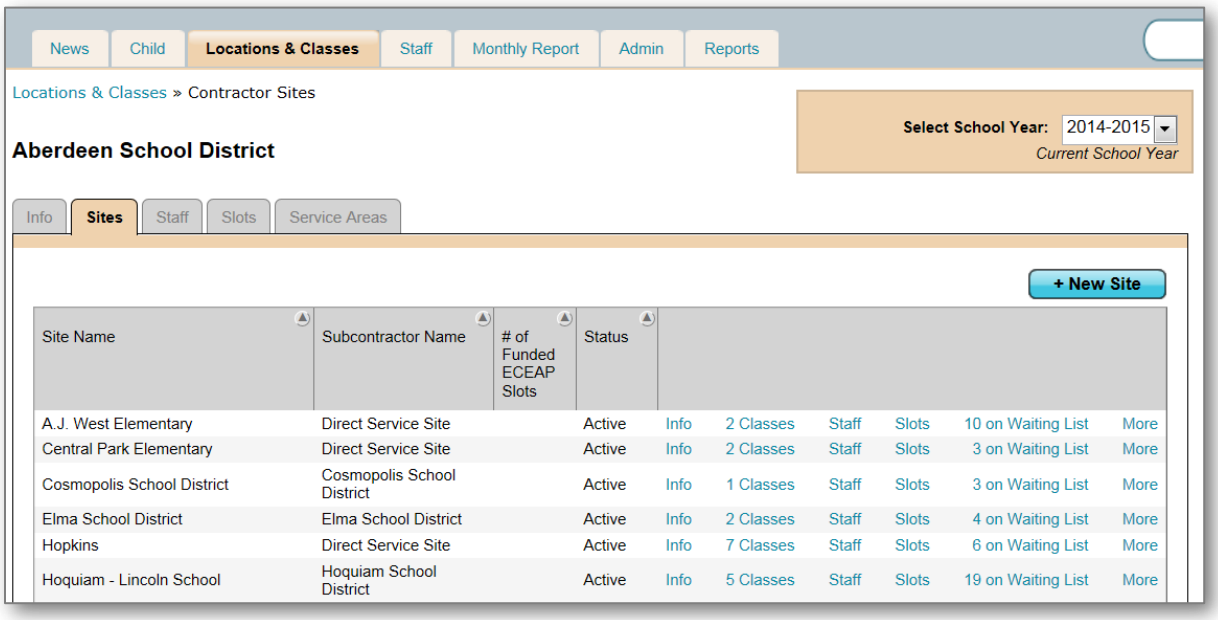
From the main Contractor page select the **Info** link. On the Info page, enter or update the name, address, and phone numbers of your organization. The DEL Specialist/Contract Manager and Contractor Status sections are managed by DEL.



Contractor Sites

To see this page:

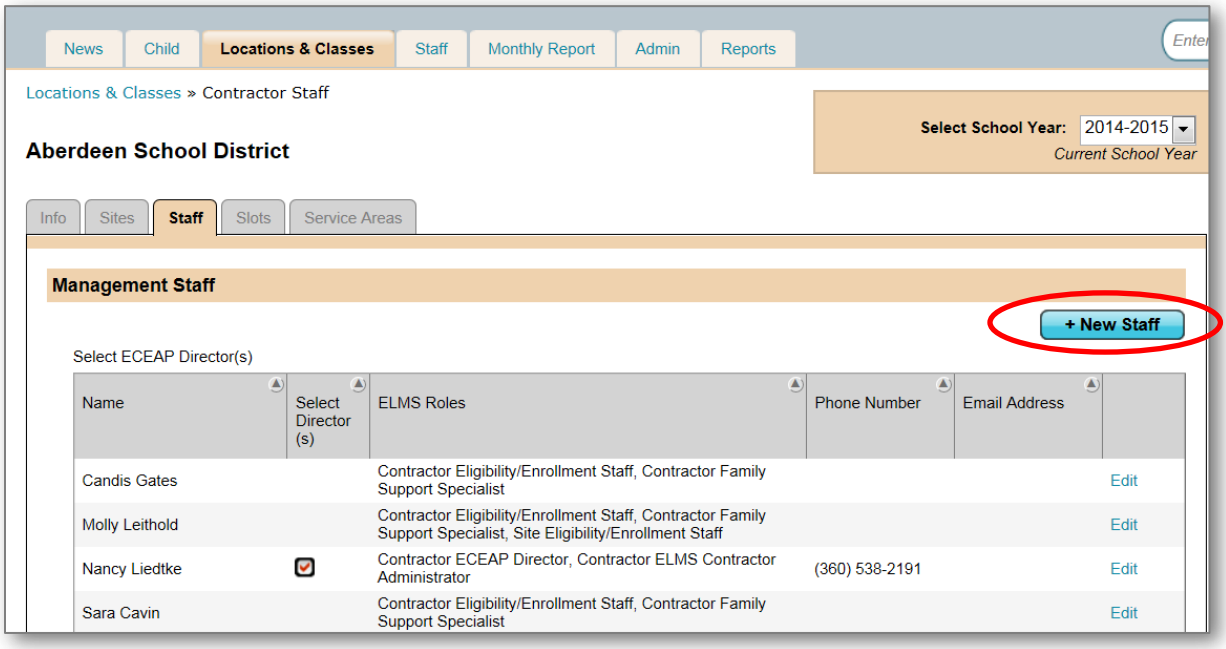
- Select the **Sites** button on the main Locations and Classes tab, or
- Select the **Sites** link on the Contractor page, or
- Select the **Sites** tab from a Contractor detail page.



Contractor Staff

From the main Contractor page, select the **Staff** link or from a Contractor detail page select the **Staff** tab. Staff already entered in ELMS and assigned to a Program Wide (Contractor) level role will appear on this page. Family Support staff show up here at the Contractor level, but can only see the children they are assigned when each child enrolls.

- To edit existing staff, click **Edit** in the Action column to the right of their name.
- To add staff, click on the **+ New Staff** button. See the Staff section of this manual. You may also add staff from the main **Staff** tab of ELMS and they will appear on this list.



Contractor Slots

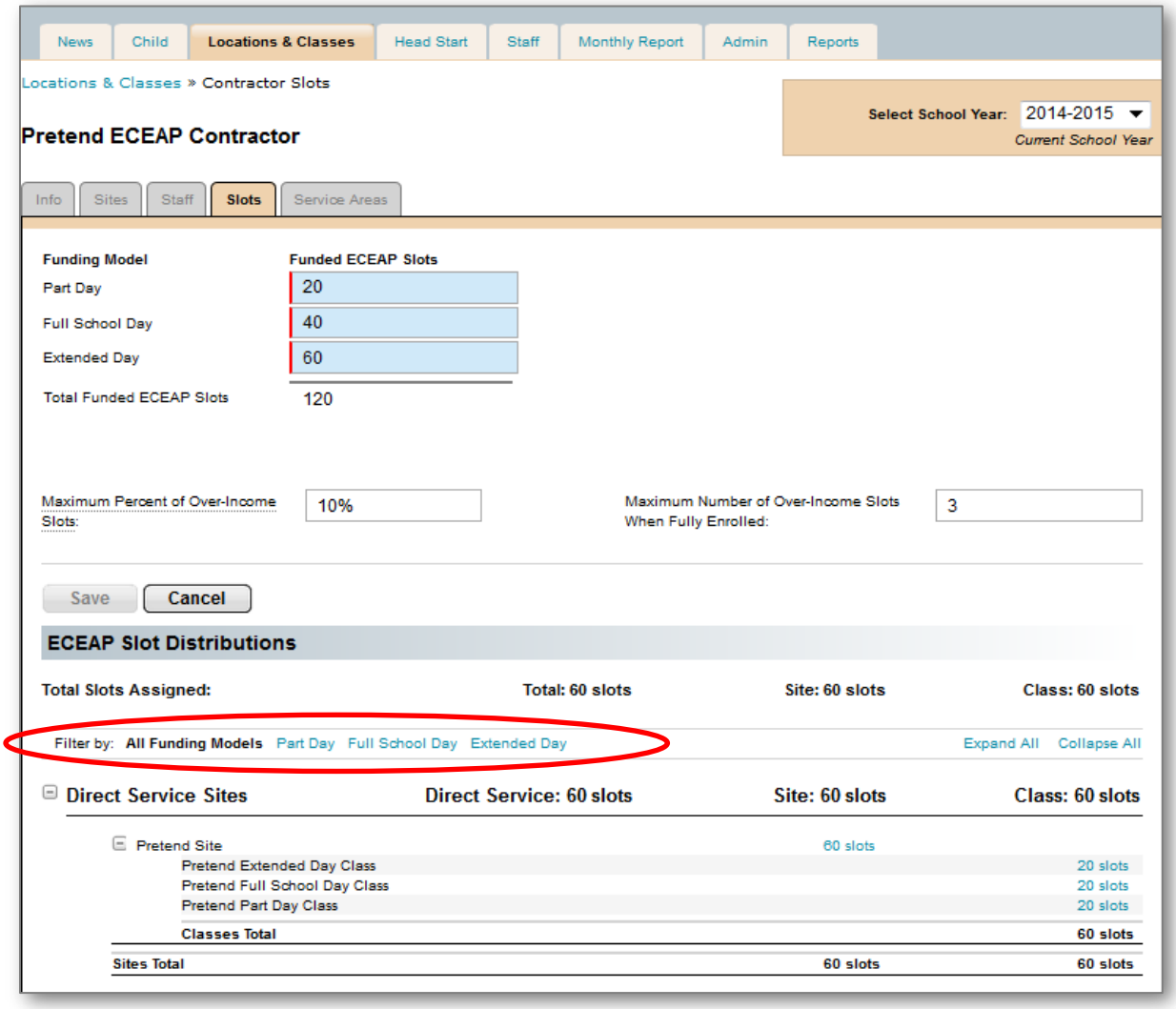
From the main Contractor page select the **Slots** link or from a Contractor detail page select the **Slots** tab.

The upper section of this page is entered by DEL staff and shows your:

- Part Day funded ECEAP slots.
- Full School Day funded ECEAP slots.
- Extended Day funded ECEAP slots.
- Maximum number and percentage of over-income slots allowed when fully enrolled.

The lower section shows how your slots are distributed to subcontractors (if any), sites, and classes. This overview is for your convenience while assigning slots to subcontractors, sites or classes.

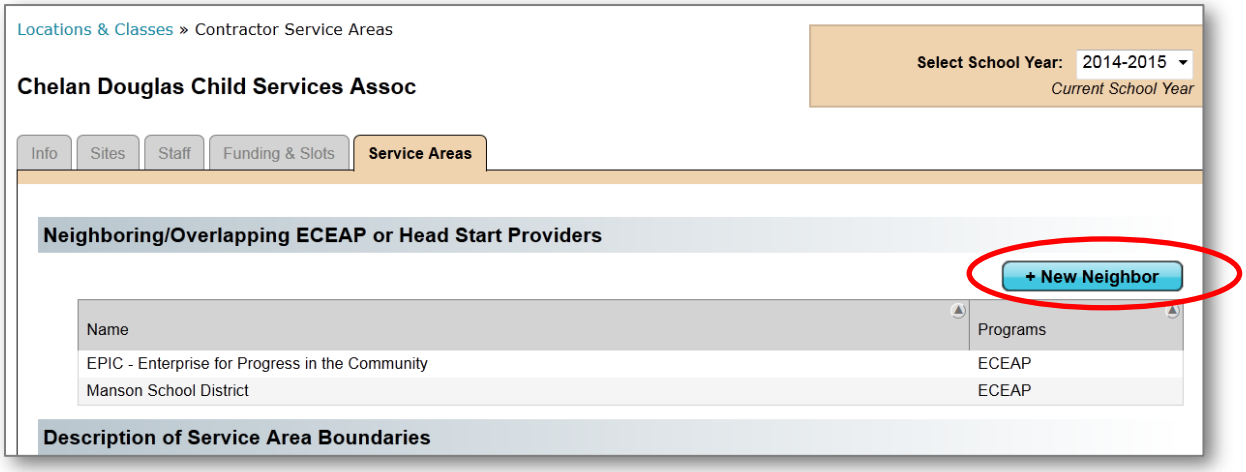
- You can select **Filter by** to view this section for just Part Day, Full School Day, or Extended Day slots, or you can view all of your slots at once.
- These tables can be expanded and collapsed for convenience, by clicking the + or - signs.
- If a number has an orange highlight, there are slots available that haven't yet been assigned.
- The slot numbers are also links to the pages where you enter slot counts.



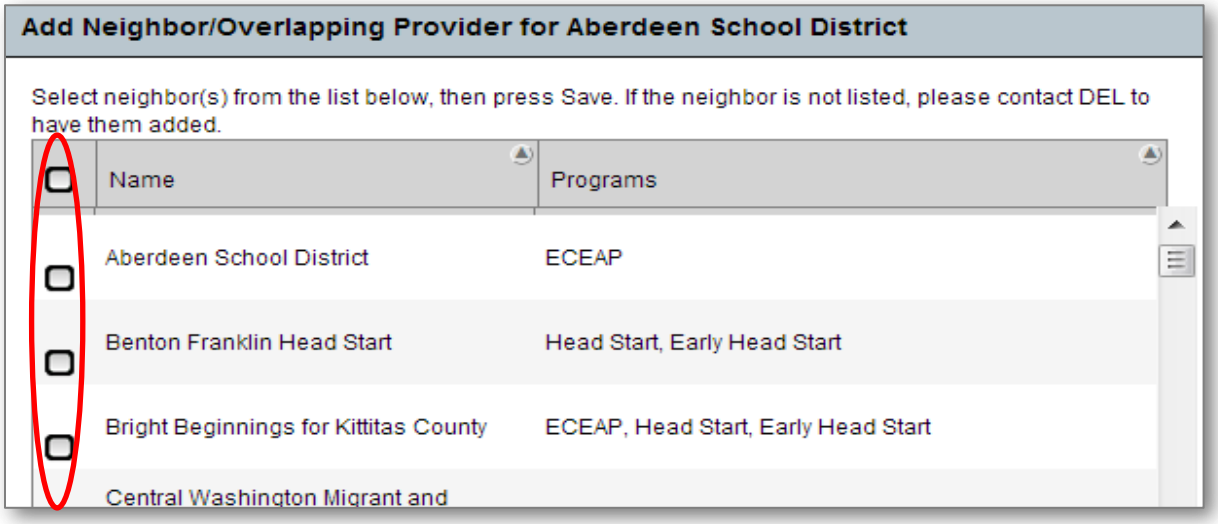
Service Areas

From the main Contractor page select the **Service Area** link or from a Contractor detail page select the **Service Area** tab. This is where you review and update your service boundaries and relationships to Head Start and ECEAP neighbors. The purpose of this section is to help coordinate between programs and support the goal of enrolling as many eligible children as possible.

To add a new neighboring or overlapping Head Start grantee or ECEAP contractor, click on the **+ New Neighbor** button.



This will open a popup with a list of all ECEAP contractors and Head Start grantees in the state. Check the boxes for your neighboring programs and click **Save** at the bottom of the page.



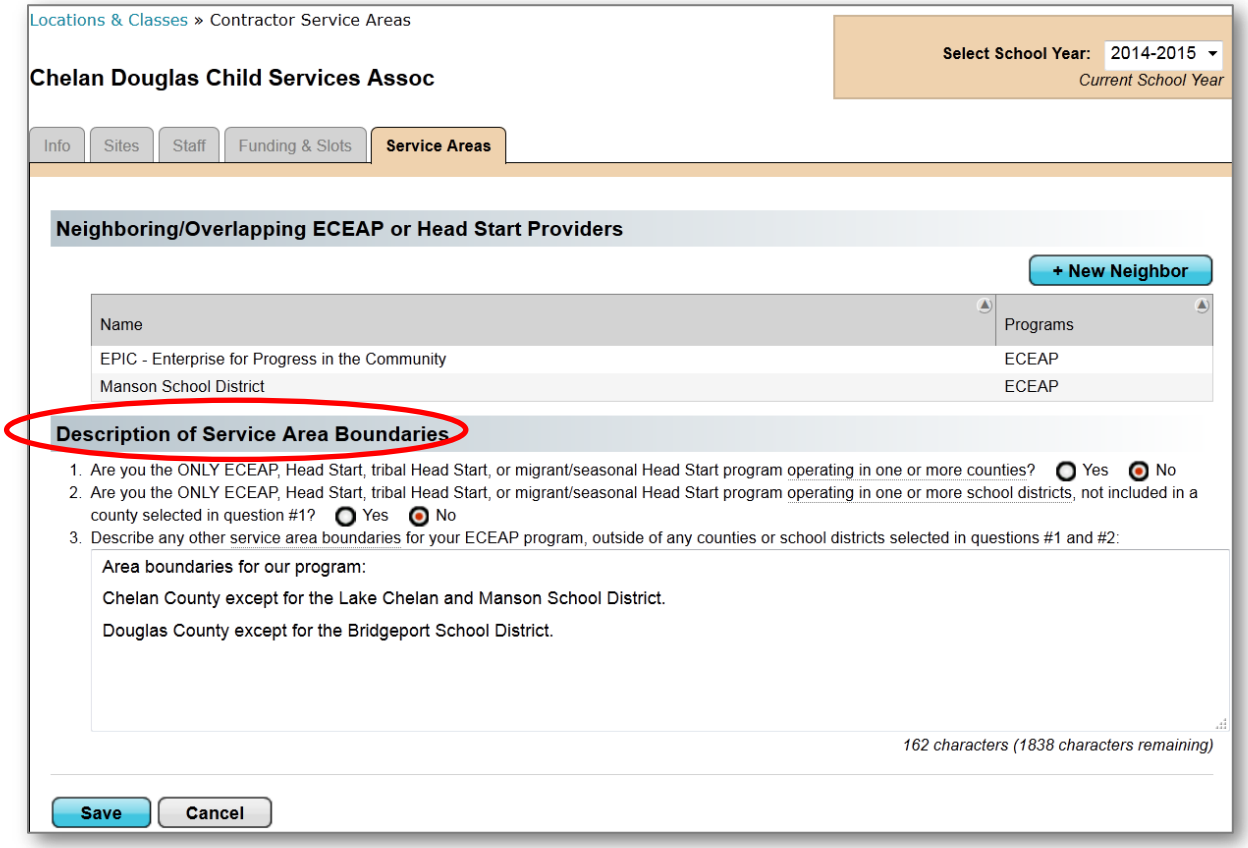
At the bottom of the **Service Areas** page, complete the **Description of Service Area Boundaries**.

- For question #1, select YES only if you are the sole ECEAP or Head Start provider in one or more counties. This will open a drop box for you to choose the counties where you are the only provider.

- For question #2, select YES only if you are the sole ECEAP or Head Start provider in one or more school districts. This is only for school districts that are not part of counties selected in question #1. This will open a drop box for you to choose the school districts where you are the only provider.

- Question #3 is to describe any additional service area boundaries outside of counties selected in question #1 and school districts selected in question #2. Question #3 must be answered if you answered no to questions #1 and #2, or if you have additional service areas outside of those counties or school districts.

Be sure to click **Save** when you are done.

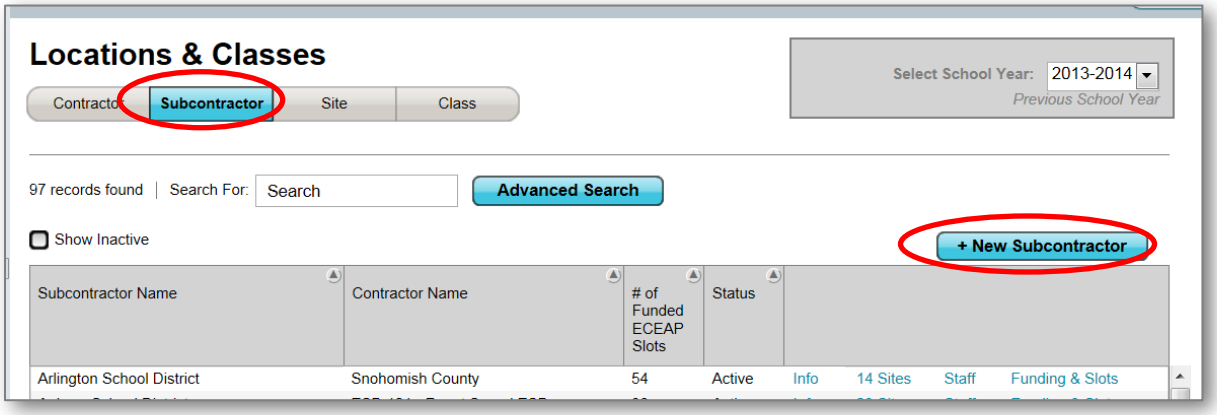


Adding a Subcontractor

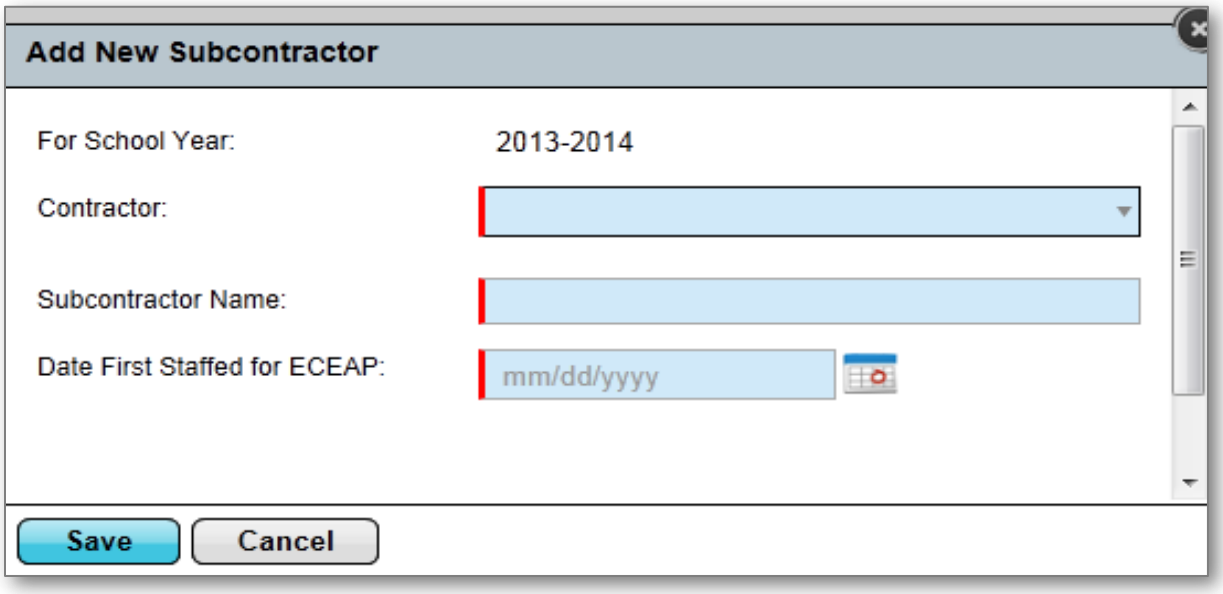
Skip this section if you do not have Subcontractors.
These actions can only be completed by an ELMS Contractor Administrator or ECEAP Director.

If you work with subcontractors to provide direct ECEAP services, you must enter the subcontractor information first before you can add sites and classes.

To add a new subcontractor, open the **Locations & Class tab,** click the **Subcontractor** button, then click the **+ New Subcontractor** button.



This generates a popup window where you enter the subcontractor name and the date the subcontractor was first staffed for ECEAP.



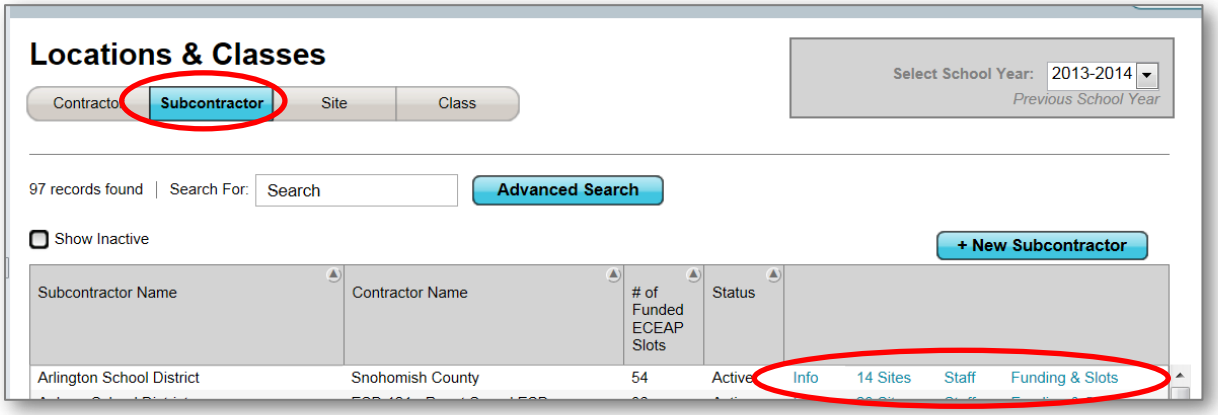
Click **Save** to continue to the Subcontractor **Info** page which is explained below.

Updating Subcontractor Information

Skip this section if you do not have Subcontractors.
These actions can only be completed by an ELMS Contractor Administrator or ECEAP Director.

Each year, by September 15, you must review and update your subcontractor information. To begin, select the **Subcontractor** button from the **Locations & Classes** tab. You will see a list of your active subcontractors. Check the Show Inactive box if you'd like to see inactive subcontractors.

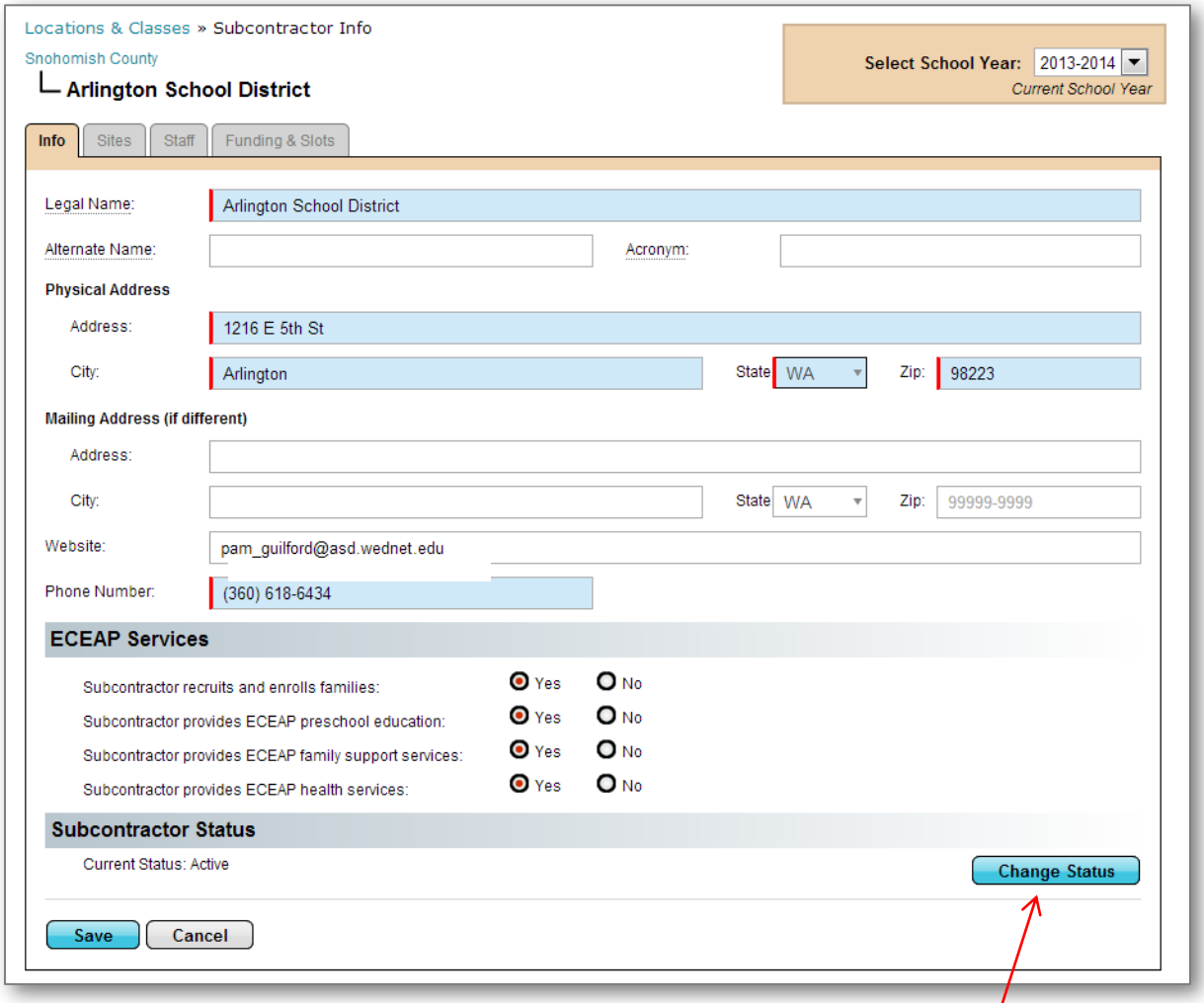
To review and update pages, click on the links to the right of the subcontractor name.



Subcontractor Info

From the main Locations and Class page, select the **Subcontractor** button and then select the **Info** link.

- Update the contact information at the top of the page.
- In the **ECEAP Services** section, check which ECEAP services are provided by this Subcontractor.
- Click Save.



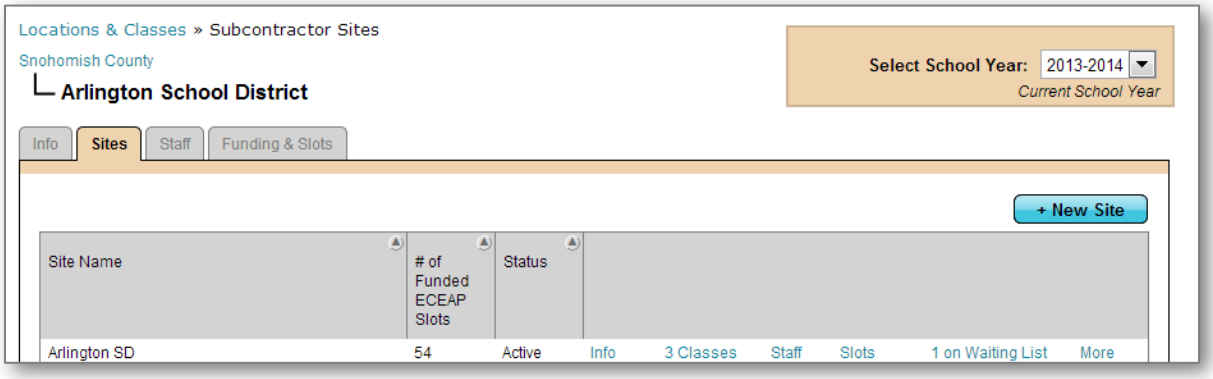
Inactivate a Subcontractor

If you will not use a subcontractor for the selected school year, click the **Change Status** button at the bottom of the Subcontractor Information page. You cannot inactivate a subcontractor if there are children enrolled in associated sites and classes for that school year.

Subcontractor Sites

To see this page:

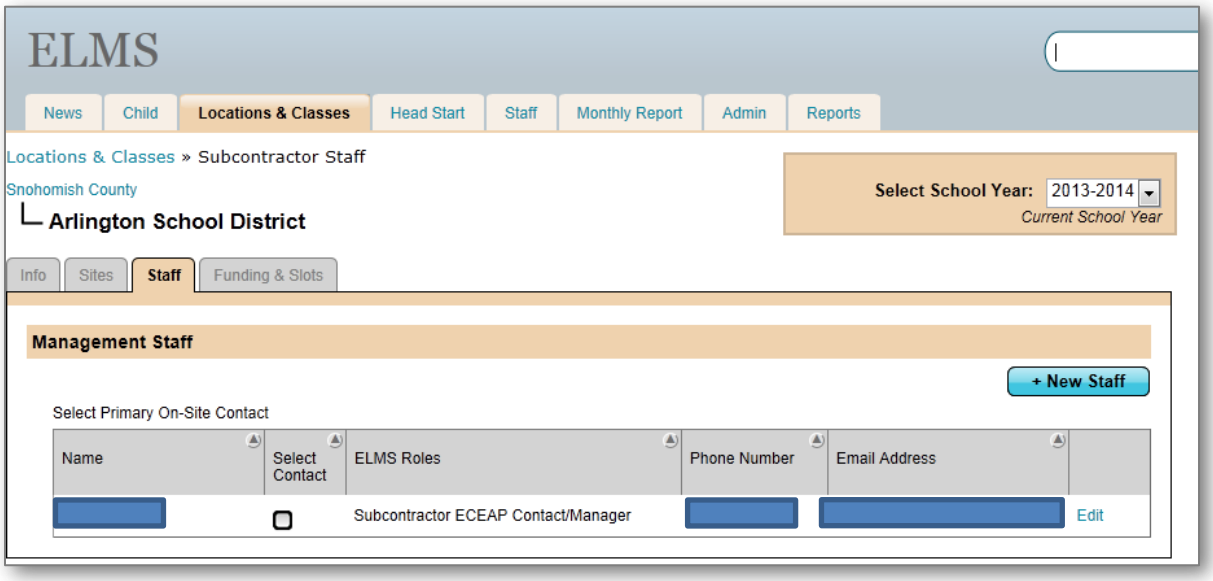
- Select the **Sites** button on the main Locations and Classes tab, or
- Select the **Sites** link on the main Subcontractor page, or
- Select the **Sites** tab from a Subcontractor detail page.



Subcontractor Staff

From the main Subcontractor page select the **Staff** link or from a Subcontractor detail page select the **Staff** tab. Subcontractor management staff already entered in ELMS will appear on this page.

- To edit existing staff, click **Edit** in the Action column to the right of their name.
- To add staff, click on the **+ New Staff** button. You may also add Subcontractor management staff from the main **Staff** tab of ELMS and they will appear on this list. See the Staff section of this manual for details.
- You must select one primary on-site contact. This is the person who can be reached on site in case of an emergency.



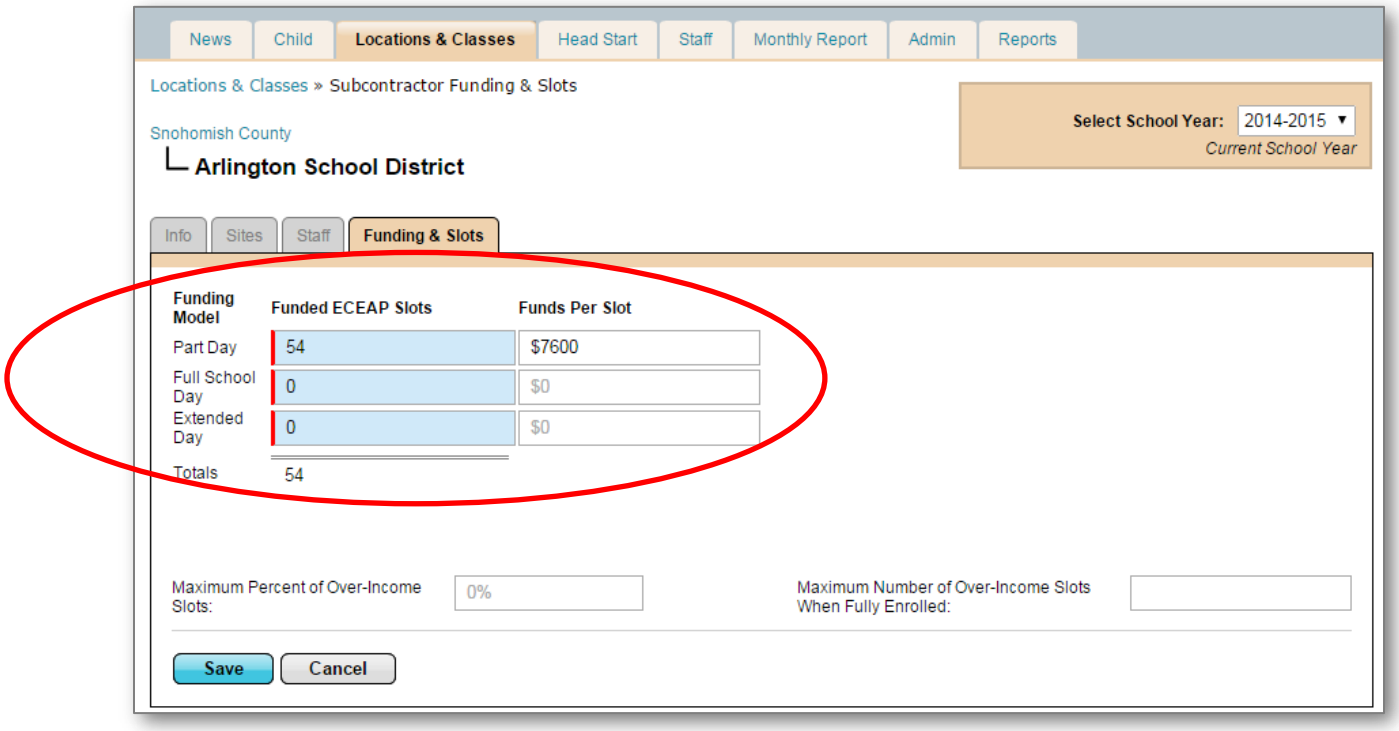
Subcontractor Funding and Slots

To see this page:

- From the main Subcontractor page select the **Funding & Slots** link or
- From a Subcontractor detail page select the **Funding & Slots** tab.

For every subcontractor, enter the number of slots for each of the three ECEAP models: Part Day, Full School Day and Extended Day. Enter zero (0) if you do not have that model.

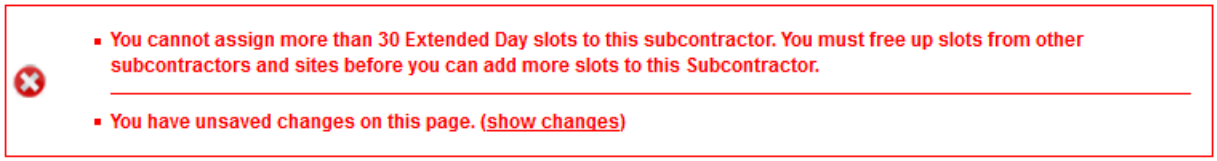
- Enter the funds per slot the contractor gives the subcontractor for each ECEAP model.
- The over-income limit fields are optional.



Whenever you need to add slots in ELMS, use the following order:

1. Contractor slots, added by DEL.
2. Subcontractor slots, if any, assigned by the Contractor
3. Site slots assigned by the Subcontractor, if any, or otherwise assigned by the Contractor.
4. Class "Plan for Reserving Slots"

If you enter more slots than available, you will receive a red error message such as this:

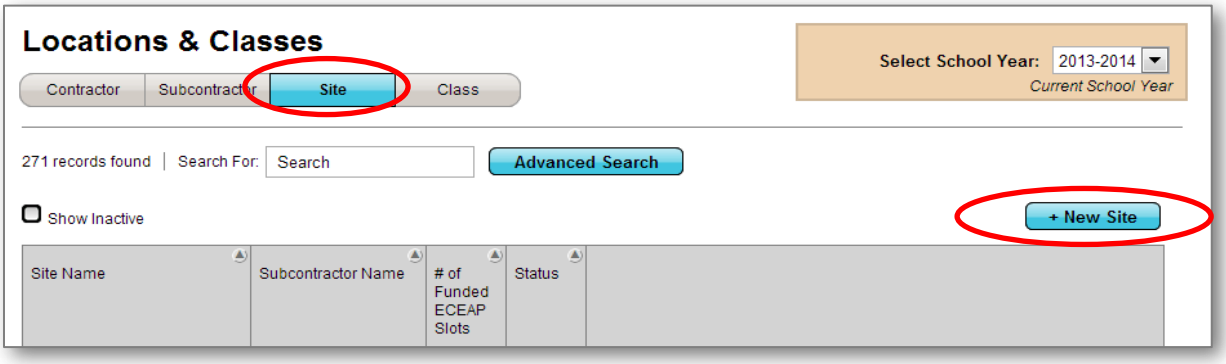


Adding a Site

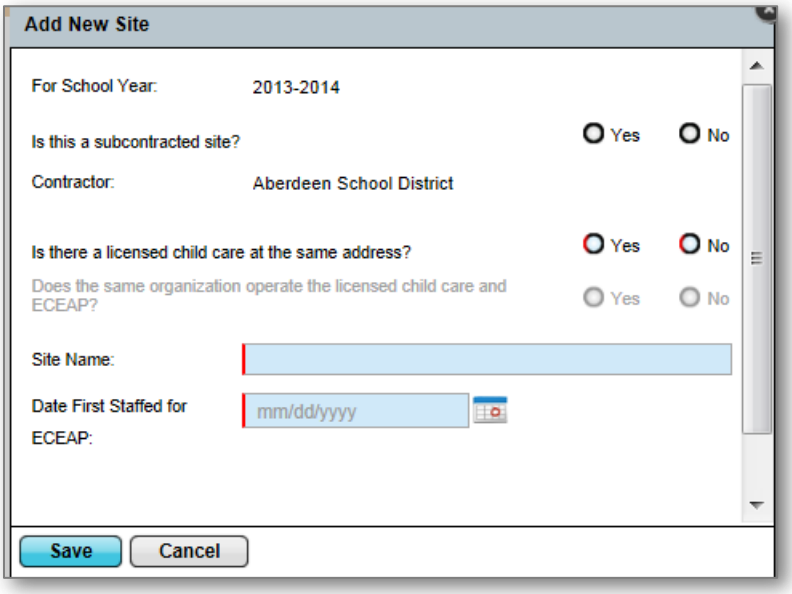
This action can only be completed by an ELMS Contractor Administrator, ECEAP Director, or Subcontractor Contact/Manager.

1. The first step in adding a new site is to email a Site Approval Form to your DEL ECEAP Specialist. Once the new site has been approved, you may enter the site information in ELMS.

2. To add a new site to ELMS, open the **Locations & Class tab,** click the **Site** button.



3. Then click the **+ New Site** button. This generates an **Add New Site** popup window. Answer each question, starting from the top of the page.



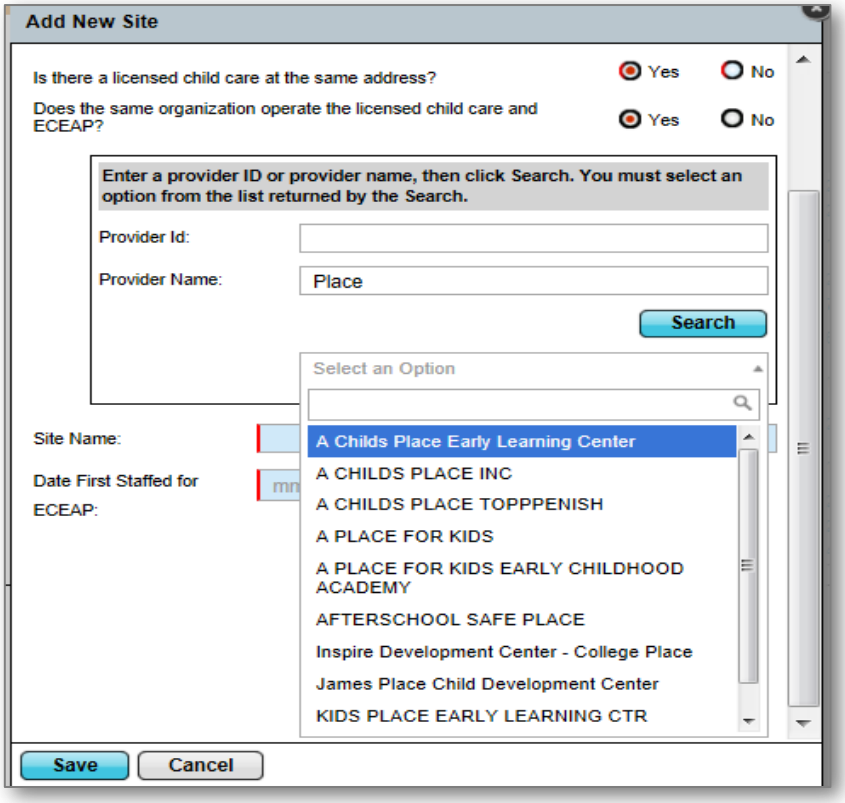
4. Answer **Yes** to "Is this a subcontracted site?" only if this site is run by an organization that reports to another organization, rather than to DEL. At subcontracted sites, teaching staff are usually paid by the subcontractor. At "direct service sites" teaching staff are paid by the contractor that works directly with DEL.
5. If the site has licensed child care, see the next page for details. Otherwise, enter the **Site Name**.
6. Enter the date this site was first staffed for ECEAP.
7. Click **Save** to continue to the Site **Info** page which is explained below.

New Sites with Licensed Child Care

In the **Add New Site** popup, you must determine if the site also has licensed child care and if this child care is run by the same organization that runs ECEAP at this site.

- If you say Yes to both questions, it means that the ECEAP and child care should be rated together as one entity for Early Achievers.
- Always mark Yes to both questions if ECEAP and child care children are in the same class.
- If you answer yes to both licensed child care questions a Provider ID box will open.
- Enter the Licensed Provider ID or the name of the licensed child care, and click **Search**.
- Then, click on **Select an Option** see the search results.
- Select the correct child care name from this list.

It is very important that this part of ELMS is very accurate. Please contact elms@del.wa.gov if you have questions.

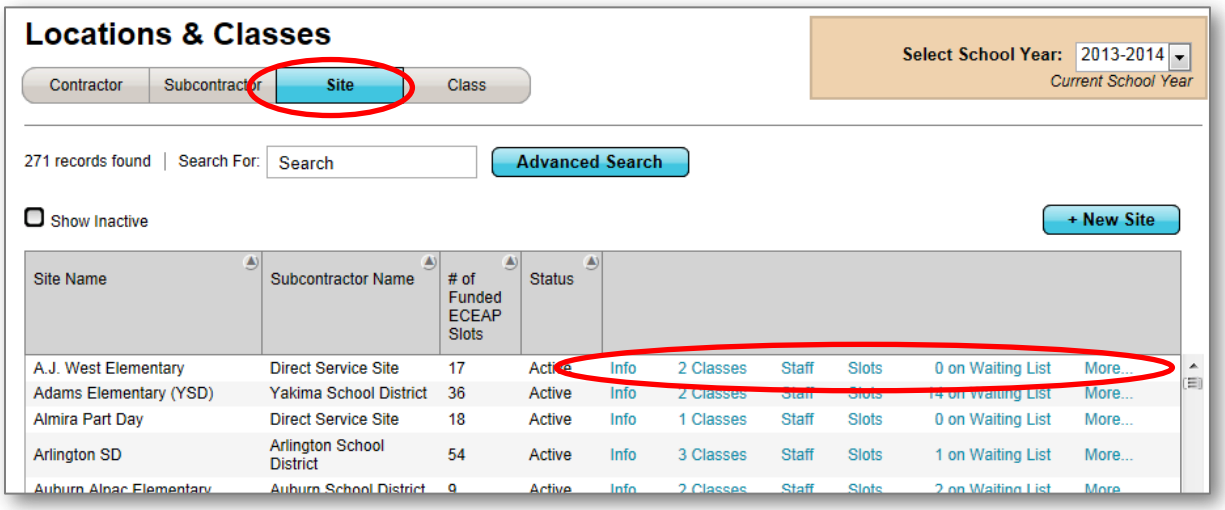


Updating Site Information

These actions can be completed by an ELMS Administrator, ECEAP Director, Subcontractor Contact/Manager or Site Contact/Manager.

Each year, by September 15, you must review and update your site information. To begin, select the **Site** button from the **Locations & Classes** tab. You will see a list of your active sites. Check the Show Inactive box if you'd like to see inactive sites.

To review and update pages, click on the links to the right of the site name.



Site Info

From the main Locations and Class page, select the **Site** button, and then select the **Info** link.

- Update the contact information at the top of the page.
- Answer the licensed child care questions.
- Complete the page in order, starting from the top.
- Click **Save**.

Info | Classes | Staff | Slots | Waiting List | Recruitment

Organization ID: 161

This site's address is the same as Bright Beginnings for Kittitas County

Is there a licensed child care at the same address? Yes No

Does the same organization operate the licensed child care and ECEAP? Yes No

Enter a provider ID or provider name, then click Search. You must select an option from the list returned by the Search.

Provider Id: 658955

Provider Name: Bright Beginnings for Kittitas County

Provider Status: Open

Remove Provider | Search

Legal Name: Bright Beginnings for Kittitas County

Alternate Name:

Acronym:

Physical Address

Address: 220 East Helena Ave

City: Ellensburg State: WA Zip: 98926

Mailing Address (if different)

Address:

City: State: WA Zip:

Phone Number: (509) 962-4200

Enrollment Email:

Enrollment Phone: (509) 962-4200

School District: Ellensburg School District

ESD: ESD 105

State Legislative District: 13th Legislative District

County: Kittitas

Classes are held in a: Head Start Facility

Describe Other:

Population Density: Large Rural Town

Site operated by a tribal organization: Yes No

Name of Tribe or Tribal Organization:

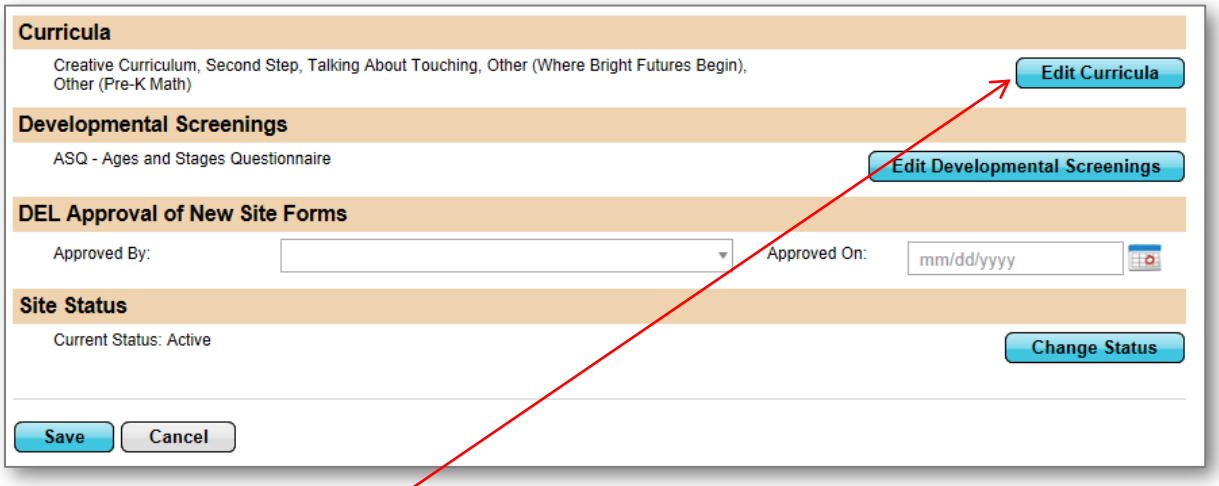
Describe Other:

Site provides wrap-around child care (extended day services) for ECEAP children: Yes No

Primary Child Transport: Parents

This screenshot is continued on next page…

Site Info page (continued)



Curricula

Click on the **Edit Curricula** button and follow instructions in the popup.

- Briefly describe you approach to preschool curriculum in the box provided.
- Select **multi-domain** curricula. These are curricula that address all developmental areas.
- Select **Social-Emotional, Health & Safety** curricula.
- Select **Language/Literacy** curricula.
- Select **Math** curricula.

Check all that apply. Read the choices carefully and only select **Other** if your curricula are not listed.

Site Developmental Screening

Click on the **Edit Developmental Screening** button and follow instructions in the popup.

- In the first group, only select multi-domain screening tools used for all children.
- In the second group, select tools used for all children who are English-language learners.
- Read the choices carefully and only select **Other** if your curricula are not listed.

Developmental screening occurs during the first 90 days from a child's first day in class. The purpose is to identify children who may need further evaluation for special services.

NOTE: *Teaching Strategies* GOLD ™ is an assessment and is not your developmental screening tool.

DEL Approval of New Site Forms

This section is completed by DEL staff.

Inactivate a Site

If you will not use this site for the selected school year, click the **Change Status** button at the bottom of the Site Information page. You cannot inactivate a site if there are children enrolled in associated classes for that school year.

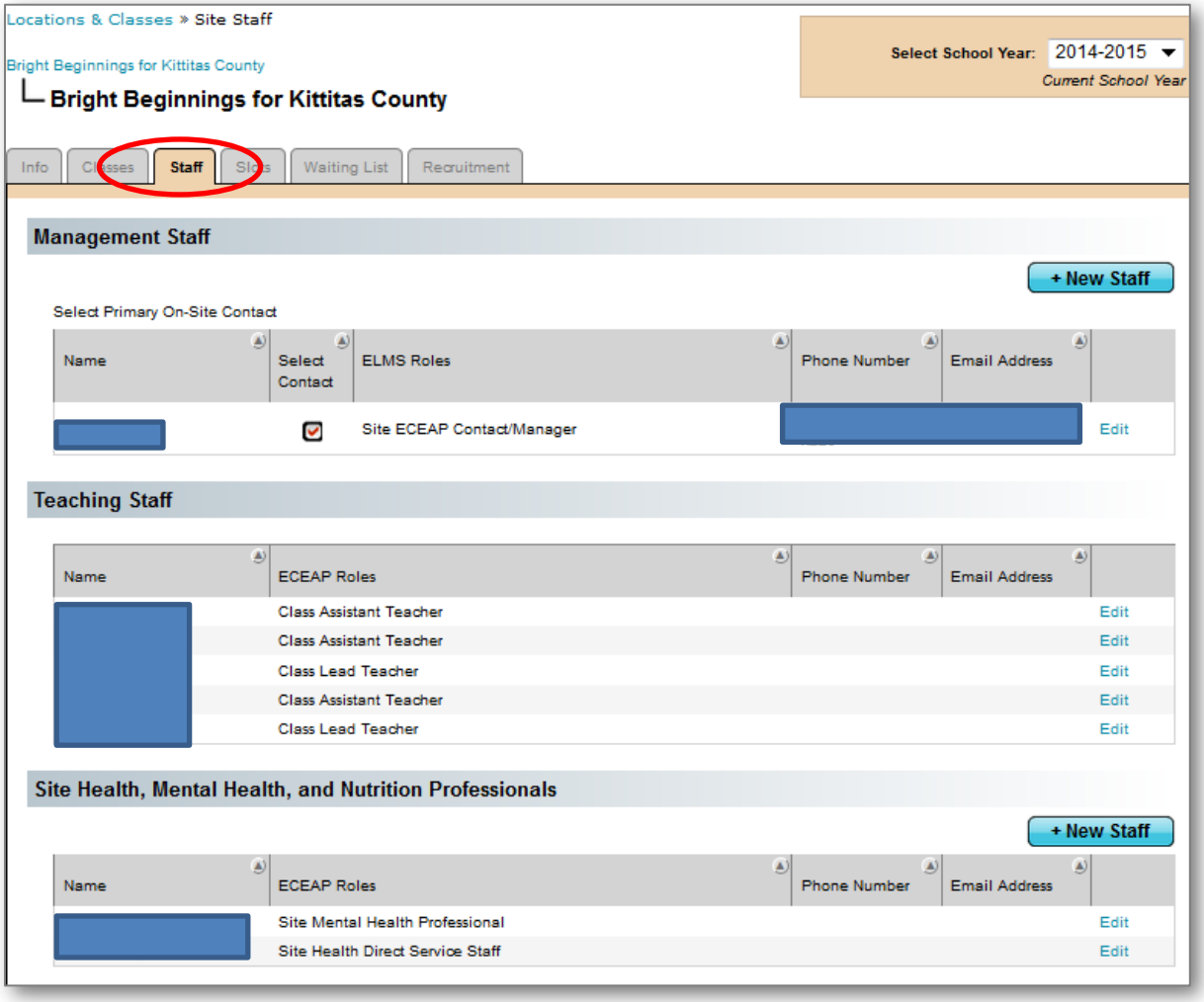
Site Staff

From the main Site page select the **Staff** link or from a Site detail page select the **Staff** tab.

Management Staff for this site already entered in ELMS will appear on this page.

- To edit existing staff, click **Edit** in the Action column to the right of their name.
- To add management staff, click on the **+ New Staff** button. You may also add Site management staff from the main **Staff** tab of ELMS and they will appear on this list See the Staff section of this manual for details.
- You must select one primary on-site contact. This is the person who can be reached on site in case of an emergency. To do this, check the box next to their name.

Teaching Staff display on this page. Enter them on the Class Staff pages.

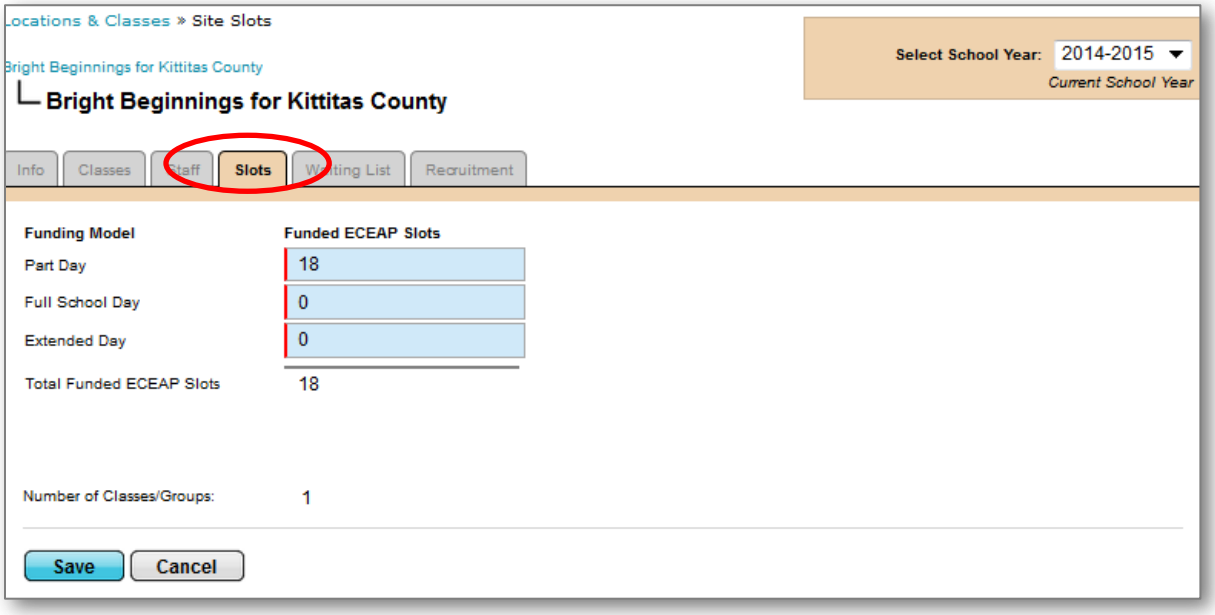


Site Slots

From the main Site page, select the **Slots** link or from a Site detail page select the **Slots** tab.

On this page you add information on the number of slots for each of the three ECEAP models: Part Day, Full School Day and Extended Day.

The number of classes already entered in ELMS for this site for this school year is displayed here.



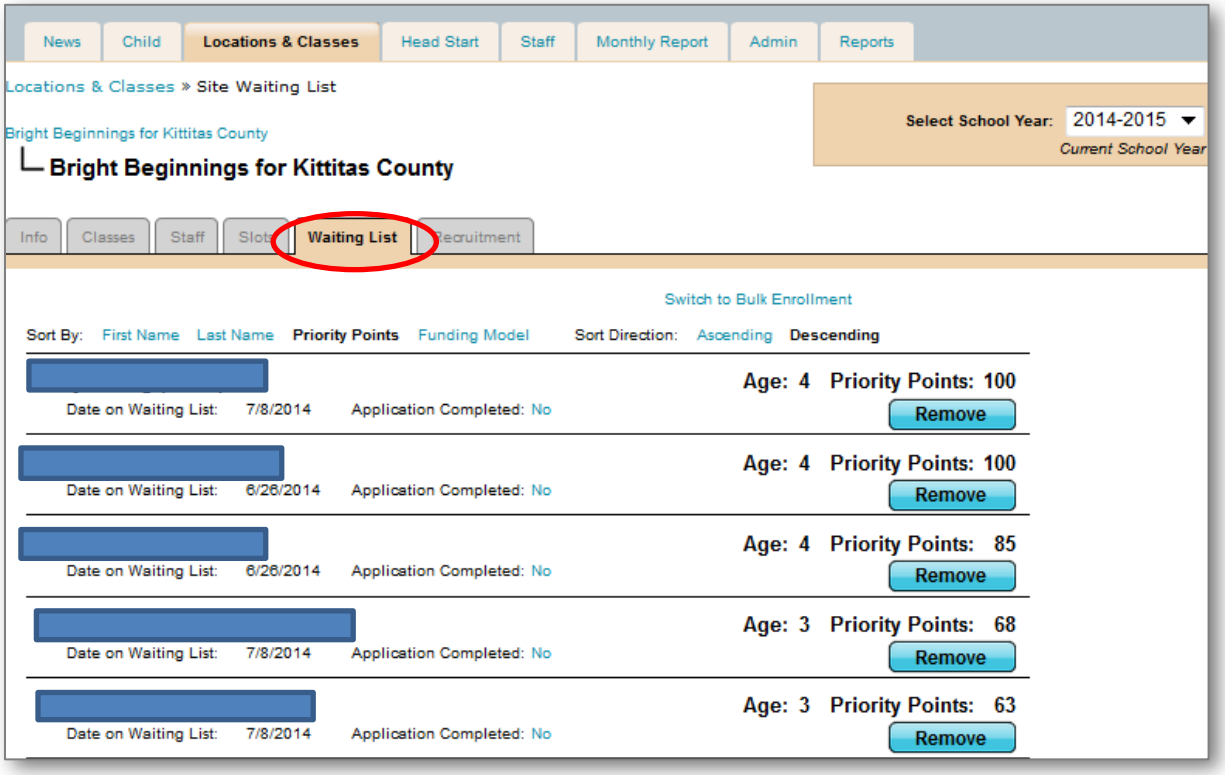
If you enter more slots than available, you will receive a red error message such as this:

Site Waiting List

From the main Site page, select the **Waiting List** link or from a Site detail page select the **Waiting List** tab.

All children on the waiting list for this site are displayed.

ELMS Contractor Administrators and Eligibility and Enrollment staff have the ability to enroll children or remove them from the waiting list. For more information, see the Eligibility and Enrollment Manual.



Recruitment

From the main Site page select the **"More"** link, then select **Recruitment,** or from a Site detail page select the **Recruitment** tab.

Answer all five questions on the **Recruitment** page. They are used to monitor ECEAP Performance Standard B-100.

Describe your year-round recruitment procedures:

Posters are place in community buildings and other agencies, flyers are mailed out to community agencies, and we receive DSHS client information through our partnership with DEL and every spring send out enrollment postcards to families who are receiving benefits in each of our Counties. PSA's are sent to radio station throughout the year and information is circulated on TCTV throughout the year and as need. Now enrolling banners can be displayed throughout the year. Our management staff attends community meetings and sit on local

1040 characters (960 characters remaining)

How do you ensure that you are recruiting and enrolling the children most in need of ECEAP services within your service area?

We utilize our Selection Criteria scores to determine highest need families based on factors like family income, child having a certified IEP, homelessness, foster child, and other attributes. The Selection Criteria Policy has been approved by both the Board of Directors and Policy Council. A child with the highest points would be selected first as the highest need based on the criteria.
We partner with many agencies in our communities that work with families in high need that refer families for our services and that we may

841 characters (1159 characters remaining)

What strategies do you use to recruit children who are homeless?

We create and maintain strong relationships with homeless liaisons in school districts who refer families to us, we have relationships with community agencies who serve homeless families who can then refer families to us, posting fliers or other advertisements in locations that have high homeless populations or agencies/retail establishments who have a large homeless client base.

382 characters (1618 characters remaining)

What strategies do you use to recruit foster children and children receiving Child Protective Services (CPS) or Family Assessment Response (FAR) services?

We create and maintain relationships with caseworks from DSHS and CPS for referrals, work with local daycares who serve children on childcare subsidy (particularly those subsidies from DSHS or CPS), work with other agencies that serve foster families or family members as caregivers for mutual referrals.

304 characters (1696 characters remaining)

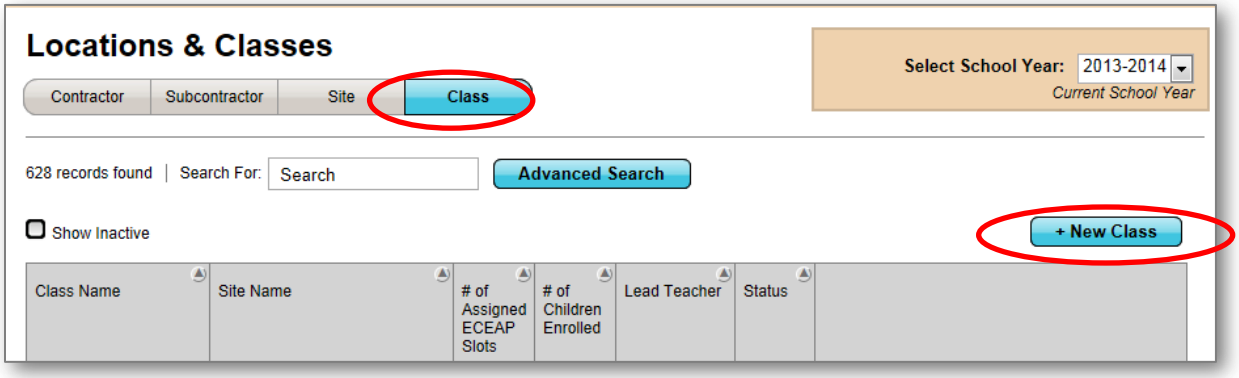
What strategies do you use to recruit children from families with the lowest income?

Advertise using fliers, signs, or word-of-mouth in neighborhoods/apartment complexes that serve a high percentage of low income families. Encourage previous/current families to refer friends/families from similar economic situations, advertise in schools that serve a large percentage of free/reduced lunch children, ask staff in the schools to refer families, send out postcards to families receiving TANF as received from DSHS.

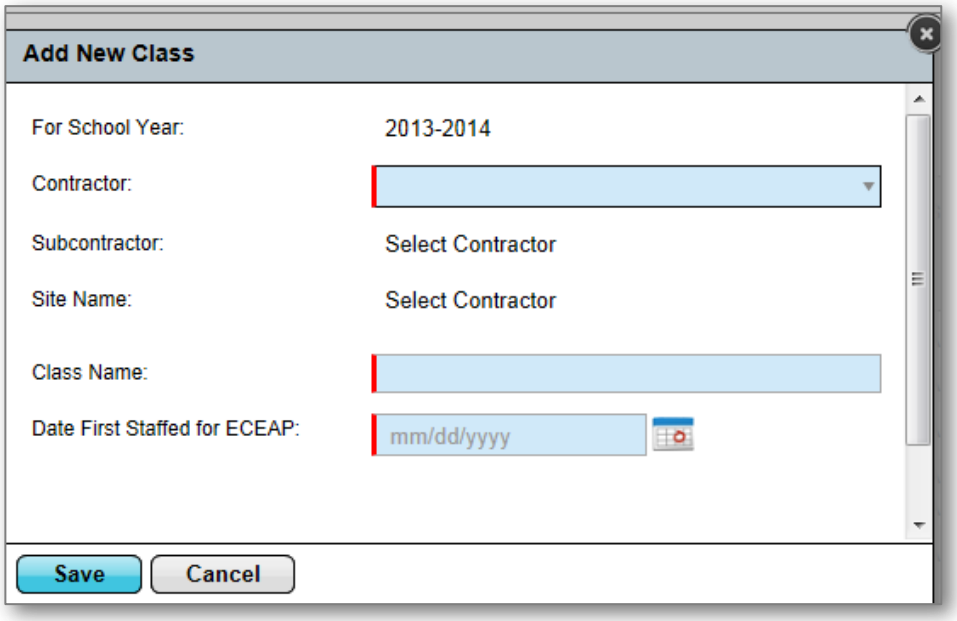
Adding a Class

This action can only be completed by an ELMS Contractor Administrator, ECEAP Director, Subcontractor Contact/Manager, or a Site Contact/Manager.

To add a new class to ELMS, open the **Locations & Class tab,** click the **Class** button.



Then click the **+ New Site** button. This generates an **Add New Site** popup window. Answer each question.



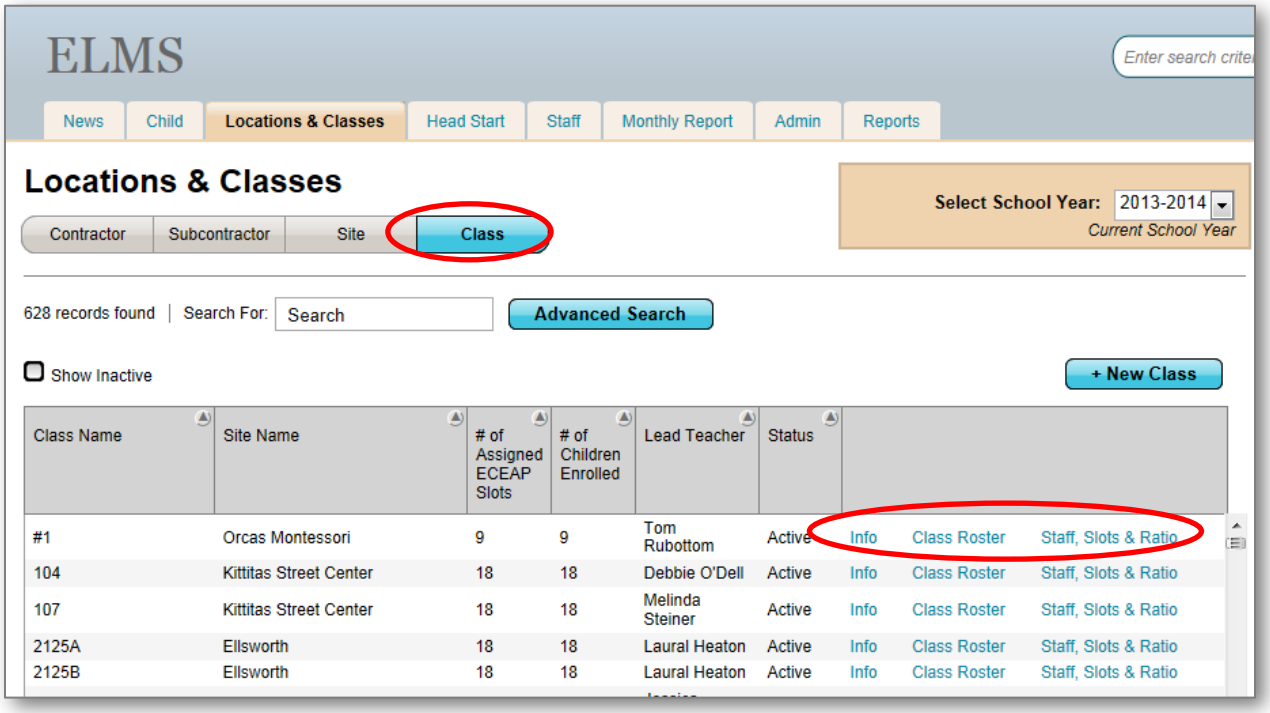
The **Date First Staffed** is the date that any ECEAP staff will start working in this classroom, such as the date they start setting up the room for ECEAP.

Click **Save** to continue to the Class **Info** page which is explained below.

Updating Class Information

Each year, by September 15, you must review and update your class information. To begin, select the **Class** button from the **Locations & Classes** tab. You will see a list of your active classes. Check the Show Inactive box if you'd like to see inactive classes.

To review and update pages, click on the links to the right of the class name.



Class Info

From the main Locations and Class page, select the **Class** button, and then select the **Info** link. *See the screenshot on the next page.*

- For "**Instruction and Adult Conversation Provided in…"** select the class language or languages. This is not all of the children's home languages. Just include instructional languages.

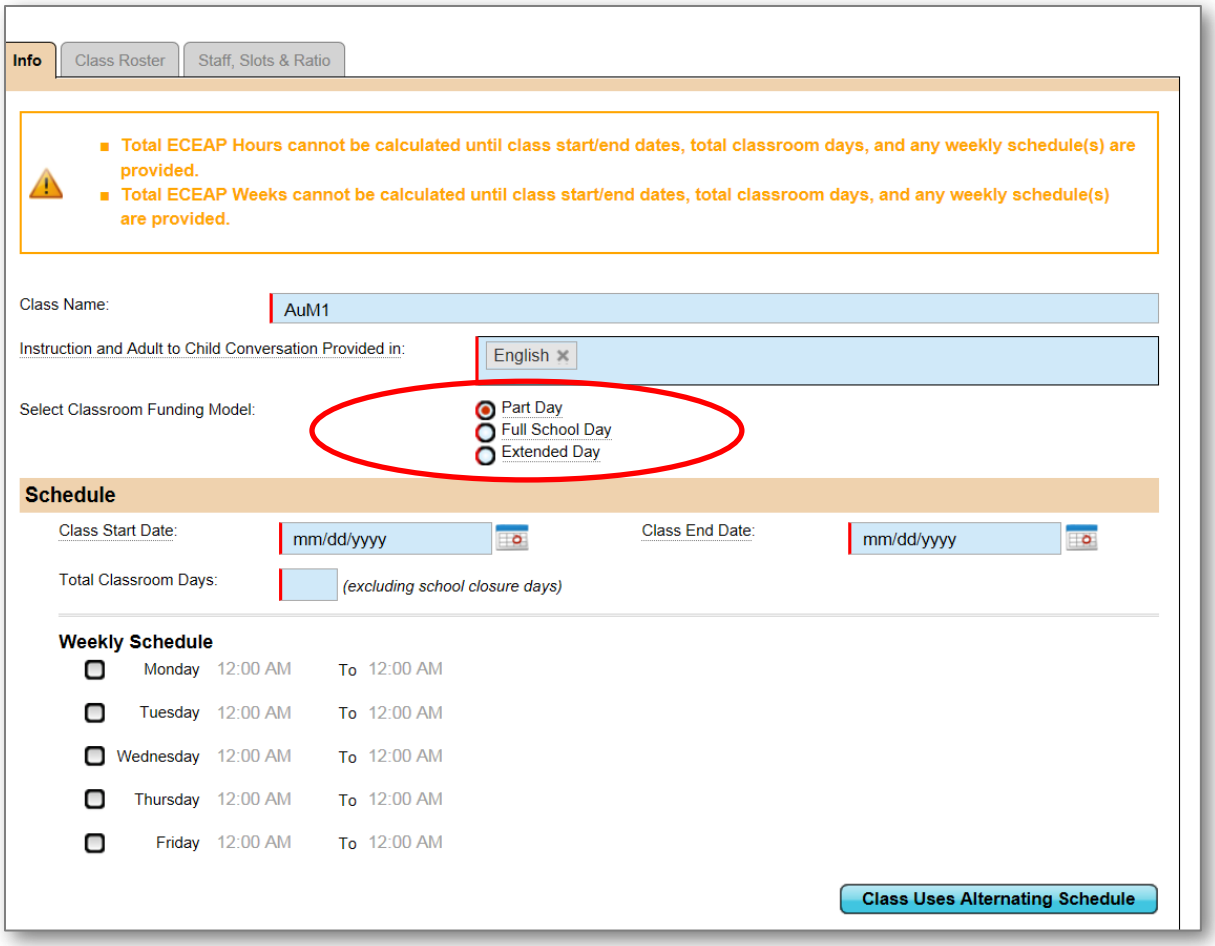
- Select the ECEAP model for the class: Part Day, Full School Day or Extended Day.
    - There can only be one model per class in ELMS. If you have DEL permission to have two models blended in one class, you create two classes in ELMS and email elms@del.wa.gov with a request to "link" them.
    - Make sure the site has slots available for the model.
    - "Part Day" requires a minimum of 2.5 hours per ECEAP class session, with a minimum of 320 classroom hours and minimum of 30 weeks per year.
    - "Full School Day" requires 5.5 to 6.5 ECEAP hours per day , at least 4 days per week during the school year.
    - "Extended Day" requires 10 or more ECEAP hours per day, 5 days per week, year round.

- Complete all parts of the **Class Schedule**.
    - The yellow message at the top of the screenshot below is for information only.
    - **Total Classroom Days** means the actual number of days the class will meet this school year, excluding holidays, vacations and conference days.
    - To complete **Weekly Schedule**, check the box for the first day the class meets each week. Then enter the class start and end times. Then select additional days and the hours will automatically fill in.
    - If you have different schedules for weeks A and B, select the **Class Uses Alternating Schedule** button so you can enter both weeks.

- You will know it is complete when you see these three statements at the bottom of the Class Schedule section:
    - Number of Weeks Planned for School Year
    - Average ECEAP Time Per Day
    - Total ECEAP Hours Per Year (must be 320 or more)

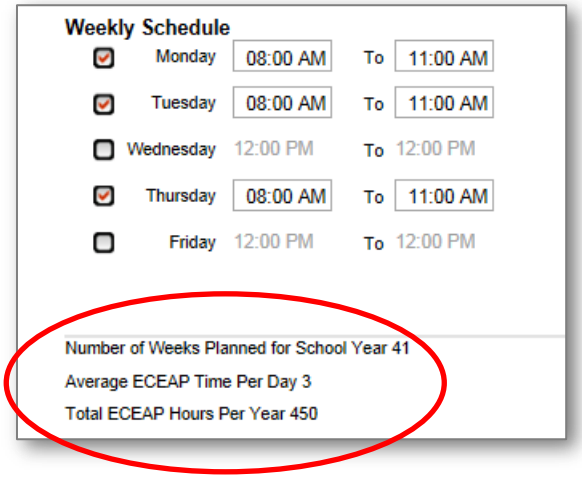
- Click **Save**.

  See screen shot on next page.



You must complete this page before you can enroll children in this class in ELMS.

Note the number of weeks, average class time, and total ECEAP hours are automatically calculated after you click Save.



Inactivate a Class

If you will not use this class for the selected school year, click the **Change Status** button at the bottom of the Class Information page. You cannot inactivate a class while there are children enrolled.

When a Class has more than one model – NEW for 2015

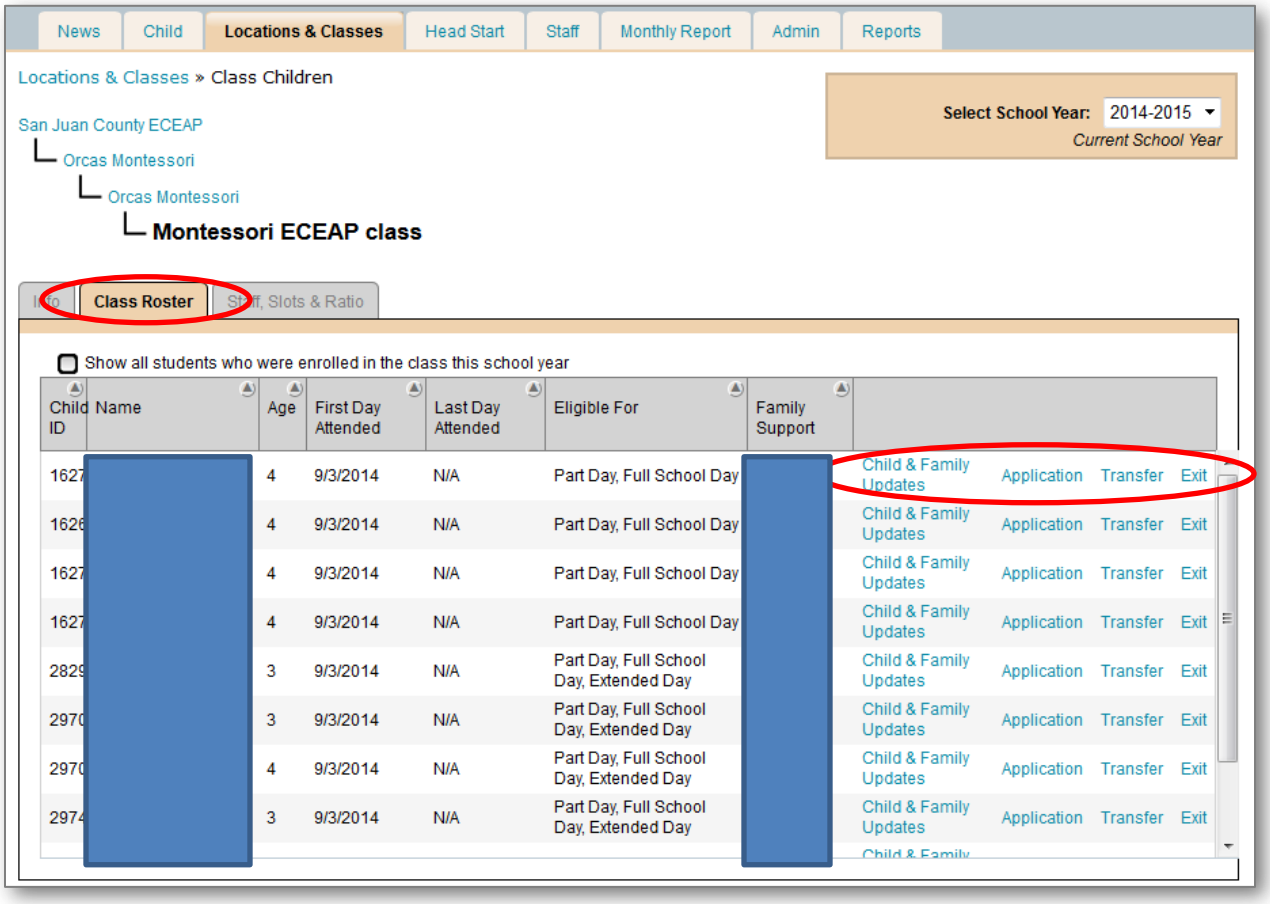
You much have permission from DEL before setting up a class with more than one ECEAP model: Part Day, Full School Day and Extended Day. In ELMS, you create these as one class then contact elms@del.wa.gov to request that we "link" them.

Class Roster

From the main **Class** page select the **Class Roster** link, or from a Class detail page select the **Class Roster** tab.

Here you see the list of enrolled children, with their ID, Name, Age, First Day Attended, Last Day Attended, the ECEAP slot models they are eligible for, and their assigned Family Support staff.

From this page, you can open the Child & Family Updates pages, or transfer or exit a child.



Staff, Slots & Ratio

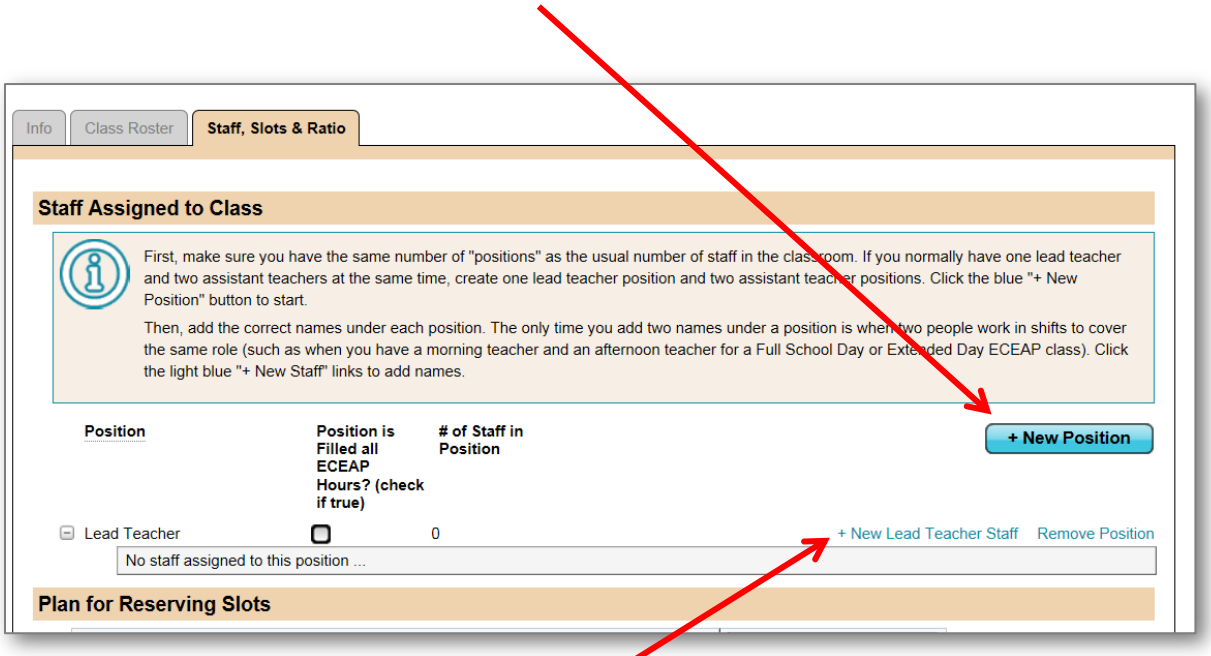
From the main **Class** page select the **Staff, Slots & Ratio** link or from a Class detail page select the **Staff, Slots & Ratio** tab.

From the **Staff, Slots & Ratio** page, you add or remove classroom staff and set up the plan for distributing slots in the class between your funding sources. This page also displays the Adult to Child ratio. See below for details.

Assigning Staff to a Class

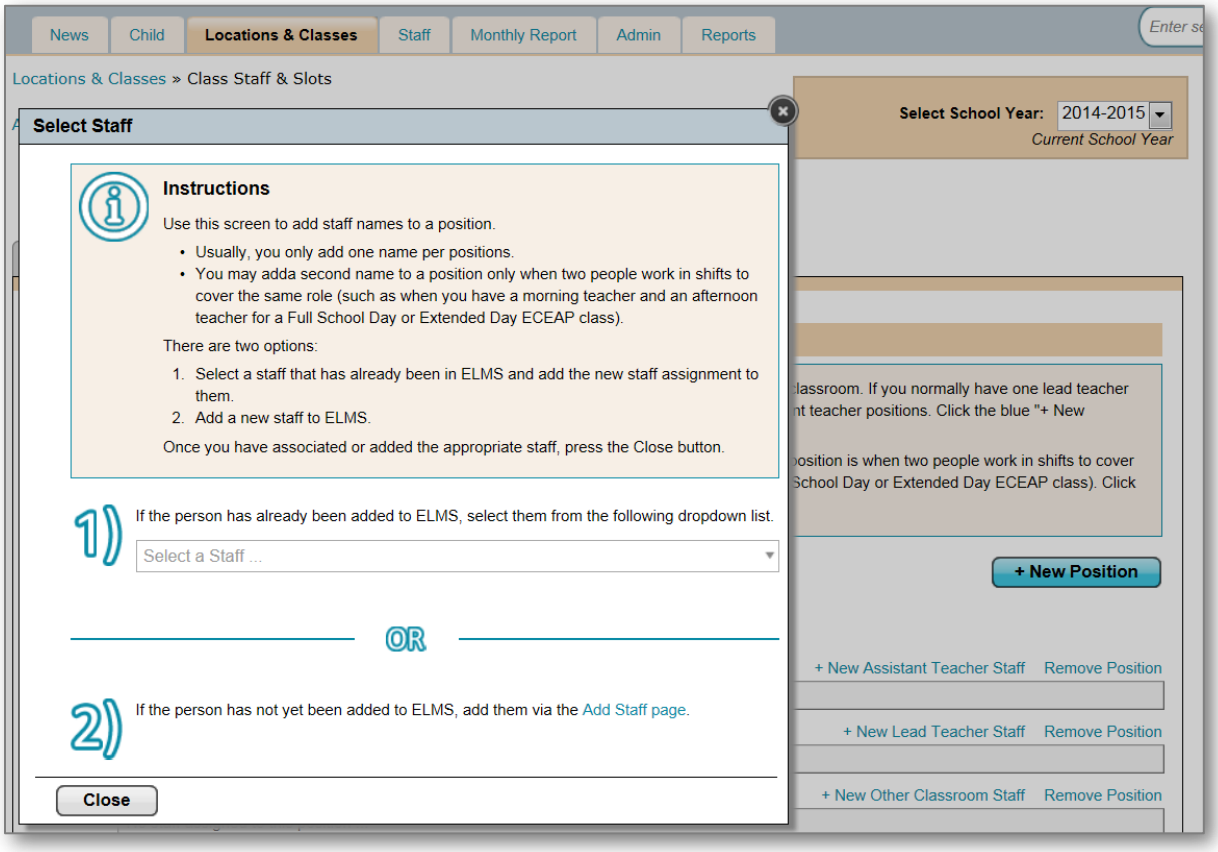
To add staff to a class:

- First, make sure you have the same number of "positions" as the usual number of staff in the classroom. If you normally have one lead teacher and two assistant teachers at the same time, create one lead teacher position and two assistant teacher positions. Click the blue "+ New Position" button to start.
    - When you first set up a new class, ELMS creates one Lead Teacher position.
- To add positions, click on the **+ New Position** button. Follow the directions in the popup.

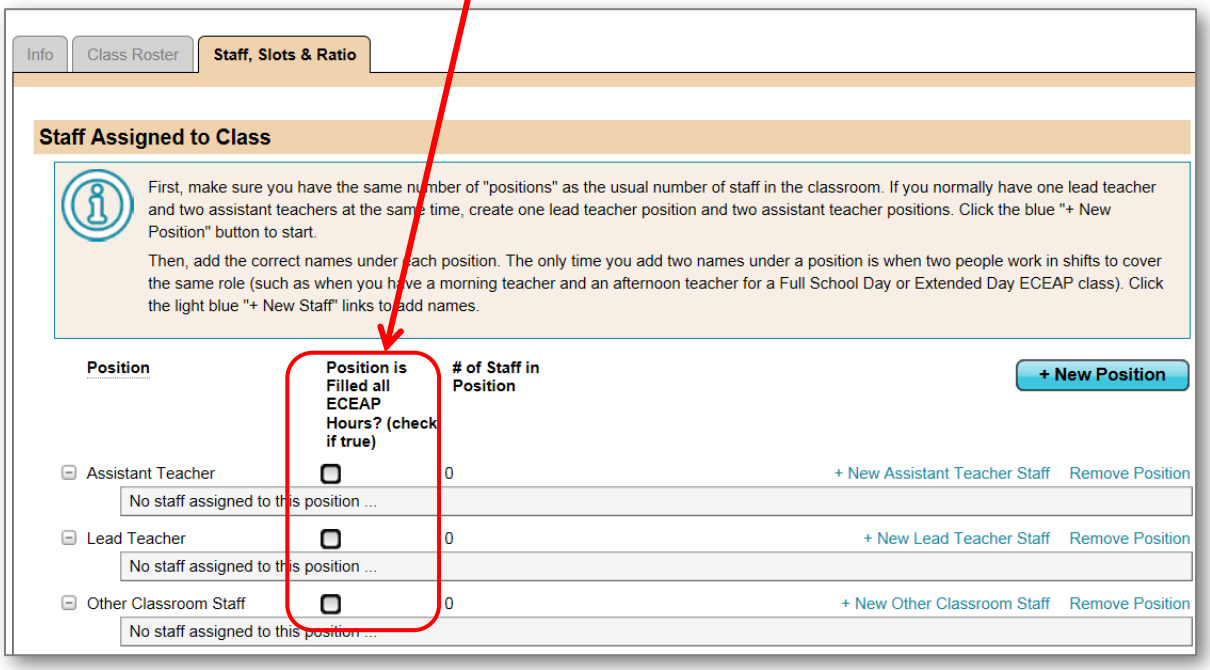


- After you assign all the positions you need, add the correct names under each position.
    - Click the light blue **"+ New (Staff)**" links to add names of staff.
    - The only time you add two names under a position is when two people work in shifts to cover the same role (such as when you have a morning teacher and an afternoon teacher for a Full School Day or Extended Day ECEAP class).

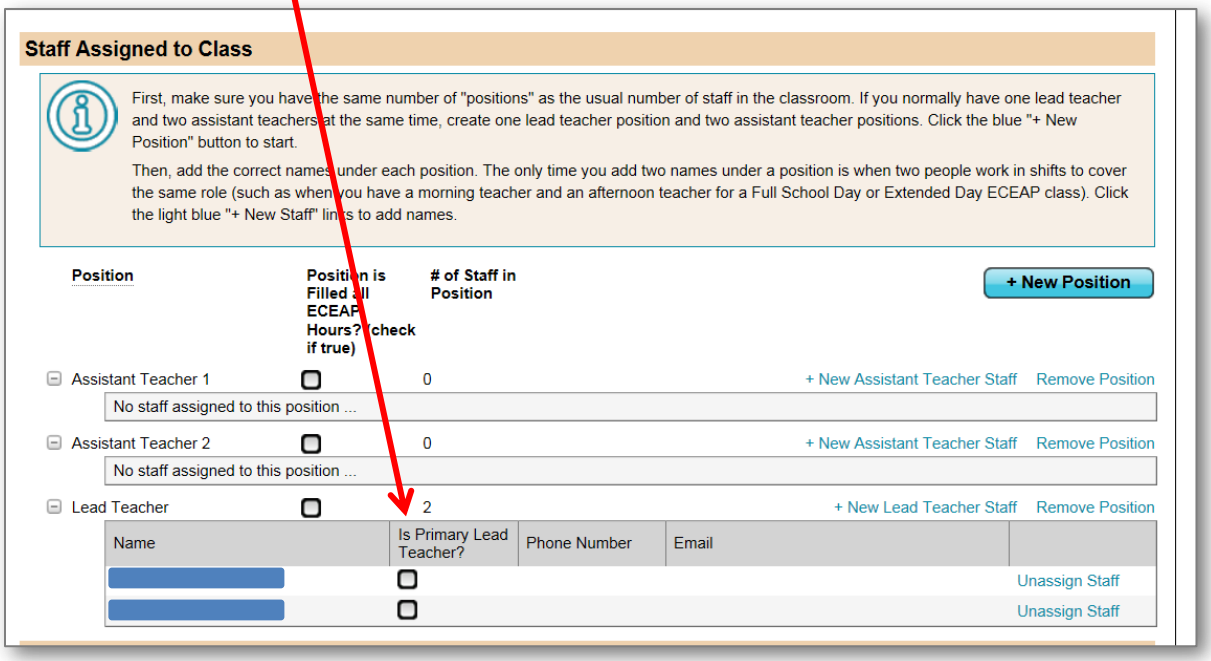
- This opens a pop-up where you can assign an existing staff person by following **Step 1,** or add a new staff person by following **Step 2**. See screenshot below.



- Be sure to click the **Position is Filled all ECEAP Hours** checkbox if there is someone present in that position for all ECEAP hours. ELMS counts this position in the class's Adult to Child Ratio.

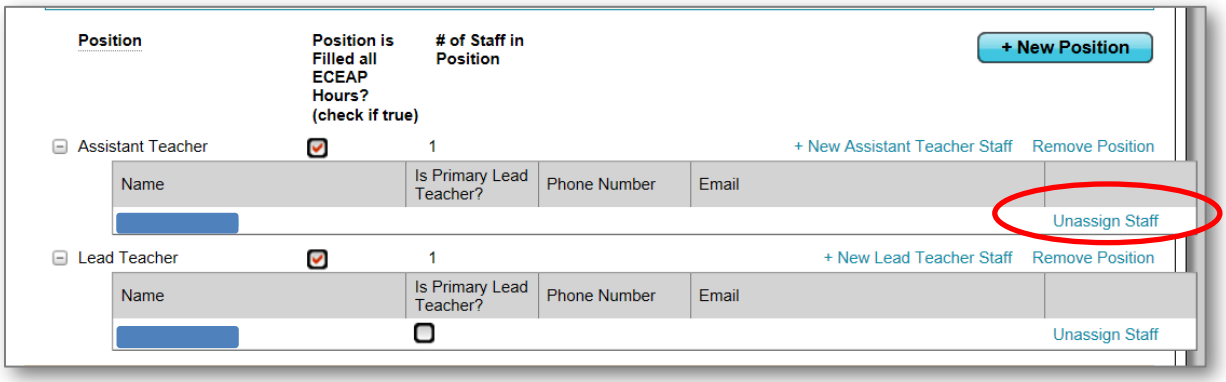


- If you have a Full School Day or Extended Day classroom and have two Lead Teachers who share one position, you can assign two different staff people under one position. Then indicate one **Primary Lead Teacher** by checking the box.



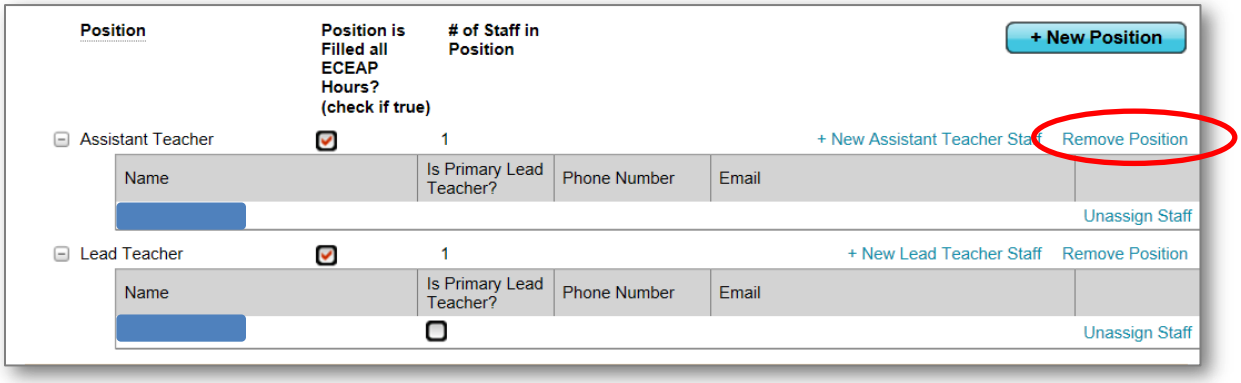
Removing a Staff Person from a Class

- Click the **Unassign Staff** link.
- When removing a teacher would cause the class to be out-of-ratio, you must first add a new teacher before removing the former teacher.



Removing a Position

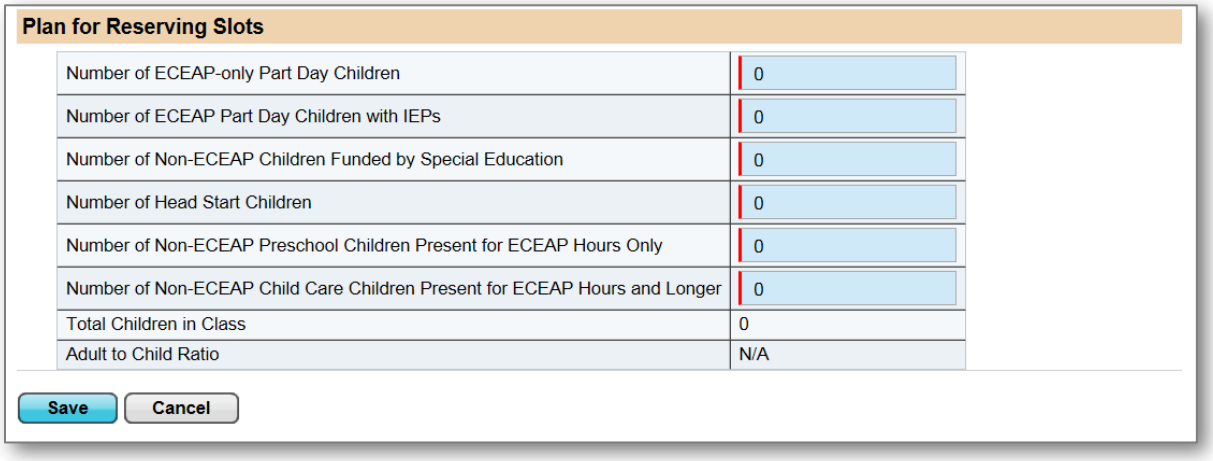
- To remove a Position for a class, click the **Remove Position** link



Plan for Reserving Slots

This section shows whether this class is only for ECEAP children or blended with children funded by other sources. It also calculates your Adult to Child ratio for the class.

1. On the first line, enter the number of ECEAP children for this class for the ECEAP model you selected for the class. On this line, count only those who do not have IEPs.
2. On the second line, enter the number of ECEAP children who have IEPs.
3. On the remaining lines, enter your best estimate of other children who will be in this same class. You will update the actual numbers in the ELMS Monthly Report after classes begin.
4. Click **Save.**
5. The Total Children in Class and the Adult to Child Ratio will automatically calculate. If the ratio isn't correct, ensure that:
    - All classroom staff are assigned (see the section just above).
    - "Position is Filled all ECEAP Hours" is checked when appropriate.
    - Staff who are present for all class hours each occupy a different position.

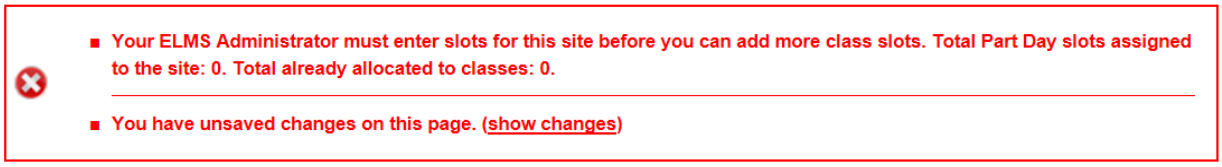


Plan for Reserving Slots

Number of ECEAP-only Part Day Children	0
Number of ECEAP Part Day Children with IEPs	0
Number of Non-ECEAP Children Funded by Special Education	0
Number of Head Start Children	0
Number of Non-ECEAP Preschool Children Present for ECEAP Hours Only	0
Number of Non-ECEAP Child Care Children Present for ECEAP Hours and Longer	0
Total Children in Class	0
Adult to Child Ratio	N/A

Save Cancel

NOTE: If you attempt to add slots to a class before adding them to the site, you get a message like this:



- **Your ELMS Administrator must enter slots for this site before you can add more class slots. Total Part Day slots assigned to the site: 0. Total already allocated to classes: 0.**
- **You have unsaved changes on this page. (show changes)**

Adding, Editing, or Removing Staff in ELMS

All supervisors can add staff to ELMS. Only ELMS Administrators can approve ELMS access for staff. Supervisors and ELMS Administrators should ensure that staff records are up to date and that each staff person has the correct access.

There are two different types of staff in ELMS:

- Staff listed in ELMS
- Staff who are ELMS users.

DEL recommends that you schedule time before enrollment begins each year, and again at the start of the school year, to review staff in ELMS:

- Add any new staff.
- Confirm names of staff who are contractor, subcontractor, or site contacts.
- Unassign classroom staff who are no longer present.
- Disassociate ELMS access for staff who are no longer present (only ELMS Administrators can do this).
- Check that **ELMS Roles** are correct for all staff.

Staff Roles in ELMS

The first step is to determine the correct **ELMS Role** for each staff person. A person's **ELMS Role** determines what they can see and do in ELMS. Getting this right is very important for managing the security of child and family information in ELMS. Please note:

- The name of the role may not match their job title.
- A person may have more than one ELMS role.
- For example, you may have staff with the job title 'Family Advocate' who determine if children are eligible for ECEAP and enroll them in classes, and also provide family support services. These staff would need the **ELMS Roles** of Family Support Specialist and Eligibility/Enrollment Staff.

ELMS Administrator Role

This is the highest level of ELMS use at the Contractor level. They can enter data in almost every field of ELMS; this enables them to help other staff understand and use ELMS. This role should be limited to trained, technologically-advanced users who can maintain a high level of confidentiality. This role can:

- Complete all child tasks – prescreens, applications, waiting lists, enrollment, exits, bulk updates, and Child and Family Updates.
- Enter and update contractor, subcontractor, site and class information.
- Add and edit staff records; request, approve, or delete ELMS access.
- Complete, edit, and submit monthly reports.
- Manage user roles in the Admin tab.
- Enter custom priority points for children's environmental risk factors.
- Remove duplicate child records
- View reports.

ECEAP Director Role
This is the person identified by and regularly in contact with DEL as the director at the ECEAP contractor level. This role can see most of ELMS, and can complete all tasks in ELMS except for some specialized tasks in the Admin tab. This role can:

- View child records.
- Enter and update contractor, subcontractor, site and class information.
- Add and edit staff records; request ELMS access for staff.
- Complete, edit, and submit monthly reports to DEL.
- Enter custom priority points for children's environmental risk factors.
- View reports.

ECEAP Child Development/Education Manager Role
This person works at contractor level for some larger ECEAP contractors. They oversee the classroom component of ECEAP. If they have ELMS access, they can:

- View child prescreens, applications, and Child & Family Updates for all children.
- View contractor, subcontractor, site and class information.
- View staff records.
- View reports.

ECEAP Family Support Manager Role
This person works at contractor level for some larger ECEAP contractors. They oversee the family support component of ECEAP. If they have ELMS access, they can:

- View child prescreens, applications, and Child & Family Updates for all children.
- View contractor, subcontractor, site and class information.
- View staff records.
- View reports.

ECEAP Health Manager Role
This person works at contractor level for some larger ECEAP contractors. They oversee the classroom component of ECEAP. If they have ELMS access, they can:

- View child prescreens, applications, and Child & Family Updates for all children.
- View contractor, subcontractor, site and class information.
- View staff records.
- View reports.

Subcontractor and Site Contact/Manager Role
This role is for the supervisors in charge at an ECEAP site or for an ECEAP subcontractor. This role can:

- View child prescreens, applications, and Child & Family Updates.
- Create and update sites and classes.
- Add and edit staff records; request ELMS access for staff.
- Complete, edit and submit class and site-level monthly reports.
- View reports.

Eligibility/Enrollment Staff Role
This role must be added for any person, except the ELMS Administrator, who manages child eligibility and enrolls children in classes. Persons in this role may work at the site, subcontractor, or contractor level. This ELMS role allows a person to:

- Complete all child tasks – a prescreens, applications, waiting lists, enrollment, exits, bulk updates, and Child and Family Updates.
- View specific reports.

Family Support Staff Role
This role is for staff who work directly with families to provide family support services. This role is always entered into ELMS at the Program Wide (Contractor) level, but access is limited to the children assigned to each family support staff at the time of child enrollment. If the person in this role has ELMS access, they can:

- View child prescreens and applications for their assigned children.
- Enter information in Child and Family Updates for their assigned children.
- Complete and submit class-level monthly reports.

ECEAP Health Advocate Role **(formerly "Health Direct Services Staff")**
Staff in this role work directly with families to coordinate children's health care services. This ELMS role allows a person to:

- View child prescreens and applications for their assigned children.
- Enter Child and Family Updates.
- View health reports.

Lead Teacher and Assistant Teacher Roles
Staff in these roles work at the class level. If they have ELMS access, they can:

- View child prescreens and applications for their assigned children.
- Enter Child and Family Updates.
- Enter class information, such as the class schedule. If they use ELMS, they may enter child notes, enter the class schedule, enter class information in monthly reports, and enter developmental screening and parent-teacher conference information.

Roles that do not have ELMS Access

You can enter names of staff with the following roles in ELMS, but they do not currently have access to ELMS:

- Dietitian
- Health Professional
- Mental Health Professional
- Other Classroom Staff
- ECEAP Staff - Other

If a person in one of these roles needs access to ELMS, please assign them an appropriate ELMS role from the list above. For example, you may need a health professional to also have the ELMS role of Health Advocate, if they need to view or enter health data for children, or view health reports.

NOTE: Do not use the **ECEAP Staff – Other** role for a person who has any other ELMS role.
It is intended for staff you want to list in ELMS, but who do not fit into any of the current role categories. This role does not have ELMS access.

Add Staff from Staff Tab

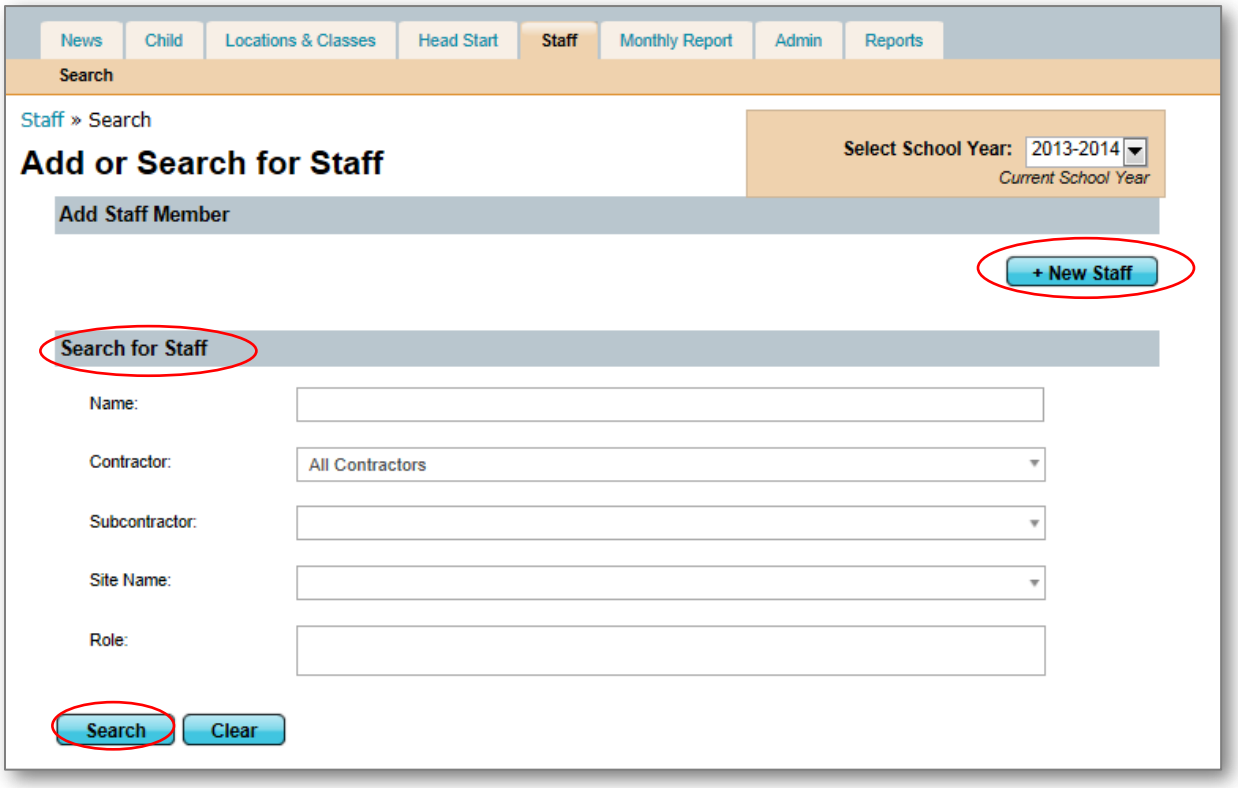
Follow these steps to ensure that we do not list the same person more than once in ELMS.

1. **First**, determine if the staff person is already in ELMS, by using Search for Staff. You can search by entering all or part of the staff name, or by selecting a subcontractor, site, or ELMS Role.

2. If the correct staff record appears, click on **Edit** to add, delete, or change a role. See Staff Member Details below for tips.

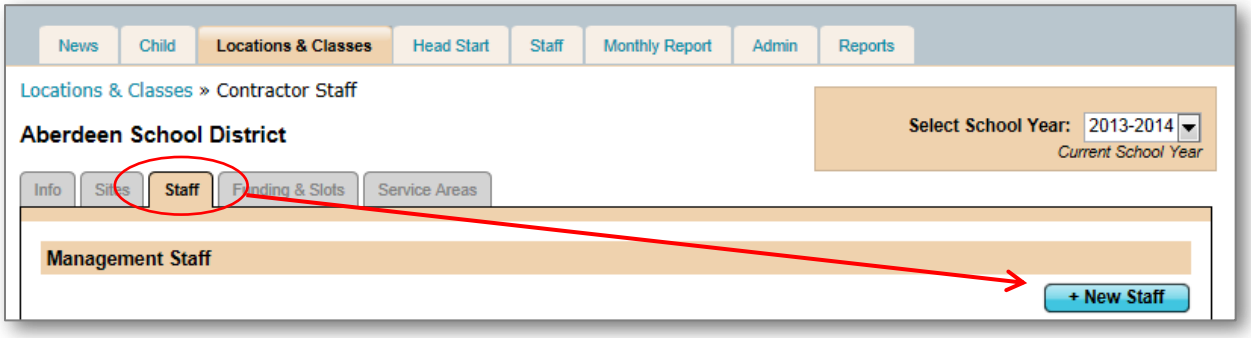
3. If the person's name does not appear, click on the **Add Staff Member** button.

   Thanks for following these steps to prevent duplicate staff records.



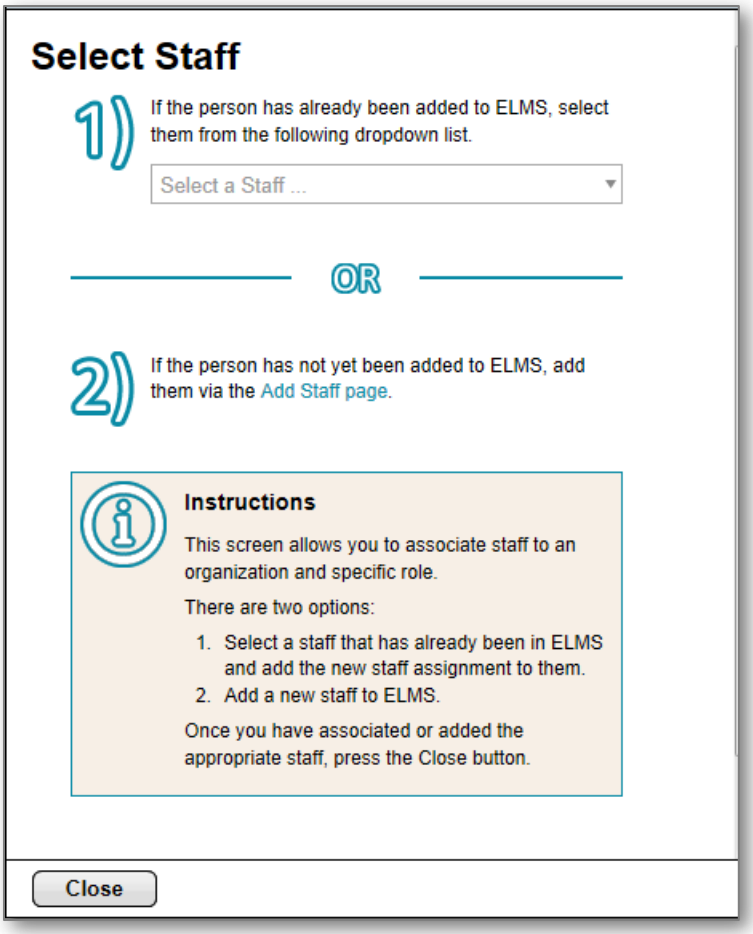
Add Staff from Location Pages

You can also add staff from the applicable Contractor, Subcontractor, Site or Class landing pages within the **Locations & Classes tab.**



If you use this option, you will:

- First, determine if the staff person is already in ELMS. To do this, type the person's name into the dropdown list.
- If they are not on the list, continue to step 2 and click the link to the Add Staff page.

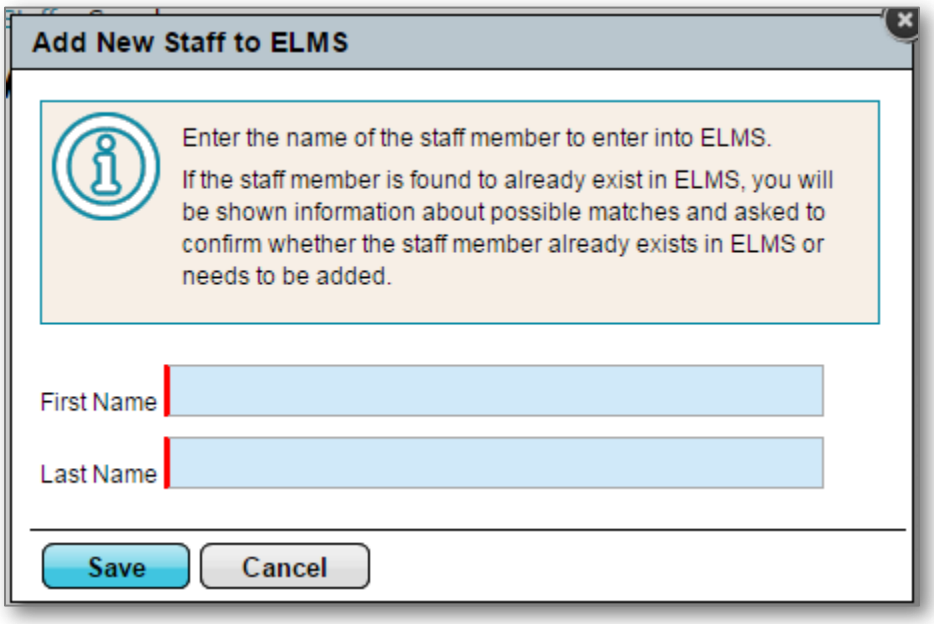


Click the Close button to close the popup and return to the location's Staff page.

Add New Staff to ELMS

When you click the "+ New Staff" button on the Staff tab or on a Contractor/Subcontractor/Site Staff page, you see the popup below.

Enter the new person's name and click Save to begin creating a staff record.

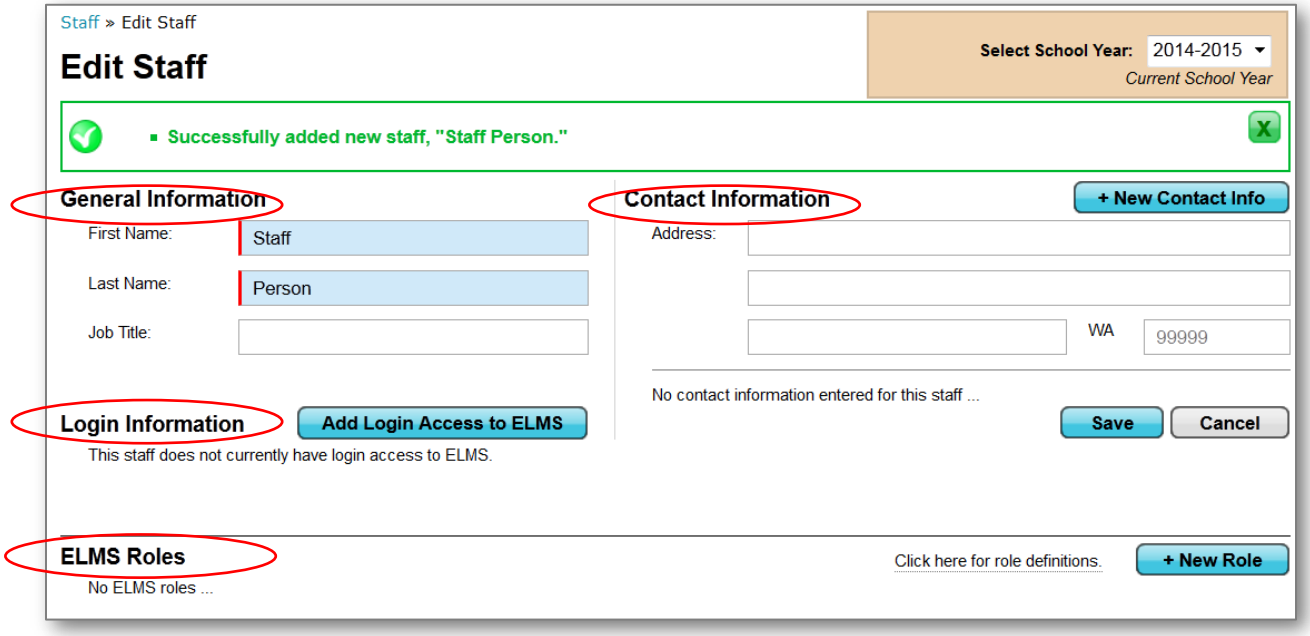


If the name you enter is the same as an existing person in ELMS, you will be asked to:

- Use Staff Search to locate the original record.
- If the person you are adding is already in ELMS, click the Edit button next to their name and add their new roles.
- If the person you are entering is not already in ELMS, click Add New Staff and continue with the steps below.

When you save a person's name on new staff record, or open an existing staff record, you see the page below.

- If you are adding a new staff member, the form will be blank except for the name that you already entered.
- If you are editing an existing staff member, you will see the currently assigned roles and whether or not each role has ELMS access.



This page has four sections:

General Information

- You may enter name changes here.
- The "Job Title" field is optional.

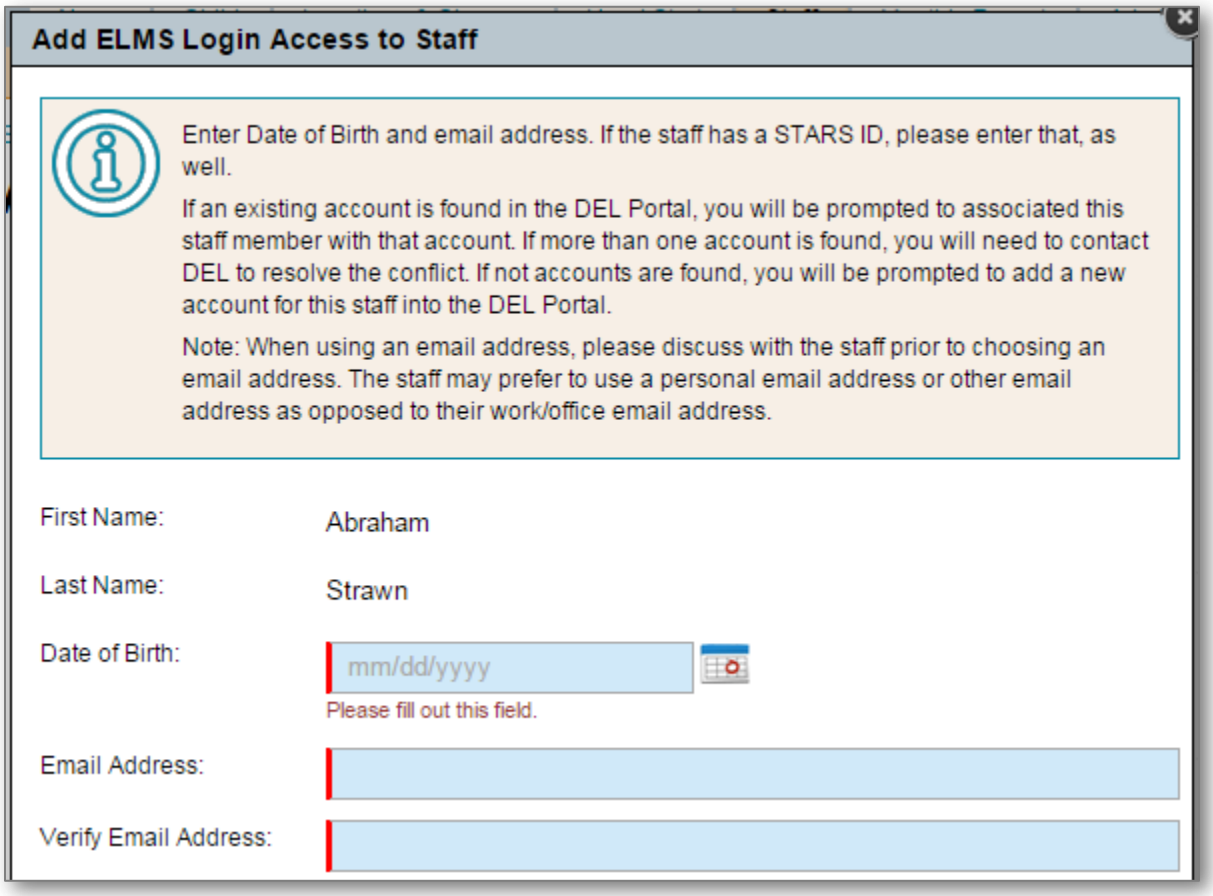
Contact Information:

You may choose to enter an address. Click the "+ New Contact Info" button to enter phone numbers or email addresses.

- It is optional to enter contact information, except for ECEAP Directors for whom you must enter work and personal email addresses and phone numbers. This allows DEL to reach directors in case of emergency.
- Any contact info you enter will display on this page.
- Phone numbers and email addresses will also display on the Staff lists in the Locations and Classes tab.

Login Information:

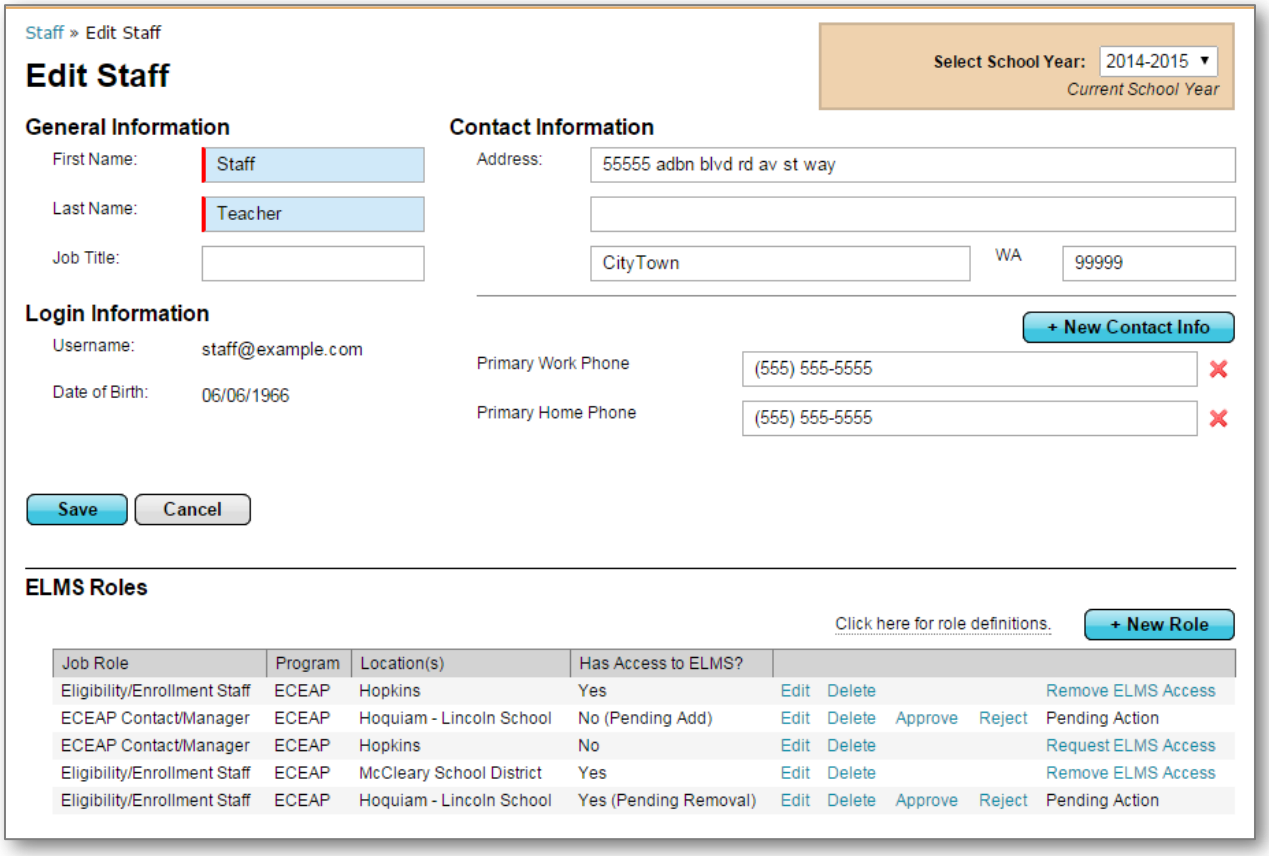
- Skip this section is if this person will not have ELMS access.
- If this person has a DEL Portal account set up to access ELMS, their login information will appear here.
- If this person <u>needs</u> access to ELMS, start by clicking the blue "Add Login Access to ELMS" button. Enter their date of birth and email address in the popup. The STARS number is optional. Click Save.
    - You must use the actual birth date, so ELMS associates with the person's other DEL Portal accounts such as MERIT.
    - Use the email address this person will use for all ELMS communications. If the person already has another DEL Portal account such as MERIT, the ELMS email must be the same as their primary email address in MERIT. If you enter a conflicting staff name, email address, or birthdate, you may receive a message that they have an existing account and you cannot add another. In this case:
        - Make sure you entered accurate information.
        - Ask the person to update their MERIT account to use the same email.
- Once a login is established, you will be allowed to assign ELMS access by role and location, in the steps below.



ELMS Roles

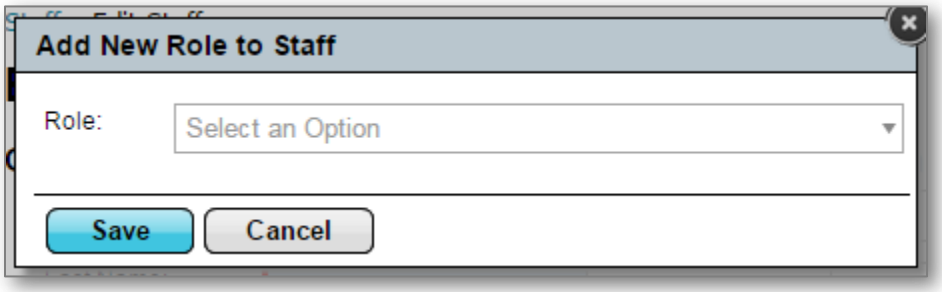
On the bottom of this page, you can view all roles and locations assigned to this person. When roles are entered here:

- They may also display on the appropriate Staff pages in the Locations & Classes tab.
- You have the option to add ELMS access for any role/location.



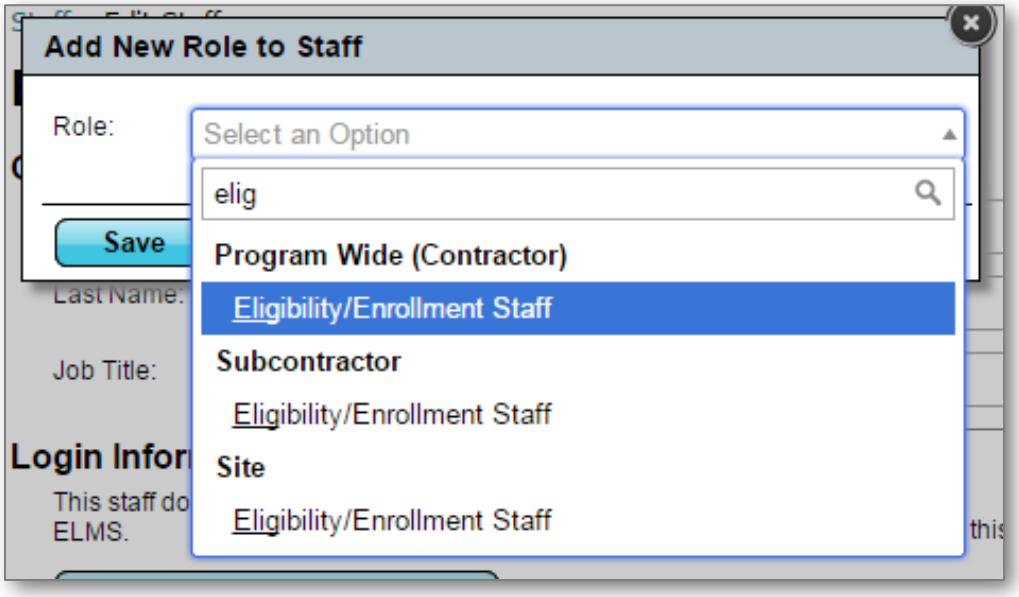
Add a New Role

Click the blue "+New Role" button. The popup window below appears.



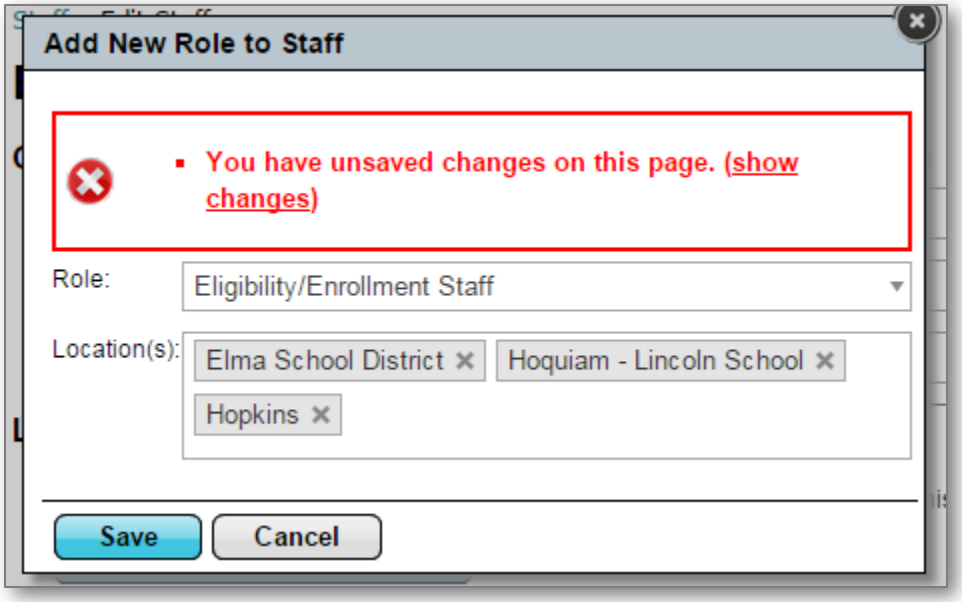
Select a role from the dropdown list.

- Some roles have different levels. For example, if you are entering Eligibility/Enrollment Staff, be sure to select it under the correct level – Contractor, Subcontractor, or Site – so the person can only view the children you intended.
- You can type into the field and it will narrow the dropdown selections to match what you have typed. See the example just below.



Once you have selected a role, select the location(s) for that role.

- You can type a word or part of a word into the field to narrow down the list and find a desired option.
- You may select multiple locations using this dropdown. This allows you to set up the same role at multiple locations at once, which may be useful with class and site level roles.

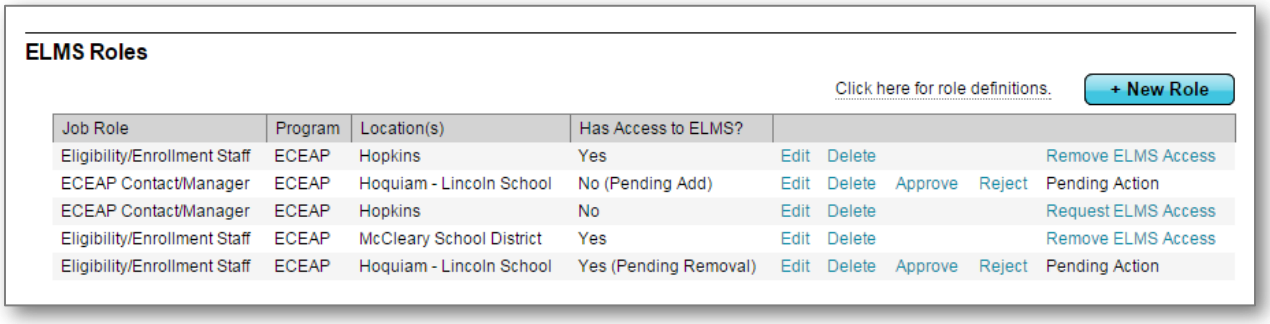


Click Save to add those roles to this person.

Click the blue “+New Role” button again, if you want to add another role.

Request ELMS Access:
Once Roles and Login Information are both saved, you may request ELMS access for any of the roles.

- To do this click "Request ELMS Access" on the far right.



ELMS Roles

Click here for role definitions. + New Role

Job Role	Program	Location(s)	Has Access to ELMS?					
Eligibility/Enrollment Staff	ECEAP	Hopkins	Yes	Edit	Delete			Remove ELMS Access
ECEAP Contact/Manager	ECEAP	Hoquiam - Lincoln School	No (Pending Add)	Edit	Delete	Approve	Reject	Pending Action
ECEAP Contact/Manager	ECEAP	Hopkins	No	Edit	Delete			Request ELMS Access
Eligibility/Enrollment Staff	ECEAP	McCleary School District	Yes	Edit	Delete			Remove ELMS Access
Eligibility/Enrollment Staff	ECEAP	Hoquiam - Lincoln School	Yes (Pending Removal)	Edit	Delete	Approve	Reject	Pending Action

- If you are an ELMS Contractor Administrator, click "Approve" to grant ELMS access.
- If you are not an Administrator, notify your ELMS Administrator that this is ready for approval.
- ELMS Administrators may view all Pending requests at any time on the Admin > Users > Pending page.

Remove ELMS Access:

- Click "Remove ELMS Access" on the far right, if you'd like to remove ELMS access for a role.
- If you are an ELMS Contractor Administrator, click "Approve" to grant ELMS access.
- If you are not an Administrator, notify your ELMS Administrator that this is ready for approval.

Editing Roles:

- Click "Edit" to modify an existing role.
- This will give you the option to change or add more locations to that role.

Deleting Roles:

- Click "Delete" to remove a role from the staff person.
- If a role is set up in multiple locations, you must delete the row with each location separately.
- NOTE: If you see the red message: "There is a class dependent on this staff member. You will not be able to remove this staff member from a dependent class," it means this person is counted in the adult:child ratio for a class. The class would be out of ratio without them. You must add new staff to the class <u>before</u> you can delete this person's classroom role. You can, however, <u>add</u> more roles for this person.

Year-to-Year Staff Roles

You can always find a staff person in Staff Search, regardless of which year they were entered. If the person is already in ELMS for any year, do not use the "+ New Staff" button to add them again. You may set up their roles separately by year.

- All staff roles automatically go forward to the next school year, on April 1st of each year. You must delete the roles in ELMS in the second year, if the person is no longer in that role.
  - Contractor level staff can always view past years of ELMS data. Other staff can only view the years they were present.

Admin Tab

Users

In the Users tab you can view who has ELMS access and manage the status of their access.

Pending Roles

The Pending Roles page shows ELMS access requests that have not yet been approved.

- For each person, click “Approve” or “Reject” to add or remove their ELMS access.
- If you approve ELMS access for a person who already has DEL Portal access for another ELMS role, or for MERIT or ESIT, they can begin using ELMS immediately. They will now show up on the ELMS Admin>Users>Active page.
- If you approve ELMS access for someone who has not yet used the DEL Portal, they will receive an activation email and must follow the instructions. They will now show up on the ELMS Admin>Users>Activated/Waiting for User Response page.

Activated/Waiting for User Response

This tab lists of all staff who have received an ELMS account activation email, but have not yet responded to activate their account.

From this page you can:

- See the date the last activation email was sent.
- Click “Send Activation” to send an activation email and with a temporary password. This password will expire after three days.
- Click “Edit” to go to the Edit Staff page for this user.
- Click “View Locations” to see which subcontractors, sites or classes this user has ELMS access for.

Active Users

This tab lists all current ELMS users for your ECEAP contractor.

From this page you can:

- View each person’s ELMS user name, roles, and activation date.
- Click “Inactivate” to make the user’s ELMS account inactive.
- Click “Reset Password” to send an activation email and reset with a temporary password that will expire in three days.
- Click “Edit” to go to the Edit Staff page for this user.
- Click “View Locations” to see which subcontractors, sites or classes this user has ELMS access for.

The “Disassociate from DEL portal” does not work for ELMS Contractor Administrators. It must be done by DEL Admins.

Inactive Users

This tab lists former ELMS users who no longer have active ELMS access. DEL staff periodically clean the list by disassociating inactive users from the DEL Portal.

Customize Priority Points - Optional

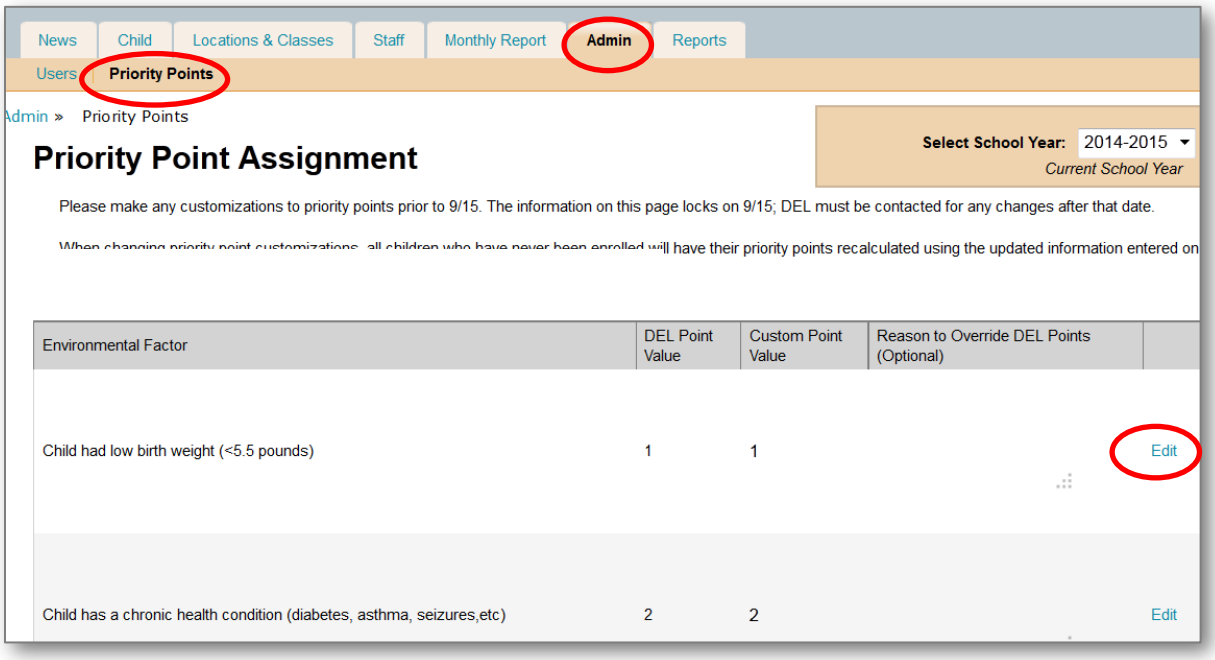
ELMS Administrators can complete this task.

ECEAP Contractors may prioritize eligible children by:

- Using the standard priority points built into ELMS, or
- Customizing the environmental risk factor section of the priority points built into ELMS.
    - This is an optional activity in the **Admin** tab of ELMS.
    - Priority points must be the same for all sites for an ECEAP contractor. You cannot customize ELMS separately by site or subcontractor.

Customize Priority Points by September 15 for the school year:

1. Click the **Admin** tab.
2. Click the **Priority Points** link.
3. Choose an item on the list and click **Edit** in the Action column.
4. Enter a custom point value. Please note that ELMS will only count 25 risk factor points for a child, and will disregard any points past the total of 25.
5. It is optional to enter a reason. Use this field to communicate with DEL.
6. The changes save automatically.
7. Your changes will update all children entered in **Prescreen**, **Application**, on a **Waiting List, Enrolled** in a class, or enrolled then **Exited** for the current school year.



ELMS Reports

ELMS has several reports to help you monitor your program. These are available on the **Reports** tab.

To view each report:

- Select the school year.
- Enter other parameters as needed, to refine your report.
- Click **Run Report.**
- Once the report is open, you can click this icon at the top of the page, to export the report to Excel or create a pdf to save or print.

Child Demographics - This report shows detailed information about the characteristics of children and families.

Child Record Summary - This report compiles enrollment, health, child development and family information for an individual child.

Class List - Lists Class names and characteristics.

Class Roster - Lists child names, birthdate, first language, parent name and contact information, with space for staff to add notes.

Class Summary - Shows information entered on the Class pages of ELMS for one class, or compiled for a site, contractor or (for DEL staff) statewide.

Developmental Screening- Children's development screening dates, results, referral status and IEP status.

Directors Roster - List of statewide ECEAP contractors, funded ECEAP slots, directors, contact information and counties served.

Enrollment by Child - Lists children with their age, poverty level, IEP status, priority points and first and last days attending class. This report includes children who have started class and children with an expected start date in the future. The "As of" date version of this report includes children with a pending exit or with an exit on the "As Of" date. The "Cumulative" version of this report includes all children who exited during the reporting period. Children who never attend class are subtracted from this report upon exit or transfer.

Enrollment Count - Count of enrolled children, with age, IEP and over income status. This report includes children who have started class and children with an expected start date in the future. Children who never attend class are subtracted from this report upon exit or transfer.

Enrollment Maintenance - Shows date each site reached full enrollment and number of slots that have been vacant for more than 30 days. This report only includes children with an actual class start date.

Family Support and Parent-Teacher Conference Minutes - Displays total minutes of family support visits and parent-teacher conferences for each child.

Health Monitoring - Shows number and percentage of enrolled children who met the ECEAP goals for medical and dental homes, medical and dental coverage, exams and immunizations at any time during the school year. This report is used for monitoring compliance with ECEAP Performance Standards and may not reflect a child's current status. See the Health Status by Child report to see each child's current status for the purpose of supporting families in maintaining child health.

Health Status by Child – Lists children's names with status of medical and dental homes, medical and dental coverage, exams, immunizations and health screenings. You will see "Expired" if the child had a medical exam or dental screening that met the ECEAP requirements for this school year, but is now past 12 months for well-child exams or 6 months for dental screenings. This helps you meet the recommendations of the American Academy of Pediatricians and the American Academy of Pediatric Dentistry.

Monitoring Dashboard - Shows overview of compliance with specific ECEAP Performance Standards for enrolled children. Use this report for monitoring after classes have started.

Outcomes - Children's health and education outcomes, including pre- and post-data for all children receiving 120 or more calendar days of ECEAP services during the selected school year.
This report is available beginning on July 11 for the previous school year.

Service Areas - Shows neighboring ECEAP or Head Start providers for each ECEAP contractor and describes service area boundaries.

Site Enrollment Contacts - Lists all ECEAP sites in Washington by city, with enrollment contact information. This is useful to refer a family that is moving.

Site List - Lists Site names and characteristics.

Site Summary - Shows information entered on the Site pages of ELMS for one site, or compiled for a subcontractor or contractor.

Subcontractor List - Lists Subcontractor names and characteristics.

Waiting List Count - Shows child wait list counts aggregated by site, contractor, or statewide totals.

ELMS Assistance

For Assistance with ELMS, email elms@del.wa.gov.

- This is the only way to get in the queue for assistance.
- Send a description of your problem, what screen it happened on, and the steps you took just before it happened.
- Tell us the ID numbers of children, locations involved, or the names of staff with the problem. This allows us to find the problem.
- In some cases, it may be helpful to send a screen shot. *See instructions below.*

To create a screen shot:

- For PCs, In Microsoft Office 2010:
    - Open the email or document you want to paste the screenshot to, and put your cursor where you want the screenshot.
    - In that document, on the Insert tab, click Screenshot, then Screen Clipping.
    - Go to the item you want to copy and select it.
    - It will copy automatically to the location you chose in the first step.

- For PCs, for Microsoft Office 2007 and earlier:
    - Make sure your screen has the page open which you want to copy.
    - On your keyboard is a PrtScn key, usually located on the top right side of the keyboard.
        - To copy the entire screen Press the PrtScn key.
        - To copy only an active window, press the ALT key and the PrtScn key.
    - This captures your screen to your clip board.
    - Open a new message in your email and use the Paste function to paste the image.

- For Macs: Follow the instructions at the following link: www.printscreenmac.com/