Child Care Software

RFP

January 26, 2023

Procare SOLUTIONS

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Contact Information

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"Your success is our success" is our common mantra. It is in all we do, from development of products to the support of our clients. We have reviewed the requirements and are confident that we can address the needs of the City of Roseville.

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TAB A: Executive Summary

Procare Software

As a software development company, we have been creating software for child care centers, before and after school programs and youth organizations since 1992. Procare Solutions is the #1 name in child care management software – used by 37,000+ businesses. For over 30 years, child care professionals have looked to Procare to provide real-time information for making critical decisions, maintaining compliance with local and state regulations, and adhering to business best practices. We support our customers with feature-rich software, hardware and mobile applications.

Procare has the experience, resources, and financial backing to help the City of Roseville achieve your goals, which sets us apart from any other provider.

We value our partnership with City of Roseville and acknowledge the unsolicited frustrations regarding services and support over the past year. We've already taken necessary steps to improve the client experience including product roadmap presentations, a new Finance Manager, a dedicated Account Manager, a dedicated Technical Account Manager, monthly product release updates, inclusion in Procare's beta testing program, focus groups, and product feedback. Additions coming in 2023: An enhanced training program, Family Engagement, dedicated Account Growth Specialist, 2023 Product Roadmap, and an improved customer billing system.

Why Procare?

Procare's popularity and success reflects two primary principles: our dedication to offering the most robust and flexible software functionality coupled with the best customer support and services in the market.

Stability and infrastructure are of vital importance to the usability, efficiency, and accountability of a child care management system and Procare has always been focused on enterprise-level security and compliance. Also, Procare's continues to develop powerful features and capabilities within an intuitive user interface. While our customers' needs vary and grow over time, we dedicate tremendous resources to technological upgrades, features, reporting, system security and responding to user feedback and suggestions.

Secondarily, our staff and support services are second to none, with live support available via phone and email from 6:00 a.m. – 9:00 p.m. ET. Procare offers the largest and most knowledgeable consulting, support, development and training staff in the industry. In fact, these customer facing teams represent the largest department at our nearly 500 employee company.

Finally, with Procare you are served by a dedicated Account Manager who is experienced in the child care software industry. This individualized attention creates consistent attention and a single point of contact at Procare that will coalesce our powerful resources to support your operations.

Support and Training

Procare diversifies its support as we recognize that many users learn in different ways. Uniquely, we provide easy-to-use tools so you may understand new features and use them to the benefit of your owners, administrators, staff and parents. Our tools include:

- Digitized step-by-step manuals
- Online, subject specific videos and webinars
- Unlimited toll-free live, US-based support (Phone, Email, Live Chat)
- Account management and individualized attention

In addition to the above, Procare holds customer conferences to educate and guide our customers on new features and functions. The Business of Childcare Conference quarterly series is dedicated to our customers and features subject matter experts from around Procare who are best suited to specific topics and functionality.

TAB B: Experience and References

The Procare SchoolCare Works software has been in use by the City of Roseville since 5/20/2015. In addition, it is in use by over 3,000 centers across the United States and Canada.

The current contract between Procare Solutions and City of Roseville is set to renew on June 30, 2024. We welcome this opportunity to extend our relationship through this RFP process.

Chosen by over 70% of the Nation's Top 50 Child Care Organizations (as published by Exchange Magazine)

Procare develops our software using only internal staff and development resources located in the United States.

Procare offers greater security, functions, features and reporting options and is most frequently chosen by CPA's, IT, executive directors, owners and corporate executive staff for the following reasons:

- Single Source Solutions
- Ease of Use
- Integrations
- Cloud Options
- In-House Affordable Merchant Services (Tuition Express)
- Parent Portal & Communications
- Reporting Versatility
- Robust Features
- Support & Customer Outreach
- Progressive Development

The following customer references have worked with Procare and our solutions for several years. Below is a description of each implementation and contact information for each organization.

YWCA of Northwest Ohio
Description: The YWCA of Northwest Ohio provides services to support women and children at the local and national level.
Platform: Procare Online and Tuition Express
Locations: 18
Contact: Jenifer Ashby, Director (419) 225-5465, jashby@ywcanwo.org
Address: 4350 S. Pitkin Street, Aurora, CO 80015
Customer since: July 2020

Mesa Unified School District
Description: Mesa Public Schools provides preschool and early learning programs for children in the Mesa, AZ area.
Platform: Procare Desktop
Locations: 2
Contact: Lisa DiSante, Community Ed Coordinator (480) 472-1110, lcdisante@mpsaz.org
Address: 4350 S. Pitkin Street, Aurora, CO 80015
Customer since: September 2012

Cherry Creek School District
Description: The Cherry Creek School District serves over 55,000 students at the elementary, middle and high school levels.
Platform: Procare SchoolCare Works
Locations: 54
Contact: Sarah Conley, Extended Child Services Coordinator (720) 886-8033, sconley@cherrycreekschools.org
Address: 4350 S. Pitkin Street, Aurora, CO 80015
Customer since: October 2011

TAB C: Project Plan and Description of the Proposed System/Application

The Procare SchoolCare Works solution is currently implemented and in use with the City of Roseville. Additional implementation is not required for the solution.

Additional functionality around family engagement and enhanced classroom management will be available in Q1 2023. If the City of Roseville chooses to utilize these new features, the Procare team will set up an implementation project that will include training and setup.

For your reference, our standard implementation for Procare SchoolCare Works follows this methodology:

Tab D: System Features and Functionality

Below is a summary of our major features and functionality for Procare's child care management solution, Our Family Engagement functionality will be available for the City of Roseville in Q1, 2023.

Please see Attachment C for existing features and functionality responses.

Financial Management

- Tracking expenses
- Automated billing
- Receivables
- Bank reconciliation
- Managing subsidies
- Payroll
- Online and mobile payments

Managing Staff

- Scheduling
- Timecards
- Managing staff-to-child ratios
- Attendance
- Paychecks

Multi-Center Management

- Consolidated reporting
- Customized dashboards
- Corporate reports
- Revenue analysis
- Center performance
- Audit trail
- User groups and privileges
- Payroll integration

Family Registration

- New family registration
- Online registration
- Importing family data
- Registration payments

Attendance Tracking

- Contactless check-in/check-out
- Health records
- Authorized pick-ups
- Meal planning
- Room management

Growing Enrollment

- Site visits
- Wait lists
- Targeted communications
- Automated enrollment
- Lead management

Business Planning & Reporting

- Subsidy reporting
- USDA Food Program
- Future enrollment
- Profitability

Managing Documents

- Family data
- Immunizations
- Allergy records
- Incident reports
- Events
- eDocuments

Family Engagement

- Newsletters
- Family messaging
- Text messaging (limit 400/month)
- Activity sharing
- Child care mobile app

Classroom Management

- Lesson plans
- Assessments
- Room management
- Capacity planning
- Programs
- Staff-to-child ratios
- Track milestones
- Embedded curriculum*

Support

- Dedicated account manager
- Support center with videos, articles and help guides
- Live chat

*Procare Early Learning in partnership with Learning Beyond Paper is an optional add-on

The Procare SchoolCare Works 2023 Product Roadmap can be shared upon request, separate from this proposal. It is not included in this proposal because it is proprietary and confidential (section 10.23).

Tab E: Vendor and Technology Requirements

Procare's SchoolCare Works is a Software-as-a-Service solution and requires a current web browser to access the system (Chrome or Firefox are recommended.) Hardware requirements are dependent on the browser chosen to run the system.

Tab F: Security – Data Security

Please see **Attachment F - DCW-SCW Security and Data Protection** – which provides an overview of our data management and application/operational security policies.

Please see document **CAIQ_v3.1_DCW_Final.xlsx** – the Consensus Assessments Initiative Questionnaire documents what security controls are in SaaS software and assures compliance to the Cloud Controls Matrix.

Please see document **HECVAT-Full-v2.11 (DCW).xlsx** –the Higher Education Community Vendor Assessment Tool is a security assessment template that addresses data protection protocols.

Please see documents **Procare SOC 2 Type 2 Final Request List** and **Procare-Letterhead-SCW-SOC-Bridge-Letter** – which outlines Procare's SOC2 compliance

HIPAA data is not stored in Procare SchoolCare Works.

Tab G: Support

Procare has invested heavily in our technical support organization over the past 24 months. Our team of live agents are available via phone and email from 6:00 a.m. to 9:00 p.m. ET.

In addition, we provide 24-hour access to support and training materials by visiting https://cirrusgroupllc.knowledgeowl.com/help.

See Attachment G – Product Help Desk Guide for a full list of topics available.

Procare strives to maintain a 99.5% uptime (outside of scheduled service windows that customers are notified of) for the production application for all customers. Support teams are available via stated hours and respond daily to customer inquiries.

Tab H: Training and Documentation

Free implementation services are included with your first-time purchase for all editions of Procare. Sessions cover what you need to know about using any Procare software platform and how to best implement it for your needs. Because the City of Roseville has been a Procare customer since 2015, additional training and consultation is available (a modest fee may be charged). Post-implementation training sessions are offered Monday – Friday, 6:00 a.m. to 3:30 p.m. PT, subject to availability.

Live training is perfect for any situation where you need additional help, like training new employees or learning new software functionality. Even if you already know the basics you will want to learn how to get the most from your Procare SchoolCare Works solution with the guidance of an experienced Procare instructor.

See **Attachment H – Client Training & Resources**

Tab I: Reports, Samples, Brochures and other Literature/Information

The Procare SchoolCare Works solution provides access to hundreds of reports for attendance, collections, meals, financials, staff and much more.

See **Attachment I SCW Reports** for a full list of available reports.

Tab J: Cost Proposal

The City of Roseville is currently under contract until June 30, 2024 for the following cost structure:

Bill To Name	City of Roseville	Ship To Name	City of Roseville
Bill To	311 Vernon Street Roseville, California 95678 United States	Ship To	311 Vernon Street Roseville, California 95678 United States
Quote To	United States	Additional To	United States

Product	List Price	Sales Price	Quantity	Total Price
DCW/SCW - Center	$140.00	$3,080.00	22.00	$73,920.00
Support	$5.00	$110.00	22.00	$2,640.00

Subtotal	$76,560.00
Discount	0.00%
Total Price	$76,560.00
Grand Total	$76,560.00

With the introduction of our new family engagement and enhanced classroom management capabilities, pricing may be renegotiated upon adoption of these new features. Discounted pricing may be available if City of Roseville utilizes our Tuition Express payment processing platform. New pricing would be as follows:

Product	List Price	Quantity	Total Monthly Price
SCW	$129	22	$2,838
SCW + Payment Processing	$109	22	$2,398

Payment processing is not required but it is offered by Procare Software as a fully integrated solution. Benefits of using integrated payments within SchoolCare Works include:

THESE CREDIT CARD FEES ARE SUPERSEDED BY THE NEW UPDATED QUOTE PROVIDED BY DCW ON 8.25.23

Pricing for various payment types included below:

Payment Type	Item Count	Amount	Proposed Fees
Credit Card	9217	3,256,782.86	2.7% + .30 per transaction ACH if applicable: $1.00 per transaction
Cash	29	3,616.50	$0
Check	127	15,560.69	$0
Total Amount		3,275,960.05	

Tab K: Required Statements/Documents

All required statements and documents were previously provided to City of Roseville at the time the contract was signed and remain in effect today.

Tab L: Exceptions

Please see the attached existing contract between Procare Software and City of Roseville – document **City of Roseville DCW Contract.pdf.**

Tab M: Competency of Proposers

Procare has no pending bankruptcies, liens, stop payment notices, judgments, lawsuits, arbitrations, mediations, foreclosures, and any similar actions filed or resolved in the past seven (7) years.

Attachment A

PROPOSER'S CERTIFICATION

I hereby propose to furnish the goods or services specified in the Request for Proposals ("RFP") . I agree that my proposal will remain firm for a period of up to ninety (90) days in order to allow the City of Roseville ("City") adequate time to evaluate the qualifications submitted.

I have carefully examined the Request for Proposals and any other documents accompanying or made a part of this RFP. The information contained in this proposal is true and correct to the best of my knowledge and is signed under penalty of perjury under the laws of the State of California. I further certify that I am duly authorized to submit this proposal on behalf of the firm as its authorized agent and that the firm is ready, willing and able to perform if awarded the contract.

I further certify that this proposal is made without prior understanding, agreement, connection, discussion, or conspiracy with any other person, firm or corporation submitting a proposal for the same product or service; that this proposal is fair and made without outside control, collusion, fraud or illegal action; that no officer, employee or agent of the City or any other proposer is financially interested in said proposal; that no undue influence or pressure was used against or in concert with any officer, employee or agent of the City in connection with the award or terms of the contract that will be executed as a result of this RFP; and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

NAME OF BUSINESS	Procare Software LLC
SIGNATURE	JoAnn Kintzel
NAME & TITLE, TYPED OR PRINTED	JoAnn Kintzel, CEO
MAILING ADDRESS	1125 17th Street, Suite 1800, Denver CO 80202
TELEPHONE NUMBER	720-782-0211
EMAIL	

Type of Organization: ____ Sole Proprietorship ____ Corporation _____ State of Incorporation
____ Partnership ___X_ Limited Liability Company

Attachment C

FEATURES AND FUNCTIONALITY MATRIX

The Features and Functionality Matrix ("Matrix") is categorized by various desired features. This Matrix will be used to determine the compatibility of proposer's software to the requirements of the Childcare Management Software solution. In the second column from the left, please enter the response to the requirement based upon the possible responses below. An omitted response or a deviation from the alpha responses provided below will be construed to be a "NO" – not supported and/or is not provided as part of the proposal. If you need to add any comments to further clarify your response, please do so in the column specified

Response Code	Definition
Y (YES)	This requirement currently exists and can be demonstrated.
N (NO)	This requirement is not supported and/or is not provided as part of this proposal.
P (PENDING)	This requirement is scheduled for future release and will be incorporated at no additional charge prior to the system implementation. Please state the estimated release date.
C (COST)	This requirement is not currently available, but can be provided as a modification at an additional cost. The Proposer is to provide an explanation requested in the functional requirements Comments column along with the number of hours and cost for the modification.
E (EXCEPTION)	Notes an exception to the requirement (if the Proposer's software has a similar, but not exact, function, such exception shall be noted and explained in detail in the comments).

NOTE: It is not expected that the proposed solution will be able to provide all the functionalities specified in the Matrix. However, during the proposals review this will be used to determine each vendor's product and will facilitate in the selection of the software that best meets the city's need.

#	System Feature or Functional Requirement	Response Code	Comments
Tuition Management, Finance, and Accounting			
Family Accounting for Tuition, Fees, and Payment History by Student			
1	Accommodate multiple fee and rate structures and schedule types including schedules without fees (subsidized care accounts) and monthly flat rate programing	**Y (YES)**	
2	Ability to auto discount program rates for multiple program enrollment	**Y (YES)**	Discounts can be put on children manually and will be auto-calculated when billing is ran. Also have collapsible billing that can be used to discount rate if child is in 2 programs at same time (i.e. - Before and After). May need more clarification on this.

3	Automated late fees	**Y (YES)**	Batch jobs can be setup to automatically apply Late Payment and Late Pickup Fees
4	Automated discount fees (i.e. multiple child discount or early payment discounts)	**E (EXCEPTION)**	After discounts are manually put on children, the discounts will be automatically calculated when billing is ran. Also, we do not have an option for early payment discounts
5	Ability to apply recurring monthly fees (i.e. payment arrangement fees or administrative fees)	**Y (YES)**	
6	Ability to apply miscellaneous fees or charges (i.e. late pick up fees)	**Y (YES)**	
7	Ability to create custom fee types	**Y (YES)**	Custom fees can be setup on the Valid Values screen
8	Ability to apply credits individually or in mass (i.e. unplanned site closure or event)	**Y (YES)**	Individual credits can be done within the family account. In mass, fees can be applied from the Online (General) report or imported.
9	Ability to apply refunds	**Y (YES)**	Credit Card refunds can be processed using the Gateway Refund option. Paper checks, cash, etc. payments that are refunded outside of SCW can also be reflected by a manual adjustment.
10	Ability to link payments to specific charges	**Y (YES)**	Option to have FIFO or LIFO for auto-allocating payments. If a payment is being entered in from the Admin side, they can choose not to auto-allocate and link the payment to a specific charge.
11	Ability to pro-rate tuition	**Y (YES)**	
12	Ability to create billing charges mid-month	**Y (YES)**	This can be done by using the Recreate feature.
13	Ability to accept online payments	**Y (YES)**	
14	Ability to create auto-payment options	**Y (YES)**	
15	Automated auto-payment processing	**Y (YES)**	
16	Ability to integrate with Oracle systems	**N (NO)**	We do not offer a direct connection with Oracle systems, however we do

			have an Oracle export and also have API's that can be called for specific data (use case dependent)
17	Evaluate "On-Site" Point of Sale system (decentralized) vs. centralized POS system	**E (EXCEPTION)**	Parents can submit online payments through the Parent Portal and Insite Parent App, while Admins can submit and process payments through the SCW Web Application.
18	Monthly billing based on schedule; daily billing based on schedule preferred	**Y (YES)**	
19	Ability to create "added care" billing option and require payment for the day(s) selected	**Y (YES)**	
20	Print End of Year tax statements	**Y (YES)**	
Account History Tracking and Solution for Internal Communication			
1	Access to active and non-active accounts	**Y (YES)**	
2	Ability to post and edit notes (internal alert text) on accounts	**Y (YES)**	
Split household Accounting			
1	Manage a split account separately	**Y (YES)**	
2	Manage two separate schedules for one child	**Y (YES)**	
3	Apply late fees to applicable account	**Y (YES)**	
4	Ability to re-join an account once the account has been split (i.e. subsidized care certification has ended)	**E (EXCEPTION)**	Split accounts cannot be undone. Once subsidized care ends, all charges would go on the parent/guardian ledger. Historical subsidy data will remain on the subsidy ledger in the account.
Subsidized Care billing and Accounting			
1	Support 3rd party billing	**Y (YES)**	
2	Support family contracts with 3rd party payer (ability to assign schedules to parent and/or 3rd party payer; one co-pay per family; module for contract information; auto bill to 3rd party during contract dates; auto bill to parent outside of contract dates)	**Y (YES)**	
3	Ability to support parent share of cost and co-pays	**Y (YES)**	

4	Ability to properly discount “full pay” tuition cost and report only co-pay on aging reports and export reports	**Y (YES)**	
5	Current programs include CDE Child Development Grant, Placer County Office of Education subsidized care, and the Expanded Learning Opportunities Program. Has your system been utilized by other customers with a need to operate these different billing structures? If yes, please identify which programs.	**Y (YES)**	Roseville is currently using these in SCW
Enrollment			
Registration and Enrollment Options			
1	Customizable auto graduation process by age and by site	**N (NO)**	
2	Ability to roll schedules over to a new school year	**C (COST)**	Could be subject to additional fees
3	Customizable waitlist and ability to be managed by multiple admin end users	**Y (YES)**	
4	Ability to enter minimum and maximum age requirements for programs (system will allow or not allow registration based on student age)	**Y (YES)**	
5	Ability to provide current families with priority registration	**Y (YES)**	Can make programs only available to register through the Parent Portal
6	Ability to allow registration for current families and new families	**Y (YES)**	
7	Ability to have a different registration fee for different programs	**Y (YES)**	
Student Schedules and Attendance Management			
Scheduling Options			
1	Multiple scheduling options to include full time or part time care, before and after school care, before school only care, after school only care, vacation breaks, summer camps, and different schedule types for preschool programs	**Y (YES)**	
2	Ability to create schedules for multiple school years	**Y (YES)**	
3	Customizable preschool schedules	**Y (YES)**	
Online Scheduling or Schedule Requests			
1	Calendar based child schedules; regular and irregular	**Y (YES)**	

2	Schedule change management	**Y (YES)**	
3	Vacation break and non-school day scheduling	**Y (YES)**	
4	Variable schedules for subsidized care families	**Y (YES)**	
Attendance Tracking with Time In/Out Record Keeping			
1	Check in processes	**Y (YES)**	
2	Ability to show children that have been checked in, scheduled or are absent	**Y (YES)**	
3	Ability to compare actual care used versus paid for care	**Y (YES)**	
4	Ability to show who is authorized for child pick up	**Y (YES)**	
Staff Scheduling features for ratio management			
1	Ability to manage room minimums and maximums to ensure we meet minimum room requirements and are not over capacity	**Y (YES)**	
Program Set Up			
Program Set Up Options			
1	Ability to customize descriptions and program information	**Y (YES)**	
2	Multiple program start and end dates	**Y (YES)**	
3	Ability to run multiple programs concurrently and back-to-back	**Y (YES)**	
4	Ability to adjust daily and individual student capacities	**Y (YES)**	
5	Ability to create a “start date” offset	**Y (YES)**	
6	Ability to clone programs	**Y (YES)**	
7	Ability to customize “required fields” for each program	**Y (YES)**	
9	Ability to setup student information documents that can be printed for physical files	**Y (YES)**	
10	Ability to setup different student information documents for different programs	**Y (YES)**	
12	Ability to disable discounts for specific programs	**Y (YES)**	
13	Ability to create automatic emails for each program	**Y (YES)**	We have customizable Email Templates
14	Test site/pre-production site	**Y (YES)**	

15	Ability to create enrollment forms for multiple school years	**Y (YES)**	
Student Profile Management			
Child and Family Information			
1	Ability to do a simple search or advanced search, and search by phone number	**Y (YES)**	
2	Emergency contacts	**Y (YES)**	
3	Authorization for pick up	**Y (YES)**	
4	Immunizations, allergies, special needs	**Y (YES)**	
5	Student behavior and progress reports	**Y (YES)**	
6	Medication log	**Y (YES)**	
7	Profile/account access permissions (on-site vs. administration)	**Y (YES)**	SCW has several different roles and you can edit permissions for each role.
8	Internal note keeping for accounts information, student information, or caseworker information	**Y (YES)**	
9	Ability to scan and store documents/records	**Y (YES)**	
10	Ability to categorize family accounts for ease of filtering and communication needs	**Y (YES)**	
Customer Communication and Interaction			
Online Customer Access to Account Information			
1	View account balance	**Y (YES)**	
2	View account Status like active and inactive	**Y (YES)**	
3	View account history	**Y (YES)**	
4	Email statements, confirmations, payment receipts, program reminders	**Y (YES)**	
5	Make online payments	**Y (YES)**	
6	Print payment receipts or receive emailed receipt	**Y (YES)**	
7	Ability to provide annual tax receipt	**Y (YES)**	
8	Submit schedule change request	**Y (YES)**	
9	Submit enrollment Request	**Y (YES)**	
10	Update account and/or student profile	**Y (YES)**	
11	Ability for parent to request schedule changes and program withdrawals	**Y (YES)**	

12	Ability for parents to upload forms, doctor's notes and custody agreements	**Y (YES)**	Document types need to be added on the admin side first, then parents can upload through the parent portal.
Customer Communication			
1	Text message, email and/or IVR system reminders	**Y (YES)**	
2	Email statements, invoices, confirmations and program reminders	**Y (YES)**	
3	Sortable email or text communications by site, by schedule type, or by grade level	**Y (YES)**	
4	Schedule communication by site, by grade level, by schedule type or by student	**Y (YES)**	
5	Staff access to Customer view of account information or screens.	**Y (YES)**	
6	Ability to filter by rooms, age, active/non-active, auto pay, "include", "exclude"	**Y (YES)**	Cannot filter by Age, but rather Grade
7	Mobile application for parent account access and payments. Please identify if this feature would have an addition cost.	**Y (YES)**	Insite Parent App. No additional cost
8	Ability for parents to communicate with staff via a messaging platform online or in application	**Y (YES)**	Family Engagement
9	Ability to filter by rooms, age, active/non-active, auto pay, "include", "exclude"	**Y (YES)**	Duplicate of #6 above
Reports and Forms			
Rosters, Attendance, and Sign In/Out Sheets			
1	Ability to identify program participants and daily attendance by schedule type	**Y (YES)**	
Customizable Forms, Reports, and Statements			
1	Ability to customize enrollment forms including tuition agreements, emergency contacts, schedule agreements, etc.	**Y (YES)**	
2	Ability to track revenues by location, time period, schedule type, or by student	**Y (YES)**	
3	Ability to create itemized statements	**Y (YES)**	
4	Ability to create query reports such as late accounts, aging A/R (30, 60 or 90 day reports), attendance data by site by session and revenues collected by site and by session	**Y (YES)**	

5	Accounts receivable reporting for outstanding balances and late tuition	**Y (YES)**	
6	Collections and tracking history	**Y (YES)**	
7	Subsidized care program reports for California Department of Education Grants, California Expanded Learning Opportunities Program, and Placer County Office of Education subsidized care programs	**Y (YES)**	
8	Forecasting reports for attendance and revenue trends by site and by schedule type	**Y (YES)**	
9	Customizable user authorities and access options that vary for site and admin permissions needed	**Y (YES)**	
10	Ability to export reports to excel, pdf, or other applications and formats	**Y (YES)**	
11	Would customized reports need to go through software provider or do reports have customizable or change features?	**E (EXCEPTION)**	We do not typically do customized reports. Any requests would go through a review process.
Security			
Data Security			
1	Describe your process of confirming compliance with Payment Card Industry Data Security Standards (PCI DSS)	**Y (YES)**	Product is PCI-DSS compliant. We have an AOC available upon request.
2	Describe how Personally Identifiable Information (PII) is stored or encrypted in your system	**Y (YES)**	Data in transit and user credentials are encrypted with industry standard protocols and cipher suite, HTTPS, and latest secure version of TLS 1.2. DayCare Works/SchoolCare Works encrypts API traffic to protect it.
3	Is Health Insurance Portability and Accountability Act (HIPAA) protected data stored in your application? If so, described how it's secured to comply with HIPAA standards	**N (NO)**	We are not obligated.
4	Depending on the data being stored and/or processed, does the contract permit the City to audit the provider to ensure compliance with PCI, PII, or HIPAA?	**N (NO)**	We utilize trusted third party auditors to perform SOC-2 audits
User Security			
1	Describe how your system supports varying and customizable levels of permissions and authorizations for users of the system	**Y (YES)**	Role-Based Access and Session Time. DayCare Works/SchoolCare Works supports role-based access by implementing the least privilege

			model. Users are given only the access needed to perform their job responsibilities. There is an audit trail for changes to each transaction by the user, including login details and a timestamp.
	• Ability to vary by role such as: System Administrators, centralized Customer Service/Billing Staff decentralized Site Administration i.e. Center Director/Staff (decentralized), Customer (Parent)	**Y (YES)**	
	• By level of access: Read only, Read/Write access	**Y (YES)**	
	• By site: access to a single site, multiple sites or all sites	**Y (YES)**	
2	Do you support SAML 2.0 Single Sign On (SSO) and City vendor- PingFed PingID (City preference is to implement SAML 2.0 with PingFed PingID)?	**N (NO)**	
3	Do you support Active Directory (AD) integration?	**Y (YES)**	Azure integration is available
Technology			
Data Hosted Solution			
1	If you provide a hosted Software as a Server (SasS) solution where exactly, geographically, will the data be stored (it may be across different countries/continents?	All data will be stored within the same institutional zone	
2	Is the data segregated from other customers?	Data is logically separated between clients and other customers	
3	For a cloud based software please confirm options for hosting in a government cloud	We don't offer any options	
Contract Information			
1	What happens at the conclusion or termination of the contract, will information be able to be retrieved and/or destroyed?	Data will be available for 90 days after termination of agreement. After that, the data will be purged from Procare systems	
Access Permissions			
1	Who, on the vendor's side, will have access to the data?	Authorized personnel of Procare will have access	
2	How will system administrators or staff of the cloud service provider be prevented from unauthorized access to the data?	DayCare Works/SchoolCare Works utilized least privilege access for the back-end infrastructure. AWS IAM policies are in place for role-based access.	

		User access reviews are performed periodically. For remote access, both VPN and MFA are enforced.	
Security Management			
1	What is the physical security of the facilities, including human access control and resistance to natural disaster and power failure?	All DayCare Works/SchoolCare Works infrastructure is hosted in AWS which meets federal and state regulatory requirements. AWS holds compliance attestations for SOC2, PCI, FERPA, GDPR and others, and can be provided per request.	
2	Can we set record retention policies for the data?	**N (NO)**	
3	For PCI Point of Sale (POS) hardware, also better known as PCI PIN Transaction Security Point of Interaction (PTS POI) device(s), please provide: o Approval class, version, and expiry date for device(s) o Brand and model	**N (NO) -** Not Applicable	
Non-Hosted Solution			
1	If you provide a non-hosted solution, indicate platforms supported and percentage of installs for each.	**N (NO)**	Everything is cloud hosted
Mobile Technology			
1	Please discuss platforms and devices supported	**Y (YES)**	All major mobile platforms with browser support can access SCW applications
Hardware Requirements			
1	Provide information on the hardware requirements needed to support the application	**Y (YES)**	Current up-to-date browsers
2	Provide information on any peripheral equipment needed to support the requested functionality	**N (NO)**	None

Procare SOLUTIONS

DayCare Works/SchoolCare Works: An All-in-One Secure Cloud Based Solution

DayCare Works/SchoolCare Works is an all-in-one secure cloud-based child care management solution available on any device and any platform through web and mobile apps that helps you be engaged with your team and families. Whether you manage a child care center, school district, or enterprise business platform, DayCare Works/SchoolCare Works child care management application functionality ensures you are always connected and in control.

Manage Every Aspect of Your Center Through One Platform

- Well-built Infrastructure
- Proper Data Management and Protection
- Enhanced Security
- Reliable Service Availability
- Customer-Focused Security and Technology Teams

DayCare Works/SchoolCare Works Infrastructure Security and Data Management

Data Management

Data Hosting

DayCare Works/SchoolCare Works utilizes cloud computing services provided by AWS and all DayCare Work/SchoolCare Works data is hosted in a secure AWS environment. The established architecture supports data protection using industry data standards to eliminate single points of failure as well as support system and data reliability. Native AWS tools are used to provide network security, data protection and infrastructure management.

Data Classification

DayCare Works/SchoolCare Works classifies all data as sensitive and applies best security and data protection standards across the enterprise. DayCare Works/SchoolCare Works does not store card holder data; instead, DayCare Works/SchoolCare Works utilizes its integrated solution Tuition Express, or alternative third-party payment processors, which are PCI-DSS compliant and partners with PCI compliant and approved third-party service providers that provide tokenization methodology for payment data retrieval. Procare monitors service providers' PCI compliance status on an annual basis.

Data Storage and Backups

Amazon Simple Storage Service (S3) is used to store and retrieve data. Data is backed up daily and versioning is established for additional protection of stored data. Backups are encrypted using AES-256 encryption protocols.

Compliance and Privacy

DayCare Works/SchoolCare Works regularly performs privacy risk management audits to ensure applicability to PCI, SOC2, and other state and federal laws and regulations. DayCare Works/SchoolCare Works is dedicated to maintaining and continuously improving its privacy information management and data protection programs.

Application Security

Encryption Protocols

Data in transit and user credentials are encrypted with industry standard protocols and cipher suite, HTTPS, and latest secure version of TLS 1.2. DayCare Works/SchoolCare Works encrypts API traffic to protect it.

Role-Based Access and Session Time

DayCare Works/SchoolCare Works supports role-based access by implementing the least privilege model. Users are given only the access needed to perform their job responsibilities. There is an audit trail for changes to each transaction by the user, including login details and a timestamp.

Procare SOLUTIONS

Robust Password Policies

DayCare Works/SchoolCare Works utilizes a password configuration policy, allowing customers to select complex and lengthy passwords. Recommendation is to include a combination of numbers, letters and special characters.

Operational Security

Change Control Management

Change management is in place for any infrastructure changes, patches, user provisioning and deprovisioning requests via automated tools. Changes are reviewed and approved by Change Advisory Board.

Continuous Monitoring

DayCare Works/SchoolCare Works employs methods to identify malicious traffic attempting to access its servers and networks.

Access Controls

DayCare Works/SchoolCare Works utilized least privilege access for the back-end infrastructure. AWS IAM policies are in place for role-based access. User access reviews are performed periodically. For remote access, both VPN and MFA are enforced.

Software Development

DayCare Works/SchoolCare Works follows change management process for software development lifecycles (SDLC). All development tests go through CICD process. Staging, testing and QA environments are separate from production environment. Client data is not used in staging, test or QA environments. Code reviews are done to ensure quality and best practices meet Procare standards.

Dedicated Security and Technology Operations Team

DayCare Works/SchoolCare Works security and technology teams are dedicated to enforcing security policies across all systems and processes. The team monitors the perimeter and internal network. Any anomalous system behavior, including unauthorized connection attempts and malicious software, is investigated and proper action taken.

Physical Security

All DayCare Works/SchoolCare Works infrastructure is hosted in AWS which meets federal and state regulatory requirements. AWS holds compliance attestations for SOC2, PCI, FERPA, GDPR and others, and can be provided per request.

Human Resources Security

Background checks are conducted before hiring employees and a non-disclosure agreement must be signed. Employees are required to acknowledge security policy. Disciplinary processes are in place for non-compliance of information security policies. Employees complete security awareness training that includes PCI, security and privacy best practices on an annual basis.

Segregation of Duties

In addition to mandatory employee background checks of all operations staff, job responsibilities are separated. The Principle of Least Privilege (POLP) is enforced, and employees are given only those privileges that are necessary to perform their duties.

System Availability

Service Level Commitment

DayCare Works/SchoolCare Works strives to maintain a 99.5% uptime (outside scheduled service windows) for the production application for all customers.

Business Continuity Management

A business continuity program is in place and includes suppliers of critical services.

Risk and Vendor Management

Risk Management

DayCare Works/SchoolCare Works manages risk as a part of a continuous evaluation and improvement process. With constant improvement and inclusion of other regulatory frameworks and best security practices. Periodic audits are conducted to help ensure that personnel performance, procedural compliance, system availability, proper user access records and key inventory rounds meet or exceed industry standards.

3rd Party Vendor Management

DayCare Works/SchoolCare Works has a limited number of third-party vendors that provide services to DayCare Works/SchoolCare Works business operations. All new vendors are reviewed to ensure proper security and compliance standards and processes are in place and contractual agreements are established between the parties.

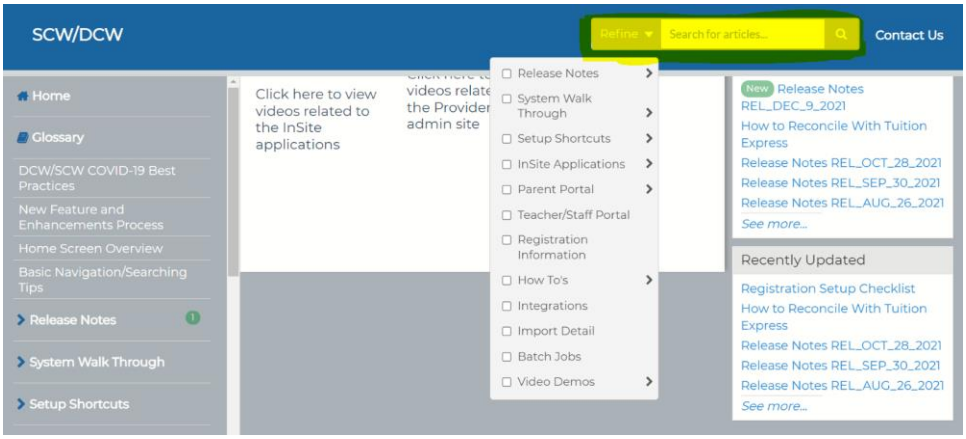
Questions about Procare Desktop? Contact your Procare rep or call us at 800.338.3884

Daycare/Schoolcare Works Contact Information and Resources

System Log In- https://www.daycareworks.com/cg/secure_login.jsp

Video Demos - https://cirrusgroupllc.knowledgeowl.com/help/video-demonstrations

- **Support-** Our amazing Support Team is here to assist with any questions you may have ex. Running reports, Attendance, Registration, and more!
  - You can contact support by email: - SCWsupport@procaresoftware.com
- **Dedicated Account Manager**- Your Account Manager is your point of contact for feedback, updates from Development, concerns, or if you aren't sure where to go with a question or need.
  - Melissa Winterborne
    - Phone: 800-338-3884 ext. 2054
    - Email: miwinterborne@procaresoftware.com
- **Online Help and Training Documents**- Can search by keyword, phrase, or use search bar or choose from topics
    - https://cirrusgroupllc.knowledgeowl.com/help



System Log In- https://www.daycareworks.com/cg/secure_login.jsp

Video Demos - https://cirrusgroupllc.knowledgeowl.com/help/video-demonstrations

Training 1: Overview & General

Training #1- 35 Minutes- https://recordings.join.me/pyE0vtKt4Euhp5N0wP04HA

(If you would like to create more admin, please click here)

Parent Portal Information-

Link- https://family.daycareworks.com/login.jsp

Username & Password- click here

Training Video How To's:

General Overview

Add A Child

Family Record-

Family Tab

Adding Third Party

Autopay

Cash/Check Payment (non-gateway)

Credit/ACH Payment (gateway)

Merging Families

Reporting-

Reports to Get You Started

Additional Financial Reports-

a. Family Aging Report
b. Outstanding Balance Report
c. Charges and Credits Report
d. GL Posting Reports

Training 2: Semester/Room/Rate Setup

The main thing to keep in mind is that the system is setup kind of like a pyramid- the business level is on top and whatever you do here will roll down to the center levels. The center levels are on the bottom and what you do here will not filter back up to the business level.

For example- on the business level we may name a room “AM”. On the center level they can go in and edit the room name to be “Morning Care”, this will only show at that center, no other centers and will not change on the business level. We can always discuss further if this is still unclear after the training video.

Training #2- 30 minutes- https://recordings.join.me/fDVMRYq2NEOUd9poQMlvfA

Semester Setup-

Semester Setup

Semester Summary

Semester Cloning

Category Setup-

Creating/Editing Category

Grouping Categories

Registration Setup Questions

Confirmation Questions

Room Setup-

Room Types

Adding New Room

View Semester

Extra Program Questions

Why isn’t my room displaying?

Rates-

Rates

Discounts

Scholarships

Training 3: Setup-Staff-Attendance

Training #3- 30 Minutes- https://recordings.join.me/xvVm0CRnFUCle_4ixZgr4g

Setup-

Adding Admin

Editing Role (parent)

CACFP-

CACFP Report

CACFP

CACFP-Child

System Config-

Data Fields

Emails

Registration Tile

Valid Values

Valid Values- Fee Type

Daily Sheets

Staff-

Adding Staff

Staff Portal Setup

Staff Scheduling Documentation Attached

Attendance-

Attendance Entry

Attendance Journal

Best Practices

Training 4: Billing Training (Defined)

Training #2- 15 minutes- https://recordings.join.me/BT3oR9lxTEG7Hz-BsMeaFA

Defined/Period Billing-

Run Billing

Make Adjustment

Statements-

Email Statements

Portal Statements

Statement Config

Training 5: Connect/Payments/Family

Attached Connect Portal Template for Staff and Family

Training #4- 20 minutes- https://recordings.join.me/afv3T4-v7k2XVd8MFBxewg

Connect-

Communication (Emails/Text) - Setup

Announcements

Calendar

Documents/Links

Daily Sheets/Daily Sheet Report

Payments-

Journal/Deposit/Third Party Journal

Payments/Mass Change

Outstanding

Online/POS Payments

Year End Tax-Family Payment

Family-

Lead Management/Campaigns

Add New Lead

Batch Enroll/Edit

Screen	Report Category	Report
Room/Program	General	Online
Room/Program	General	As PDF-Future
Room/Program	General	Online View with Multiple Semesters
Room/Program	General	Room Report - As Excel - No Total
Room/Program	General	Room Report - As PDF
Room/Program	General	Room Report - As PDF - No Total
Room/Program	General	Tournament/Room Report
Room/Program	Attendance	Absent Days Taken- Excel
Room/Program	Attendance	Absent Roster - PDF
Room/Program	Attendance	Active Not Attending - PDF
Room/Program	Attendance	Actual Attendance AM/PM - Excel
Room/Program	Attendance	Agency Attendance Detail - Excel
Room/Program	Attendance	AM/PM Month Counts - Excel
Room/Program	Attendance	Arizona DES SignIn/SignOut Report - PDF
Room/Program	Attendance	Attendance Audit - Excel
Room/Program	Attendance	Attendance Log - PDF
Room/Program	Attendance	Attendance Statistics Summary - Excel
Room/Program	Attendance	Attendance Termination - Excel
Room/Program	Attendance	Attendance/Term Exception - Excel
Room/Program	Attendance	Audit Trail - Excel
Room/Program	Attendance	Center Attendance Summary - Excel
Room/Program	Attendance	Child Attendance (Actual Agency) - PDF
Room/Program	Attendance	Child Attendance Detail (Version 2) - Excel
Room/Program	Attendance	Child Attendance Detail - Excel
Room/Program	Attendance	Child Attendance Reconcile Summary - Excel
Room/Program	Attendance	Child Withdrawal Detail - Excel
Room/Program	Attendance	Class Count (Version 2) - PDF
Room/Program	Attendance	Class Count - PDF
Room/Program	Attendance	Classroom Assignments - Excel
Room/Program	Attendance	Classroom Assignments - PDF
Room/Program	Attendance	Discharge Report - Excel
Room/Program	Attendance	Actively Enrolled Children W/O Schedules (Enrolled and active Children with no schedules)
Room/Program	Attendance	Food Attendance - Excel
Room/Program	Attendance	Head Count - PDF
Room/Program	Attendance	Head Count Center - PDF
Room/Program	Attendance	Historical Flash Count Enhanced - Excel
Room/Program	Attendance	Historical Flash Counts - Excel
Room/Program	Attendance	Historical FLash Counts - PDF
Room/Program	Attendance	Hours Attending - Excel
Room/Program	Attendance	Infractions Report
Room/Program	Attendance	Meal Attendance Record - Daily Backup - PDF
Room/Program	Attendance	Monthly Attendance By Classroom - Excel
Room/Program	Attendance	Monthly Center Attendance Summary - Excel
Room/Program	Attendance	Monthly Child Attendance (10 Day) - Excel
Room/Program	Attendance	Monthly Child Attendance (3 Day) - Excel
Room/Program	Attendance	Monthly Child Attendance (5 Day) - Excel
Room/Program	Attendance	Monthly Child Attendance (5 Day) - Marketing - Excel
Room/Program	Attendance	Monthly Child Attendance (Actual Agency) - Excel
Room/Program	Attendance	Monthly Child Attendance (Actual) - PDF
Room/Program	Attendance	Monthly Child Attendance (Audit) - Excel
Room/Program	Attendance	Monthly Child Attendance (Compressed) - Excel
Room/Program	Attendance	Monthly Child Attendance (Empty) - Excel
Room/Program	Attendance	Monthly Child Attendance (T-Report) - Excel
Room/Program	Attendance	Monthly Child Attendance By Day - Excel
Room/Program	Attendance	No Parent Sign In/Out - Excel
Room/Program	Attendance	Ohio Absent Days Claim (Schedule)
Room/Program	Attendance	On Demand - Excel
Room/Program	Attendance	On Demand Exception - Excel

Room/Program	Attendance	Parent Managed Schedule-Attendance - Excel
Room/Program	Attendance	Registration Snapshot - PDF
Room/Program	Attendance	Room Report - Monthly Child Attendance Actual
Room/Program	Attendance	Schedule - Attendance - Excel
Room/Program	Attendance	Schedule Report with Absences - Excel
Room/Program	Attendance	Semester Enrollment Summary - Excel
Room/Program	Attendance	Semester Summary - Excel
Room/Program	Attendance	Sign In/Out Sheet (Version 4) - PDF
Room/Program	Attendance	Site Summary Attendance - Excel
Room/Program	Attendance	Student Class Schedule - PDF
Room/Program	Attendance	Student Schedule Start/End - Excel
Room/Program	Attendance	Student Schedule Summary - Excel
Room/Program	Attendance	Student Schedule Summary Status - Excel
Room/Program	Attendance	Student Totals - Excel
Room/Program	Attendance	Student Totals - PDF
Room/Program	Attendance	Subsidy Child Attendance - Excel
Room/Program	Attendance	Third Party Absent Day Billing - Excel
Room/Program	Attendance	Third Party Child Attendance Detail - PDF
Room/Program	Attendance	Third Party Child Attendance Detail WIthout Sig.
Room/Program	Attendance	Third Party Schedule vs Actual Report - Excel
Room/Program	Attendance	Tour Hours Summary - Excel
Room/Program	Attendance	Unscheduled Attendance Days - Excel
Room/Program	Attendance	Weekly Attendance - Excel
Room/Program	Attendance	Weekly Ohio Absent Days to Claim - Excel
Room/Program	Attendance	Weekly Schedule By Grade - PDF
Room/Program	Attendance	Weekly Schedule By Name - PDF
Room/Program	Child/Family	Age Up Alert - Excel
Room/Program	Child/Family	Arrival/Departure - Excel
Room/Program	Child/Family	Audit Trail - PDF
Room/Program	Child/Family	Birthday - Excel
Room/Program	Child/Family	Birthday Info (Version 2) - Excel
Room/Program	Child/Family	Birthday Info (Version 2) - PDF
Room/Program	Child/Family	Check In/Out PIN # Report - Excel
Room/Program	Child/Family	Check In/Out PIN - PDF
Room/Program	Child/Family	Child Birthday Information - Excel
Room/Program	Child/Family	Child Directory Detail - Excel
Room/Program	Child/Family	Child Rate - Excel
Room/Program	Child/Family	Child Retention - Excel
Room/Program	Child/Family	Child Retention - PDF
Room/Program	Child/Family	Child Status Sheet - Excel
Room/Program	Child/Family	Child Status Sheet - PDF
Room/Program	Child/Family	Child Supervision Record - Excel
Room/Program	Child/Family	Child-Family-Room Center Mismatch - Excel
Room/Program	Child/Family	Child/Family PIN - Excel
Room/Program	Child/Family	Children With Inactive Rates - Excel
Room/Program	Child/Family	Children With Zero Billing - Excel
Room/Program	Child/Family	Credit Card - Excel
Room/Program	Child/Family	Discount Assignment - Excel
Room/Program	Child/Family	Discount Assignment - PDF
Room/Program	Child/Family	Emergency Contacts - PDF
Room/Program	Child/Family	Employee Student - Excel
Room/Program	Child/Family	Extra Fee Quantity Report - Excel
Room/Program	Child/Family	Family Registration Report - Excel
Room/Program	Child/Family	Family Status Tracking - Excel
Room/Program	Child/Family	Incident Report Summary
Room/Program	Child/Family	Income Bracket (Version 2) - Excel
Room/Program	Child/Family	Income Bracket - Excel
Room/Program	Child/Family	Income Bracket By Room - Excel
Room/Program	Child/Family	Pending Student List - Excel

Room/Program	Child/Family	Photo Consent Report - Excel
Room/Program	Child/Family	Potential Inactive Families - Excel
Room/Program	Child/Family	Potential Inactive Families - PDF
Room/Program	Child/Family	Program Wait LIst - Excel
Room/Program	Child/Family	Program Wait List Currently Pending - Excel
Room/Program	Child/Family	Progress Report Due List - Excel
Room/Program	Child/Family	Raptor Report - Excel
Room/Program	Child/Family	Scheduled FTE Summary - Excel
Room/Program	Child/Family	Scheduled Tuition FTE Summary - Excel
Room/Program	Child/Family	Split Family Information - Excel
Room/Program	Child/Family	Student Registration - Excel
Room/Program	Child/Family	Student Wait List - Excel
Room/Program	Child/Family	Swim Concerns - Excel
Room/Program	Child/Family	Third Party Children - PDF
Room/Program	Child/Family	Third Party Children - Excel
Room/Program	Child/Family	Transition Report
Room/Program	Collection	Center Copay Collection Summary - Excel
Room/Program	Collection	Center Copy Discount - Excel
Room/Program	Collection	Missing Invoice Report - Excel
Room/Program	Enrollment	Bi Weekly Schedule - Excel
Room/Program	Enrollment	Capacity Enrollment Remaining - PDF
Room/Program	Enrollment	Center Weekly Change - Excel
Room/Program	Enrollment	Contracted Hours - Excel
Room/Program	Enrollment	Days Enrolled
Room/Program	Enrollment	Early Learn NYC Enrollment Grid - Excel
Room/Program	Enrollment	Enroll/Withdrawal (Version 2) - Excel
Room/Program	Enrollment	Enroll/Withdrawal - Excel
Room/Program	Enrollment	Enrollment Count - Excel
Room/Program	Enrollment	Enrollment Count Room/Staff - Excel
Room/Program	Enrollment	Enrollment Grid - Excel
Room/Program	Enrollment	Enrollment Grid (Month End) - Excel
Room/Program	Enrollment	Enrollment Grid (No After School) - Excel
Room/Program	Enrollment	Enrollment Grid (Version 2) - Excel
Room/Program	Enrollment	Enrollment Grid By Funding Type - Excel
Room/Program	Enrollment	Enrollment Schedule Grid - Excel
Room/Program	Enrollment	Enrollment Summary Report - Excel
Room/Program	Enrollment	Future FTE Count - Excel
Room/Program	Enrollment	Future Head Count Report - Excel
Room/Program	Enrollment	Home Center Count - Excel
Room/Program	Enrollment	Room Assignment Change - Excel
Room/Program	Enrollment	Session Enrolled Report - Excel
Room/Program	Enrollment	SIS Summary - CSV
Room/Program	Enrollment	Unique Enrollment and Check In - Excel
Room/Program	Enrollment	Unique Enrollment Count - Excel
Room/Program	Health	Adverse Action Report - Excel
Room/Program	Health	Adverse Action Summary - Excel
Room/Program	Health	Allergy & Special Care List - PDF
Room/Program	Health	Allergy And Emergency Contacts - PDF
Room/Program	Health	Allergy/Alert - Excel
Room/Program	Health	Allergy/Alert - PDF
Room/Program	Health	Allergy/Alert - PDF - Full List
Room/Program	Health	Child Health Care Addendum - PDF
Room/Program	Health	Full Health/Allergy Details For Center - PDF
Room/Program	Health	Health Concerns - Excel
Room/Program	Health	Health/Allergy - Full List - PDF
Room/Program	Health	Immunization (Version 1) - Excel
Room/Program	Health	
Room/Program	Health	Immunization - Excel
Room/Program	Health	Immunization - PDF

Room/Program	Health	Immunization Missing Report - PDF
Room/Program	Health	Immunization Summary - PDF
Room/Program	Meals	CACFP Enrollment Summary - Excel
Room/Program	Meals	CACFP Individual Infant Meal Record - PDF
Room/Program	Meals	CACFP Meal Service Action - Excel
Room/Program	Meals	CACFP Meal Service No Selections - Excel
Room/Program	Meals	CACFP Meals Oustide Scheduled Time - Excel
Room/Program	Meals	CACFP Milk Usage Calculator - Excel
Room/Program	Meals	CACFP Participants Roster - PDF
Room/Program	Meals	Food Production - Excel
Room/Program	Meals	Food Program Weekly Tally Sheet
Room/Program	Meals	Meal Attendance Record (Version 1) - PDF - Blank
Room/Program	Meals	Meal Attendance Record (Version 2) - PDF
Room/Program	Meals	Meal Attendance Record (Version 3) - PDF
Room/Program	Meals	Meal Attendance Record - Daily Backup - Excel
Room/Program	Meals	Meal Attendance Record - Excel
Room/Program	Meals	Meal Attendance Record - Excel (Monthly)
Room/Program	Meals	Meal Attendance Record - PDF
Room/Program	Meals	Meal Attendance Record Full - Excel
Room/Program	Meals	Meal Served By Day - PDF
Room/Program	Meals	Monthly Food Spreadsheet - Excel
Room/Program	Meals	Time Meal Served - Excel
Room/Program	Misc	Center Gain Loss - Excel
Room/Program	Misc	Client Gain Loss (Monthly) - Excel
Room/Program	Misc	Client Gain Loss - Excel
Room/Program	Misc	Corporate Partnership & Local Business DIscount
Room/Program	Misc	Corporate Partnership - Excel
Room/Program	Misc	Denial NES - Excel
Room/Program	Misc	Extended Registration - Excel
Room/Program	Misc	Extended Registration Questions (Version 2) - PDF
Room/Program	Misc	Extended Registration Questions - Excel
Room/Program	Misc	Extended Registration Questions V2 - Excel
Room/Program	Misc	Facility Licensing Report - Excel
Room/Program	Misc	Lead Activity Summary - Excel
Room/Program	Misc	Lead Management Summary - Excel
Room/Program	Misc	Mera FTE By Age - Excel
Room/Program	Misc	NES Report - Excel
Room/Program	Misc	Pending Registration - Excel
Room/Program	Misc	Potential Duplicate Account - Excel
Room/Program	Misc	Rate Authorization - Excel
Room/Program	Misc	Rate Exception Summary - Excel
Room/Program	Misc	Ratio Month - Excel
Room/Program	Misc	Ratio Report - Excel
Room/Program	Misc	Recreate Audit Trail - Excel
Room/Program	Misc	Recreate Audit Trail - PDF
Room/Program	Misc	Registration Information - Excel
Room/Program	Misc	Room Report - Title XX - Excel
Room/Program	Misc	Selected Sponsors - Excel
Room/Program	Misc	Task List Summary - Excel
Room/Program	Misc	Third Party Authorization - Excel
Room/Program	Misc	Transportation Profile - PDF
Room/Program	Misc	Voucher Expiration - Excel
Room/Program	Pick Up	Authorized Pickup - PDF
Room/Program	Pick Up	Authorized Pickup Report - PDF Version 2
Room/Program	Pick Up	l
Room/Program	Pick Up	Restricted Pickup List - PDF - Full List
Room/Program	Pick Up	School Pickup - Excel
Room/Program	Roster	Activity Roster (Version 2) - Excel
Room/Program	Roster	Activity Roster (Version 2) - PDF

Room/Program	Roster	Activity Roster - PDF
Room/Program	Roster	Activity Roster - PDF - Attendance
Room/Program	Roster	Adventure Guides Event Roster - Excel
Room/Program	Roster	Adventure Guides Event Volunteer Roster - Excel
Room/Program	Roster	Adventure Guides Program Roster - Excel
Room/Program	Roster	Adventure Guides Program Volunteer Roster - Excel
Room/Program	Roster	Bus Roster - PDF
Room/Program	Roster	Bus Roster Sign In - PDF
Room/Program	Roster	Bus Roster v2 - PDF
Room/Program	Roster	Center Roster (Month) - Excel
Room/Program	Roster	Center Roster (Period) - Excel
Room/Program	Roster	Current Roster - Excel
Room/Program	Roster	Current Roster v2 - Excel
Room/Program	Roster	Enrichment Roster - PDF
Room/Program	Roster	Event Roster - Excel
Room/Program	Roster	Event Roster Version 2 - Excel
Room/Program	Roster	Facility Roster - PDF
Room/Program	Roster	Field Trip Roster - PDF
Room/Program	Roster	Flex Reg Roster - PDF
Room/Program	Roster	Program Roster - PDF
Room/Program	Roster	Registration Roster - Excel
Room/Program	Roster	Roster (by program) - Excel
Room/Program	Roster	Roster (by student) - Excel
Room/Program	Roster	Roster (by student) - PDF
Room/Program	Roster	Roster (Program Detail) - PDF
Room/Program	Roster	Roster - Excel
Room/Program	Roster	Roster - PDF
Room/Program	Roster	Roster Extended - Excel
Room/Program	Roster	Roster Extended V2 - Excel
Room/Program	Roster	Roster Report - PDF
Room/Program	Roster	School Roster - PDF
Room/Program	Roster	Semester Roster - Excel
Room/Program	Roster	Session Roster - Excel
Room/Program	Roster	Weekly Roster Sign In - PDF
Room/Program	Roster	Weekly Roster Summary - Excel
Room/Program	Roster	Weekly Roster Summary - PDF
Room/Program	Roster	Weekly Schedule Roster - Excel
Room/Program	Roster	Weekly Schedule Roster - PDF
Room/Program	Sign In	Attendance with Symptoms Record - Excel
Room/Program	Sign In	Bi Weekly SIgn In - PDF
Room/Program	Sign In	Center Sign In - Excel
Room/Program	Sign In	Center Sign In For Week - PDF
Room/Program	Sign In	Center Sign In Ver 2 - PDF
Room/Program	Sign In	Center Signin - PDF
Room/Program	Sign In	Daily Alt Sign In - PDF
Room/Program	Sign In	Daily Alt Sign In - PDF - By Grade
Room/Program	Sign In	Daily Group Sign In (Compressed) - PDF
Room/Program	Sign In	Daily Sign In - Excel - By Grade
Room/Program	Sign In	Daily Sign In - Excel - By Name
Room/Program	Sign In	Daily Sign In - PDF
Room/Program	Sign In	Dailly Sign In - PDF - By Grade
Room/Program	Sign In	Daily Sign In - PDF - By Name
Room/Program	Sign In	Daily Sign In/Out by Age - Excel
Room/Program	Sign In	Daily Sign In/Out by Age - PDF
Room/Program	Sign In	Daily Signin For Week - PDF
Room/Program	Sign In	Daily Signin For Week - PDF Version 2
Room/Program	Sign In	Daily Signin PDF Full Signature
Room/Program	Sign In	Field Trip Permission Slip - PDF
Room/Program	Sign In	Field Trip Permisson Slip (Version 2) - PDF

Room/Program	Sign In	Kiosk Sign In/Out Sheet - Excel
Room/Program	Sign In	Kiosk Sign In/Out Sheet - PDF
Room/Program	Sign In	Monthly Attendance Record - Excel
Room/Program	Sign In	Monthly Sign In - PDF
Room/Program	Sign In	Monthly Sign In (Version 2) - PDF
Room/Program	Sign In	Monthly Sign In (Version 4) - PDF
Room/Program	Sign In	Monthly Sign In - PDF - Version 3
Room/Program	Sign In	Period Sign In - PDF
Room/Program	Sign In	Room Movement Sign In-Out Sheet - Excel
Room/Program	Sign In	Room Movement Sign In-Out Sheet - PDF
Room/Program	Sign In	Room Report - Weekly AM/PM Signin PDF
Room/Program	Sign In	Sign In/Out Sheet - Excel
Room/Program	Sign In	Sign In/Out Sheet (Version 2) - PDF
Room/Program	Sign In	Sign In/Out Sheet (Version 3) - PDF
Room/Program	Sign In	Sign In/Out Sheet - PDF
Room/Program	Sign In	Weekly Center In/Out - Excel
Room/Program	Sign In	Weekly Center Sign In - Excel
Room/Program	Sign In	Weekly Sign In (Version 2) - Excel
Room/Program	Sign In	Weekly Sign In (Version 2) - PDF
Room/Program	Sign In	Weekly SIgn In (Version 3) - Excel
Room/Program	Sign In	Weekly Sign In (Version 3) - PDF
Room/Program	Sign In	Weekly Sign In (Version 4) - PDF
Room/Program	Sign In	Weekly Sign In (Version 5) - Excel
Room/Program	Sign In	Weekly Sign In (Version 6) - Excel
Room/Program	Sign In	Weekly Sign In (Version 6) - PDF
Room/Program	Sign In	Weekly Sign In (Version 7) - PDF
Room/Program	Sign In	Weekly Sign In (Version 8) - Excel
Room/Program	Sign In	Weekly Sign In (Version 9) - Excel
Room/Program	Sign In	Weekly Sign In - PDF
Room/Program	Sign In	Weekly Sign In - PDF - Version 5
Room/Program	Sign In	Weekly Sign In/Out W/Am-PM Verification- Excel
Room/Program	Sign In	Weekly Sign In/Out W/AM-PM Verification- PDF
Room/Program	Sign In	Weekly Sign In/Out-Ontario- Excel
Room/Program	Sign In	Weekly Sign In/Out-Ontario- PDF
Room/Program	Sign In	Weekly Sign In/Out-Period- PDF
Room/Program	Staff	Admin Report - Excel
Room/Program	Staff	ADP Hours Export (SHH) - CSV
Room/Program	Staff	ADP Hours Export - CSV
Room/Program	Staff	ADP Staff Tuition Export - CSV
Room/Program	Staff	ADP TImes Export - CSV
Room/Program	Staff	CACFP Weekly Time Sheet
Room/Program	Staff	California Time Sheet - PDF
Room/Program	Staff	CBSD Staff Contract - PDF
Room/Program	Staff	CBSD Staff Info - Excel
Room/Program	Staff	CBSD Staff Info - PDF
Room/Program	Staff	CCSD Employee Time Card - PDF
Room/Program	Staff	CDI Staff Credential - PDF
Room/Program	Staff	Daily Potential Payroll Issues - Excel
Room/Program	Staff	Daily Potential Payroll Issues - PDF
Room/Program	Staff	Daily Potential Violations - Excel
Room/Program	Staff	Daily Potential Violations - PDF
Room/Program	Staff	Daily Staff Hours (Care Code) - Excel
Room/Program	Staff	Daily Staff Hours - Excel
Room/Program	Staff	Daily Staff Hours - PDF
Room/Program	Staff	Daily Staff Rounded Hours - Excel
Room/Program	Staff	Daily Staff Rounded Hours - PDF
Room/Program	Staff	Duplicate DoorPin - Excel
Room/Program	Staff	Employee - Excel
Room/Program	Staff	Employee Time Card - PDF

Room/Program	Staff	Hours Export - CSV
Room/Program	Staff	Individual Training Tracking - PDF
Room/Program	Staff	Labor Actual Hours - Excel
Room/Program	Staff	Labor Hours & Wages - Excel
Room/Program	Staff	Labor Hours & Wages - Excel - Ver. 2
Room/Program	Staff	Labor Hours Comparison - Excel
Room/Program	Staff	Labor Hours Variance Report - Excel
Room/Program	Staff	Labor Report - Excel
Room/Program	Staff	Labor Rounded - Excel
Room/Program	Staff	Labor Statistics (Brightpath Kids) - Excel
Room/Program	Staff	Labor Statistics - Excel
Room/Program	Staff	Management Check Ins/Outs Adjustment Log - Excel
Room/Program	Staff	Management Check Ins/Outs Adjustment Log - PDF
Room/Program	Staff	Missing Mandated Reporter Certificate - Excel
Room/Program	Staff	Paid Time Off - Excel
Room/Program	Staff	Paycom Hours Export - CSV
Room/Program	Staff	Paycor Hours Export - Text
Room/Program	Staff	Payroll Hours Export - CSV
Room/Program	Staff	SSH Employee Time Card - PDF
Room/Program	Staff	Staff Attendance Report - Excel
Room/Program	Staff	Staff Availability - Excel
Room/Program	Staff	Staff Certificate - Excel
Room/Program	Staff	Staff Certificate Expire - Excel
Room/Program	Staff	Staff Certificate Expire - PDF
Room/Program	Staff	Staff Data- PDF
Room/Program	Staff	Staff Details - PDF
Room/Program	Staff	Staff DPW Audits - PDF
Room/Program	Staff	Staff Letter
Room/Program	Staff	Staff Payroll (ECS-PUF) - CSV
Room/Program	Staff	Staff Payroll - CSV
Room/Program	Staff	Staff Payroll - CSV (OuiPay)
Room/Program	Staff	Staff Payroll Control - Excel
Room/Program	Staff	Staff Payroll Control - PDF
Room/Program	Staff	Staff Payroll Control Detail - Excel
Room/Program	Staff	Staff Payroll Control Detail - PDF
Room/Program	Staff	Staff Payroll Control Detail WIth Wages - Excel
Room/Program	Staff	Staff Payroll Control Detail WIth Wages - PDF
Room/Program	Staff	Staff Payroll TimeSheet- Excel
Room/Program	Staff	Staff Records Grid-Star 4- PDF
Room/Program	Staff	Staff Schedule Report - Excel
Room/Program	Staff	Staff Sign In by Category - PDF
Room/Program	Staff	Staff SignIn Job Sheet- PDF
Room/Program	Staff	Staff Summary Export - CSV
Room/Program	Staff	Summary of Individual Training Tracking - Excel
Room/Program	Staff	Teacher Attendance Detail - Excel
Room/Program	Staff	Teacher Attendance Detail - PDF
Room/Program	Staff	Teacher Roster - Excel
Room/Program	Staff	Time Sheet (Rounded) - PDF
Room/Program	Staff	Violation Summary - Excel
Room/Program	Staff	Violation Summary - PDF
Room/Program	Staff	Wage Enhancement Export - CSV
Room/Program	Staff	Weekly Payroll - Excel
Room/Program	Third Party Agency	Ccis Pelican - XML
Program	Operational Reports	Room/Program Report
Program	Operational Reports	Current Week Roster Report - Excel
Program	Operational Reports	Current Week Roster Report - PDF
Program	Operational Reports	Current Month Roster Report - Excel
Program	Operational Reports	Available Merged Documents
Program	Executive Reports	Room/Program Count

Program	Executive Reports	Category Room Count
Program	Executive Reports	Program/Room Pending
Program	Executive Reports	Weekly Reconciliation Report
Program	Executive Reports	Registration Information Report
Program	Executive Reports	Category/Program Trend Report
Payment	Operational Reports	Payments
Payment	Operational Reports	Outstanding Balance
Payment	Operational Reports	Payment Allocations
Payment	Operational Reports	Year End Family Payment
Payment	Operational Reports	Credit Card Transactions
Payment	Operational Reports	AutoPay Status Report
Payment	Operational Reports	Declined AutoPay Payments Report
Payment	Executive Reports	Payment Program/Room History
Payment	Executive Reports	Batch and Report
Payment	Executive Reports	Payment History Statistics
Payment	Executive Reports	Payment Forecast Report
Payment	Executive Reports	Financial Report
Child	Operational Reports	Immunization Report
Child	Operational Reports	Adverse Action Report
Child	Operational Reports	Birthday Rate Change
Child	Executive Reports	Meal Counts
Child	Executive Reports	Room Attendance
Child	Executive Reports	Age Range
Miscellaneous	Operational Reports	Statement Summary
Miscellaneous	Operational Reports	Auto Payment
Miscellaneous	Operational Reports	Staff CPR Alerts
Miscellaneous	Executive Reports	Student/Child Directory
Miscellaneous	Executive Reports	Create Custom Reports
Batch Job Audit	N/A	Batch Job List
Financial	Adjustments	Adjustment General Ledger
Financial	Adjustments	Detail Adjustment Report - Parent
Financial	Adjustments	Detail Adjustment Report - Sponsor
Financial	Adjustments	GL Adjustment Transaction Report - Combined
Financial	Adjustments	GL Adjustment Transaction Report Split - Combined
Financial	Adjustments	Monthly Fee Tracking - Excel
Financial	Aging	A/R Aging Report
Financial	Aging	Age and Income Analysis Report - Excel
Financial	Aging	Aging By Center Report - Excel
Financial	Aging	Aging by Program Center - Excel
Financial	Aging	Cash Receipts - Excel
Financial	Aging	Family Aging by Program Center - Excel
Financial	Aging	Family Aging by Program Center - PDF
Financial	Aging	Family Aging Report - Excel
Financial	Aging	Family Aging Report - Excel One Tab
Financial	Aging	Family Aging Report - PDF
Financial	Aging	LIFO Aging Report - Excel
Financial	Aging	LIFO Family Aging Report - Excel
Financial	Aging	Receivable Aging Report - Excel
Financial	Aging	Receivable Aging Report - Excel-Version-1
Financial	Aging	Third Party Account Aging Summary Report - PDF
Financial	Aging	Third Party Aging - Excel
Financial	Aging	Third Party Aging - PDF
Financial	Balance and Collection	Accounts Receivable Report - Excel
Financial	Balance and Collection	Accounts Receivable Report - PDF
Financial	Balance and Collection	Accounts Receivable Report-Ver 2 - Excel
Financial	Balance and Collection	Accounts Receivable Report-Ver 2 - PDF
Financial	Balance and Collection	Accounts Receivable Report-Ver 3 - PDF
Financial	Balance and Collection	Agency Outstanding Balance Report - Excel
Financial	Balance and Collection	Agency Outstanding Balance Report Version 2 - Excel

Financial	Balance and Collection	Balance Due Report
Financial	Balance and Collection	Collection
Financial	Balance and Collection	Collection - Compressed
Financial	Balance and Collection	Collection - Version 2
Financial	Balance and Collection	Collection Copay-PVT - Compressed
Financial	Balance and Collection	Collection Report - By Center
Financial	Balance and Collection	Daily Cash Balance Detail - Excel
Financial	Balance and Collection	Daily Cash Balance Report - PDF
Financial	Balance and Collection	Daily GL Detail - Excel
Financial	Balance and Collection	Discount Statistics - Excel
Financial	Balance and Collection	Family Balance Report
Financial	Balance and Collection	General Ledger Posting - Excel
Financial	Balance and Collection	General Ledger Posting - PDF
Financial	Balance and Collection	General Ledger Summary - Excel
Financial	Balance and Collection	GL Summary by Center - Excel
Financial	Balance and Collection	Monthly Center Summary - PDF
Financial	Balance and Collection	Monthly GL Summary - Excel
Financial	Balance and Collection	Monthly GL Summary - PDF
Financial	Balance and Collection	Outstanding Balance by Program Center
Financial	Balance and Collection	Outstanding Balance Report
Financial	Balance and Collection	Summer Activity Fee Allocation - Excel
Financial	Balance and Collection	Third Party Balance Report - Excel
Financial	Balance and Collection	Trial Balance
Financial	Balance and Collection	Trial Balance (Agency/Parent only)
Financial	Balance and Collection	Trial Balance (Agency/Parent only) - PDF
Financial	Balance and Collection	Trial Balance - Expanded
Financial	CCRL	Cash Check Receipt Log (CCRL)
Financial	CCRL	Cash Check Receipt Log (CCRL) - Employee
Financial	CCRL	Cash Check Reciept Log (CCRL) - Version 2
Financial	CCRL	Cash Check Reciept Log (CCRL) - Version 3
Financial	CCRL	Cash Check Reciept Log (CCRL) - Version 4
Financial	Deposit	Batch Deposit Report - PDF
Financial	Deposit	Deposit By Type - Tax Credit Report
Financial	Deposit	Deposit By Type Report
Financial	Deposit	Deposit Summary Report
Financial	Deposit	LIFO Deposit by Type Report
Financial	Detail	Sponsor - Parent Detail - Excel
Financial	Detail	Statement Detail/Sponsor Detail
Financial	Detail	Statement Detail/Sponsor Detail - Imported Date
Financial	Export/Upload	Financial GL Export - Excel
Financial	Export/Upload	GL Export (IFAS) - CSV report
Financial	Export/Upload	GL Export (YMCA) - CSV
Financial	Export/Upload	GL Export for Intacct
Financial	Export/Upload	GL Payment Export - CSV
Financial	Export/Upload	GL Summary Upload - CSV
Financial	Export/Upload	GP Export - CSV
Financial	Export/Upload	GP Export Summary - CSV
Financial	Export/Upload	MAS 500 GL Export - Excel
Financial	Export/Upload	NetSuite GL Upload - CSV
Financial	Export/Upload	Orchard GL
Financial	Export/Upload	Peachtree G/L Export
Financial	Export/Upload	Quick Books Export - CSV
Financial	Misc	Allocation Mismatch Report - Excel
Financial	Misc	Bad Debt - Excel
Financial	Misc	Charges and Credits - PDF
Financial	Misc	Charges and Credits By Center - PDF
Financial	Misc	Charges and Credits by Family Center - PDF
Financial	Misc	Charges and Credits Detail - Excel
Financial	Misc	Charges and Credits Detail By Center - Excel

Financial	Misc	Charges and Credits Detail by Family Center -Excel
Financial	Misc	Combined Detail - Excel
Financial	Misc	Coupon Report - Excel
Financial	Misc	Discretionary Discount Report - Excel
Financial	Misc	Financial Assistance Report - Excel
Financial	Misc	In Sequence Report
Financial	Misc	Mera FTE - Excel
Financial	Misc	Multi Payer Tax Statement
Financial	Misc	NetSuite Control - Excel
Financial	Misc	NetSuite SubLedger - Excel
Financial	Misc	Parent Payment Reporting Group - Excel
Financial	Misc	Pre Bill Report - Excel
Financial	Misc	Private Pay Revenue Only - Excel
Financial	Misc	Registration / Re-Registration Report - Excel
Financial	Misc	Subsidy Report - Excel
Financial	Misc	Subsidy Report - PDF
Financial	Misc	Third Party Family Copay - Excel
Financial	Misc	Third Party Family Copay - PDF
Financial	Misc	Weekly Indicators Report - Excel
Financial	Payments	Allocated Third Party Payment Report - Excel
Financial	Payments	Allocated Third Party Payment Report - PDF
Financial	Payments	Auto-Pay Processing Results - Excel
Financial	Payments	Autopay Holder Report - Excel
Financial	Payments	Cash Center Report
Financial	Payments	Decline List Report
Financial	Payments	Detail Payment Report - Parent
Financial	Payments	Detail Payment Report - Sponsor
Financial	Payments	Monthly EasyDraft Payments
Financial	Payments	PAD Amount Check
Financial	Payments	PAD Worksheet - Excel
Financial	Payments	Payment Allocation by Category - Excel
Financial	Payments	Payment Correction Report - PDF
Financial	Payments	Payment Summary By Family - Excel
Financial	Payments	Payments Ledger WYC - Excel
Financial	Payments	Prepaid Deposit Balance - Excel
Financial	Payments	Settlement/Allocation By Room Report - Excel
Financial	Payments	Settlement/Allocation Report - Excel
Financial	Payments	Third Party Allocation Error - Excel
Financial	Payments	Third Party AR Detail Report - Excel
Financial	Payments	Third Party AR Detail Report - PDF
Financial	Payments	Third Party Refund - Excel
Financial	Payments	Third Party Refund - PDF
Financial	Payments	Unallocated Third Party Payment Report - Excel
Financial	Payments	Unallocated Third Party Payment Report - PDF
Financial	Payroll	Payroll Deduction Outstanding Report
Financial	Payroll	Payroll Deduction Report
Financial	Revenue	Future Billings Detail Report - PDF
Financial	Revenue	Adventure GUide Headcount and Revenue
Financial	Revenue	Billing Summary Report - Excel
Financial	Revenue	Deferred Revenue - Excel
Financial	Revenue	Detail All Revenue Report - Combined
Financial	Revenue	Detail All Revenue Report - Parent
Financial	Revenue	Detail All Revenue Report - Sponsor
Financial	Revenue	Detail FTE Revenue Report - By Age Group
Financial	Revenue	Detail Revenue Report - By Age Group
Financial	Revenue	Detail Revenue Report - Combined
Financial	Revenue	Detail Revenue Report - Employee
Financial	Revenue	Detail Revenue Report - Parent
Financial	Revenue	Detail Revenue Report - Sponsor

Financial	Revenue	Detail Revenue Report Version 2 - Combined
Financial	Revenue	Detail Revenue Report Version 2 - Parent
Financial	Revenue	Detail Revenue Report Version 2 - Sponsor
Financial	Revenue	Employee Student Revenue - Excel
Financial	Revenue	Future Billings Detail Report - Excel
Financial	Revenue	Future Billings Summary Report - Excel
Financial	Revenue	Future Billings Summary Report - PDF
Financial	Revenue	Future Revenue Report
Financial	Revenue	Future Revenue Report - Monthly
Financial	Revenue	Grant Revenue - PDF
Financial	Revenue	Manual Adjustment Report - Excel
Financial	Revenue	Monthly Revenue Summary - Excel
Financial	Revenue	Rate Discount Extended Report
Financial	Revenue	Rate Discount Extended Report
Financial	Revenue	Rate Discount Report
Financial	Revenue	Receivable Journal Summary
Financial	Revenue	Revenue Dashboard - Excel
Financial	Revenue	Revenue Dashboard YTD - Excel
Financial	Revenue	Revenue FTE Report
Financial	Revenue	Revenue General Ledger
Financial	Revenue	Revenue Summary Report
Financial	Revenue	Revenue Summary Report Version 2
Financial	Revenue	Revenue WYC - Excel
Financial	Revenue	Schedule/Billing Summary - Excel
Financial	Revenue	Specific Charge/Credit Summary One Sheet Report - Excel
Financial	Revenue	Specific Charge/Credit Summary Report - Excel
Financial	Revenue	Tuition - Excel-Version 2
Financial	Revenue	Tuition Category Comparison - Excel
Financial	Revenue	Weekly Progress - Excel
Financial	Roll Forward	Roll Forward
Financial	Roll Forward	Roll Forward - Active Only
Financial	Roll Forward	Roll Forward - Period
Financial	Roll Forward	Roll Forward - Range

Procare SOLUTIONS

September 18, 2023

To whom it may concern:

We are providing this letter in connection with Procare Solutions service auditors' report on description of DayCareWorks and SchoolCareWorks childcare software services system, throughout the period April 01, 2022 to September 18, 2023, and the suitability of the design and operating effectiveness of controls to achieve the related control objectives as stated in the description.

In the service auditor's report, Procare Solutions provided an assertion about the fairness of the presentation of the description and suitability of the design and operating effectiveness of Procare's Solutions controls to achieve the related control objectives stated in the report. We recognize that, as members of management of Procare Solutions, we are responsible for preparing the description and for the assertion, including the completeness, accuracy, and method of presentation of the description and the assertion, providing the services covered by the description, specifying the controls and stating them in the description, identifying risks that threaten the achievement of the criteria, selecting the criteria, and designing, implementing, and documenting controls to achieve the related control objectives stated in the description.

We believe the description and assertion provided in the service auditors' report presents fairly, in all material respects, those aspects of Procare Solutions system that may be relevant to user entities, and the independent auditors of such user entities, who have a sufficient understanding to consider it, along with other information including information about controls implemented by user entities themselves, when assessing the risks of material misstatements of user entities' financial statements for the period April 01, 2022, to September 18, 2023.

We are not aware of any changes to the system and control environment during the period from April 01, 2022, to September 18, 2023, that would have a material adverse effect on the description and assertion as described in the service auditors' report.

Sincerely,

Tony Bisulca

Tony Bisulca

Director Security and Compliance