

Managing APT - Webinar #3



Questions & Answers

Rachel - Actually the ministry requires you to spread the 20hrs across the days - although its not in the hand book they highly recommend and the auditors would not look favourably upon it not being done :)

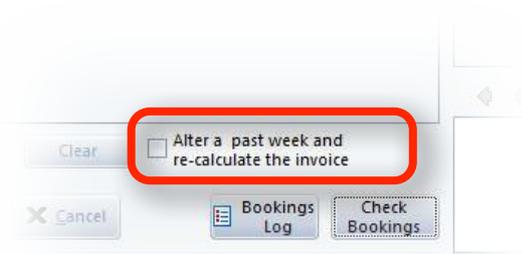
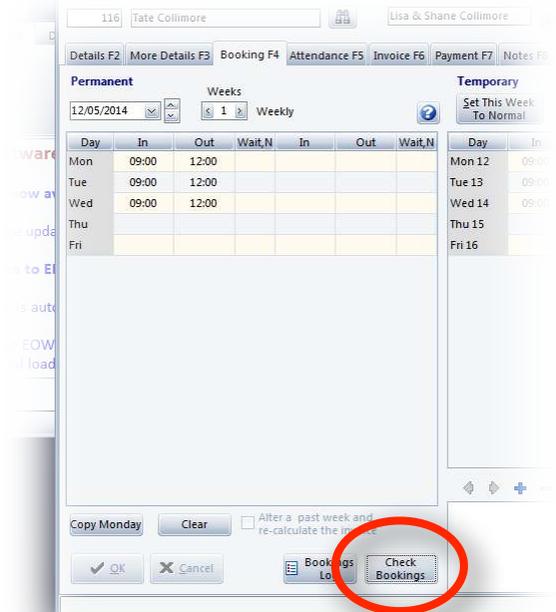
Quite right! It's been the subject of a number of animated discussions in workshops over the last few years - because it means a lot of alterations in weeks with statutory holidays in them (if you still wish to claim the hours). And of course APT then allowed you to ignore splitting the hours across the week and claimed the hours automatically. But the basic logic behind needing the hours split is that the MOE want the caregivers to be deciding on the hours they attest to - not the services. So they want the attestation in APT to be exactly the same as the signed form. If we let APT decide (ie. we don't split the hours) then APT will claim the first available hours in the week. And of course that may well be different from the caregiver's attestation.

Many centres mitigate the statutory holiday issue by getting families of full time children to attest their hours on Tuesday to Friday (6,6,6,2) and leave Monday out. They do this because most statutory holidays fall on a Monday.

Carol - To Check Booking for the whole centre, do you click on any child?

Yes. One of the small anomalies in APT... The Check Bookings button appears in each child's Booking F4 tab but checks the bookings for all children when you click it.

Kate - Can we backdate a funding override within the current funding period?



Yes you can, but you would need to rollback APT to have the back-dating take effect. If (as is likely) the backdate just affects one child, use the option in the Booking tab to 'Alter a past week and re-calculate the invoice' option. That will save rolling back everyone (with the attendant risk).

Frances - Can we have 2 different passwords for 2 operators? So that the log file will appear with 2 operators on it?

The answer is No and Yes! :) APT doesn't allow us to have separate password access for different people (to the same features). So if we put a password on opening APT, everybody who opens APT needs to have that same password. But the log files don't take the name of the user from the password anyway - it takes it from the Windows account that is being used (the login when you start Windows). So if you give your operators separate Windows accounts you will see each operator appear in the log files alongside their activities. It means you need to have each operator log out of Windows when they are finished - which may not be practical in a busy centre!

Tanya - I also use the weekly bookings report to check our Projected to Attend numbers for checking for relief staff requirements over a whole week.

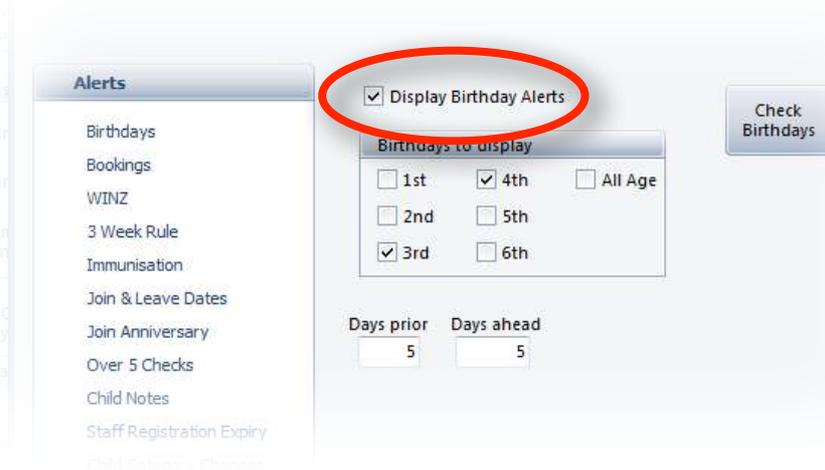
Great! Yes, just by selecting Projected to Attend, Booked options in Vacancy Enquiry before opening the Weekly Bookings report will give you a report to do exactly that. Thanks for the reminder.

Yvonne - Do we have to print this report out? Is it a requirement for MOE Audit?

I'm assuming you are referring to the Frequent Absence report. As far as I know, there is no requirement as such to print the report, but to me it makes sense to do so. It tells you of the frequent absences arising, it shows you are complying with the MOE requirement to 'notice' absences at the end of the first month (just by having it printed and on file), and you could conceivably use it for parents to sign (to reconfirm their bookings) at the end of the second month. So it's just a valuable report all round and I think worth printing (and monitoring).

Della - Do you have to keep selecting the warnings (Child Alerts) again when you roll the week. I seem to have to go into it each week otherwise the warnings don't seem to come up.

No, the Child Alert warnings will stay on as long as their tickbox is selected in the Children's Details, Options tab. If it is not there after a rollover I would go looking for staff having turned it off (personally I find child alerts quite annoying so I would be guilty of that!). :)



Della - The funding is for only 6hrs a day from the MOE we are open for 7 hrs a day if a child has a booking for 7 hrs but usually only come for 6 would I still lose funding?

No, and in fact I'm pretty sure APT won't give you a frequent absence warning for hours in that case. The MOE is only concerned with the 6 hours it funds.

Tanya - If a child is booked to attend 9 - 5 and attends 9 - 3 it wouldn't effect the funding as you can only claim for 6 hours anyway. Someone suggested there may be a button/tick box in that report set up something about 6 hours attendance?

See the answer above. I'm not aware of any tick box such as you describe - my understanding is you will only be alerted to children who fall inside the 6 hour funding window. (There is a tickbox in the Frequent Absence report to filter out warnings for less than 2 months - gets rid of the clutter of warnings with a '1' on them that require no action from you).

Love to hear from anyone that knows about that tick box...

Janis - How do you then decide to whom the funding is allocated? Or do you just lose the money? What if the family insist they want the longer hours?

I'm assuming this relates to the frequent absence/funding override. If a child breaches the frequent absence rules for more than 3 months consecutively, then you have no choice but to either alter their booking, or put in a funding override to stop claiming funding when the child is absent (or of course to replace the child altogether!). So I'm sorry to say the answer is you just lose money... :(

It is very common to have families booking for longer hours than they attend - which puts the centre in the hot seat. The MOE will not fund (inside the 6 hours per day limit) children who routinely don't turn up for their bookings - if they did every centre would book all children in for 6 hours a day!! But on the other hand, working parents want the flexibility - especially rotating shift workers (like aircrew) - and centres must accommodate them or lose clients. I have had many centre operators tell me "but the parents are happy to pay!". As you will recall from the webinar, what the parents are prepared to pay for is nothing to do with the MOE - to put it bluntly, they don't care (any more than parents care what the MOE pays us)! So it's a case of assessing if the reduced funding for the child is worth accepting (and putting in funding overrides), or perhaps if the fees for such children need to be higher, or if you wish to end the child's attendance and replace them with another. Of course those are questions that can't be answered here.

Janis - Does it record if it goes over 4?

The frequent absence report warnings go as far as '4' and stay there.

Janis - An RS7 report - can it be printed without submitting it to be sure it is accurate?

Absolutely. You can print it at any time, and I would encourage you to do so. You will get warnings normally about incomplete data entry - just press on through them and you'll get the report.

Janis - Odd question here ... how many hours should the APT operator be spending on data input and reporting each day/week to be doing it right? Rough idea on 70-odd families, how many hours would be too few (not doing enough work) or too many (taking too long, and not efficient)? Just a rough idea-ish. :-)

That's a hard question! Obviously there is no 'right' answer, but I would feel that if APT is well integrated, and all its features are being used efficiently, then it shouldn't be a full time job by any means. Of course it depends on how many new enrolments are coming in, how many alterations to 20 Hrs ECE are being required, how regular the staff roster is, how families pay, etc., but on the other hand it is not a big job to print day sheets, enter attendance and email out invoices. I would hazard a very rough guess at 4 hours a day?? Love to hear any other ideas...

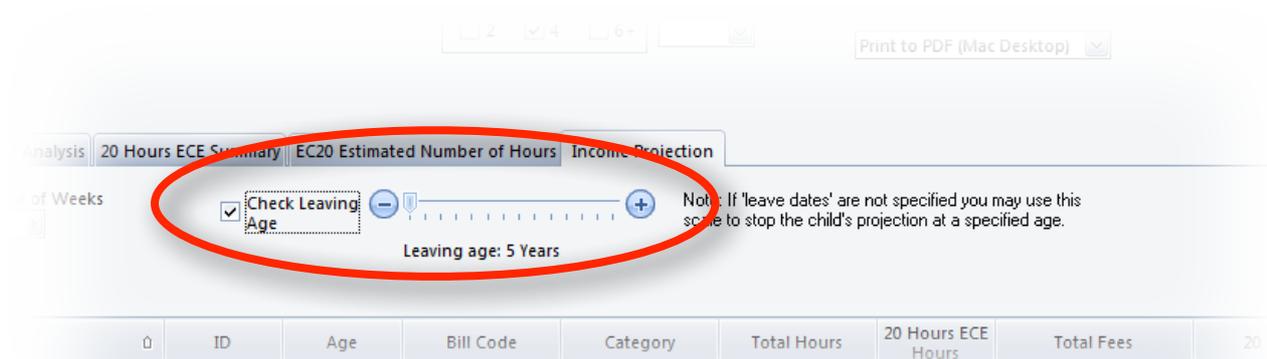
Janis - I was told income projection is only accurate for 1 month ahead....

And that is probably right in a sense. The Income Projection report is based on the current permanent bookings, and of course they get more and more unreliable the further into the future you go. But of course it depends on your own circumstances - how settled your enrolments are. Perhaps the best answer is that the Income Projection report is never accurate!

Kate - Income Analysis - Does it drop children off when they reach 5 (or 6)? Is the "20 Hours" for 3 & 4 year olds only or does it continue for 5 year olds who remain in childcare? So, does the funding amount change when they reach 5? Just how accurate is it when looking months, or a year, into the future? I realise that it can't "crystal ball gaze" and predict future enrolments, but if it drops children off and / or changes funding and fee rates as a child gets older (under 2 to over 2 to 3 yrs on 20 hours etc) it will, at best, give a skewed income projection won't it?

The Income Projection report can only work based on the information it has at the time - all the children's ages, permanent bookings, their 20 Hrs ECE attestations already in APT, their Optional Charges (if applicable) and permanent Addons. It just projects that all forward.

One of the features I didn't mention is the Check Leaving Age:



If this is selected the income projection will drop off the children at the specified age (using the slider). This gives what I call a 'death dive' projection - leaving children are not replaced (unless the child is in APT already with a future join date). So the centre eventually runs out of children!

If the tickbox is unchecked, APT ignores leaving ages and assumes all the children stay at the centre for ever! It's a rough way of calculating forward using the assumption that all leaving children will be replaced.

Funding for EC stops on a child's 6th birthday, or when they enrol at a school. There is no difference in the funding, or 20 Hrs ECE, for 3, 4, or 5 year olds.

Any income projection is going to be only as good as the information used to create it. If your centre is very stable in its roll and booked times then it is likely to be quite useable. If you have lots of variables, changing all the time, then it will be less so.

Correction to Q&A - Webinar 1

Kate - Re: Changing billing codes. Can they be effective part way through a week? e.g. if a child turns 2 and the rates change?

At the time I said 'The billing code will take effect on the exact date set in the Date Effective column.' That is not correct. The Date Effective for a billing code defaults to the Monday of the week selected, so the correct answer is that it is not possible to split a child across billing codes in the middle of the week. My apologies for not thinking about that question enough. Thanks for pointing that out Kate!

And thanks again for your questions everyone. We hope you found the webinars useful - and we'll look forward to receiving copies of everyone's Management Plans!