This document is a writing sample submitted by Caitlyn Johnston.

✧ The audience this is intended for is non-technical Administrators and site managers. The management at Nulinx International, Inc. has chosen to adopt a non-standard technical writing style for all manuals, help files and training material to increase their comfort with the database.

✧ Nulinx International, Inc. management has also opted for a non-standard technical writing style, as the target audience is non-technical social workers in government Community Action and Head Start programs.

✧ Please note in the child care industry, there are standard terms that normally are considered misspellings:

- o Waitlist
- o Overincome

COPA Tips and Tricks, with a Quiz

22 May 2014

Now that you've been using COPA for a while….

This manual invites Admin- and Manager-level users into an informal conversation troubleshooting common concerns as well as assessing their knowledge of the database.

This manual assumes users have a basic knowledge of COPA. If more guidance is needed, please see the **COPA Overview** document.

About This Guide

This guide is designed to help you get started with COPA. After an initial overview, we take you through an in-depth look at each major functional area of the software. To understand how COPA works, we have devised the following graphics and symbols for this User Guide:

Navigation. Arrows in the text indicate a navigational option. For example, **Child > Data Sheet > Program Information > Additional Information** indicates to go to the Program Information section of the Child Data and scroll down to the Additional Information Section.

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Click on an item below to jump to that section.

1. Assessment Questions are Out of Order in Reports

Because this is a computer system, it reads numbers straight as they are entered, and will display them accordingly, like this:

1

10

11

2

20

21

3

4…

In order to get them to be displayed in the expected order, they need to all be entered as double digits, like this:

01

02

03

…

09

10

11

2. Updating Assessment Tools

This is done in SuperAdmin > Assessment Tool Setup.

For an Assessment Tool that has already been used
(For example, in an established database where children, families or staff have already been assessed)

Adding questions to an assessment tools changes its nature, and will change the Assessment Tool for all years past it's been in use. This will skew the entered results.

◈ **Best Practice Tip:** Deactivate this assessment tool and set up its new version as a separate tool. This will preserve the integrity of the data collected.

For an Assessment Tool that hasn't been used yet
(For example, in a new database with no data entry yet)

The numbers are required to enter new questions, so to insert a new question into a section, the entire Assessment Tool needs to be re-numbered from that point forward.

For example: There are 10 questions TOTAL (not just for this section). A new question needs to be entered after number 3, becoming the new number 4.

- Since there is already a number 4, COPA will disallow this.

    1. Take the existing number 4 and give it a new number well above the highest number. Since there are 10 questions, renumber Question 4 to 24.

    ◈ **Best Practice Tip:** The 4 in the 24 will remind you what its original position was.

        - Question 5 becomes 25. Question 6 becomes 26, etc.

    2. Enter the new questions.

    3. Re-edit the questions' numbers into their new order.

3. Correcting Enrollment Records

◈ **Best Practice Tips:**

- If ONLY either the Program model or Program Option is wrong, and the child is Currently Enrolled, just edit the Program Information section;

- Note that the first Desired Center cannot be edited if the child is Currently Enrolled; **however**, if it is wrong, set the *second* Desired Center drop-down menu from "All" to the correct one. When the child is later Waitlisted, the first one can then be edited.

- If the child transitions to a new program model, but stays in the same class, Waitlist the child, change the Program model/option and re-enroll back into the class.

- If children were Waitlisted or Terminated when they shouldn't have been, just go to **Child > Enrollment Information – EDIT** and Delete the Last Record. This will put him/her back in the class.

Please impress upon your users to never touch this information. It's this child's eligibility history and (as you will see) getting it back is a huge deal.

Snap shots can only be created by moving a child from the Waiting List to the Eligible Accepted List. Here's what you'll have to do.

You'll need to delete the last enrollment record, re-Waitlist her, edit ALL Eligibility information BACK to the way it was at the time she was accepted, including Eligibility Points Criteria in SuperAdmin, then re-accept her, and finally re-enroll her.

1. Go to the **CHILD > Enrollment Info** at the bottom of the page. Note the date of the enrollment. You'll need this later when you re-enroll her.

2. Click the Pencil Edit icon.

3. On the next page, click the "Delete Last Record" link. COPA will ask you to confirm the deletion. Remember, all deletions in COPA are permanent, so be sure this is the right thing to do.

   - **NOTE:** If the child has attendance records, you will have to delete these first. COPA will let you know.

   - If this is the case, you'll need a list of those attendance records. Go to **CHILD > Child Reports > Child Daily Meal Count / Attendance / Absentee Report**. Run it for each month, and print it out.

     ○ You will need to re-enter this once the child is re-enrolled in the correct location.

     ○ IF, in **SuperAdmin > Absentee Reasons** there is a default reason, be sure to change it to "None", or you won't be able to do the next part.

- Then, go to each week in the class the child has attendance, and mark the child absent. It's also important to give the child an Absentee Reason of "Please Select", AND remove any follow-up information, or you still will not be able to delete the enrollment record.

4. Go back to **CHILD > Enrollment Info > EDIT > Delete Last Record**. If you still can't do it, rerun **CHILD > Child Reports > <u>Child Daily Meal Count / Attendance / Absentee Report</u>** and find which Attendance records were missed.

5. Once the Enrollment Records are deleted, the child will be back on the Eligible/Accepted List.

6. Move her to Ineligible, and then from Ineligible, to the Waiting List.

7. Edit <u>ALL</u> Eligibility information BACK to the way it was at the time she was accepted, including Eligibility Points Criteria in SuperAdmin.

  - Number in Family
  - Family Income
  - Disability Status
  - Homeless status
  - Foster Status
  - **SuperAdmin > Eligibility Points Criteria** and Poverty Level Guidelines for their Number in Family in the **Family Data Sheet > Primary Caregiver General Information > # in Family**.

8. Re-Accept and Re-Enroll her using the same enrollment date of the record that had been deleted.

9. Re-enter all the attendance in the new class so it matches the print-outs.

10. Go back to **SuperAdmin > Absentee Reasons** and change the default back to what had been previously selected.

11. Edit <u>ALL</u> eligibility parameters BACK to the way they were as if they are <u>current</u>.

  - Number in Family
  - Family Income
  - Disability Status
  - Homeless status
  - Foster Status
  - **SuperAdmin > Eligibility Points Criteria** and Poverty Level Guidelines for their number in Family.
  - Redo any further enrollment records.

4. De-Activating Agencies, Sites and Classes

The easiest way to do this is:

1. This is best done after Rollover, but before the database is UNblocked.

2. Rollover the database Over with ALL families NOT receiving services.

   - Services can be batch-started later in **ADMIN > Start Services/Archive Families**.

   - If there is even ONE family receiving services at the old location neither the Agency nor Site can be de-activated.

The more difficult way to do it is to manually disenroll or transfer all the kids to their new classes, and manually stop services or transfer the families to the new location, then **Deactivate** the Agency/Site.

   - This way leaves a lot more margin for missing the odd individual which will prevent the closure of the location.

Classes

If a class needs to be closed during the school year, but cannot be de-activated due to enrolled children, determine if they should have been enrolled this year or not.

If this is correct and their enrollment history is right:

The children just need to be moved out of the class, and the class can be closed after Rollover, but before the database is unblocked.

1. Remove the children from the class.

2. ◈ **Best Practice Tip:** In the **ADMIN > (Agency) > (Site) > Class Profile**, edit the name of the class to have "zDo Not Use –" as the first part of the name.

   Example: zDo Not Use – Butterflies AM

   - The "z" will place it at the bottom of any drop-down menu, ostensibly out of the way for users. This will help prevent them from accidentally selecting it even though it's been labeled not for use

   - Also, change the capacity to zero. This will prevent users from continuing to enroll kids there by mistake.

3. After Rollover, and before the database is Unblocked, change the name back to its original, e.g. "Butterflies AM", and deactivate it.

   - Note that this is listed in the Rollover Document in the Checklist.

If this is wrong and they never should have been enrolled in this class this year:

The enrollment records need to be deleted. To do this, the attendance must be deleted, Then, the children need to be re-enrolled in the correct classes, and the attendance must be re-entered.

1. For each child, go to their **Child > Child Reports > Child Daily Meal Count / Attendance / Absentee Report**. Run it for the entire time from when s/he was enrolled in the class in question, to now, and print it.

   - This might include another class, if the child was already transferred from the closing class to a new one.

   - There's no need to print records that are prior to those of those in the closing class.

2. Go to the class attendance page and remove all attendance data, including the Absentee reasons, Follow up data, and Comments.

   - If any of this is missed, COPA will not allow the deletion of the enrollment records.

   - ◈ **Best Practice Tip:** Go back to the **Child > Child Reports > Child Daily Meal Count / Attendance / Absentee Report** and rerun it and check for any missed attendance data.

3. Go to **SuperAdmin > Activation & Mandatory Controls**, and ensure the box is Unchecked for "Do not allow Child and Family deletion, if an enrollment record exists".

4. Go to **Child > Enrollment Info – EDIT** and click "Delete Last Record". Repeat this step until the enrollment in the closing class is gone.

5. Enroll the child into the correct class, with the correct original date. Some children may need to be re-transferred back into their most recent class.

6. Re-enter all the attendance data.

7. Go back to **SuperAdmin > Activation & Mandatory Controls**, and ensure the box is checked for "Do not allow Child and Family deletion, if an enrollment record exists".

5. Deleting Duplicate Children and Families

1. Keep the child with the oldest enrollment records.

   - You will need to create enrollment records for her that are identical to the new, duplicate child.

   - Ensure this "older" child has all the same medical records, case notes, etc as the newer child.

   - For the child that needs to be transferred to a new family, go to the **Child**

> **Sp. Case** page. In the bottom section, enter the ID number of the family where needs to go, and click TRANSFER CHILD.

- If there is no Sp. Case sub tab, submit a support ticket requesting it.

2. Delete the newer child.

3. Of the two families, the one with the oldest enrollment records need to be kept. Transfer the child if necessary.

- Create enrollment records for the family that are identical to the newer family's enrollment for this year.

- Ensure the family you're keeping has ALL the same records for visits, goals, etc. as the newer one.

- Double check the contact, demographic and income info.

4. Delete the new one. (COPA will not allow you to delete a family that has a child).

5. Correct the spellings for the one you're keeping.

REMINDER: All deletions in COPA are permanent. If accidentally deleted, all records including enrollment, medical exams, case notes, etc – all of it – will also be deleted. If this is a mistake, the profile must be re-created and ALL the data re-entered.

6. Deleting Volunteer Profiles

Individual volunteers' profiles can only be deleted if they have no records of volunteerism entered, e.g. they have no records of having volunteered, made any donations, or inkind.

On the **AGENCY Tab > Volunteer Tracking > Add/Edit Volunteer** page, volunteers that have no records deleted will have a Delete link in their rows.

- COPA will ask that the deletion be confirmed.

- Click the Delete link to proceed.

REMINDER: All deletions in COPA are permanent. If accidentally deleted, the profile must be re-created and ALL the data re-entered.

7. Enrollment Date Error Messages

When trying to enroll a child, and there's an error message, it is most commonly specific to a given child, however there are five areas to check.

Note that it could be more than one of these.

- **Child > Program Information > Days of the Week.** UNchecked boxes mean a Non-School Day for the child.

- **ADMIN > Agency > Site - Class Profile:** DO they have a day off each week?

- **ADMIN > Universal Class Start/End Update:** Is the day chosen for enrollment within the class's operating period?

- **SuperAdmin > Days of Operations Settings:** Does the chosen enrollment date fall on a Non-Operational day or period?

- **AGENCY (or SITE Tab) > Agency > Site > Class - Attendance.** Has someone set that day as one of the three non-class's day options?

8. Major Updates

Major Updates are down roughly quarterly. Updates include bug fixes, new features and reports, and enhancements. All clients are notified when updates occur via the Update Document release notes, and generally via the little frame on the log in page, below the user name and password fields.

Announcement notice also appear in the pop up announcement when you log in. If you don't have this pop up announcement notice, please go to **SuperAdmin > Activation & Mandatory Controls > Activate Pop-up Screen upon Login** and ensure the box is checked.

The Update Document lists the significant changes and is posted in the **SUPPORT > Update Document** section.

9. Password Safety

There are no specific requirements for passwords, but here are some standard rules of thumb. These are standard in the IT industry.

- Passwords should to be at least 5 - 8 characters. Use letters, numbers and the special characters found above the numbers when you use the SHIFT key.

- Do not use any kind of knowable numbers like birth dates, phone numbers and current car license plates or driver's license numbers.

- Use OLD, expired license plates and driver's license numbers (like if you've moved out of state, use the old one), and turn some of the numbers into special characters. Example: AJM043 --> Ajm0$#

- A fun, easy way to remember passwords is to create them from old nursery rhymes or sayings. Use the first letter of each word, and replace any numbers with special characters.

  For example:

  Ten Little Monkeys Jumping On the Bed: !0LMJ)T8
  Since ten is 10, I hit the shift key to make the "1" a "!".
     or
  Elvis has Left the Building: 3H&7B
  The 7 looks like an upside down L, and I hit the shift key to make it an ampersand.

10. "Session Expired" Error Message

This is a browser issue.

*For Internet Explorer version 9 ONLY: Go to **TOOLS > Compatibility View Settings**, add your URL to the list. CHECK the box at the bottom to "View all websites in compatibility mode."

1. In the menu across the top of the browser (the choices being File, Edit, View, Favorites...), go to **TOOLS > Compatibility View Settings**, add your URL to the list. CHECK the box at the bottom to view all websites in compatibility mode.

2. Click on the **TOOLS > Internet Options** menu (it's the last one in the drop-down menu that opens up). A small Windows dialog box will open up. Make sure you're on the GENERAL Tab. The second section is the Browsing History section.

3. Click on the SETTINGS Button. Another little window will open up.

4. For the very first question "Check for newer versions of the webpage", select the first option: EVERY TIME I VISIT THE WEBPAGE.

5. At the bottom, in HISTORY, set the number of days to 0.

6. Click the OK button. You'll be returned to the first little window.

7. In the Browsing History Section, click the Delete button, and delete ALL your cookies, cache, etc. You can UNcheck the options for passwords and form data, if you'd like to keep them. Make sure ALL boxes are checked, except for the top one, "Preserve Favorites".

8. Go back to the **General Tab > Settings button > View FILES**. If there are any remaining files, delete them ALL.

9. Click the OK button for this little window as well.

Next:

1. Go back to the **TOOLS > Internet Options** menu and click on the **Security Tab > Trusted Sites** option.

2. **Remove** the checkmark for "Enable Protected Mode".

3. Click on the SITES button. Add your COPA database to the list of trusted sites: https://xyz.mycopa.com

4. Click the CLOSE button, then the OK button.

5. Close your browser (click on the X at the top right to shut it down completely).

6. Restart your browser and try to log in again. If you're still having problems with it, restart your computer.

7. If you STILL have problems with it, please contact your IT department.

11. Support Tickets

Tips on Writing Support Tickets

Tired of Support asking questions about your questions? Follow these suggestions to receive an answer right off the bat instead of a request for clarification!

- Tell us **where** in COPA you're running into the issue. The best way to do this is to give us the path you used to get there.

  o Remember, almost all fields in COPA have corresponding Admin or SuperAdmin settings, and some fields have the same or very similar names in multiple locations.

  For example, there are WIC fields in three places:

  1. **The Child > Medical Records > Doctor Information** section;
  2. The **Family > Primary Caregiver Information** Section;
  3. And in **SuperAdmin > Activation and Mandatory Controls**.

  In order to help you, the Support Team needs to know which one is in question.

- Tell the Support Team the **names and IDs** of a person (child or family) with this problem. Stating "All children" are or aren't showing up in a report isn't helpful because the example has to be specific. If the support team randomly picks a child, there's a very high probability that s/he won't be on the report in question because s/he doesn't match the report's basic requirements, let alone the filtering.

- **Your English teacher was right!** Correct punctuation and formatting make it so much easier to understand what you need. At the very least, use paragraphs.

  o Commas and periods separate ideas, and make it clear where one idea stops, and the next one starts.

- If everything is bunched up together in one paragraph, it's a lot harder to understand.

- If you're getting an error message, **copy and paste it** so the Support Team can see exactly what it is - without having to type it in verbatim into the ticket.

If what you've written is too vague, the Support Team won't have enough information to help you.

Examples of vague tickets:

- I can't set the School District.

- There are children I can't enroll.

- COPA keeps kicking me out.

- I'm getting a server error in the reports.

- My kids aren't showing up on the PIR.

Examples of specific tickets:

- I can't set the school district for Child 105902 – Michaela Clark's Program Information > Additional Needs & Services - *Enrolled but Waiting (for transition)/Returning.

- I can't enroll Child 100234, Ethan James. He's not on the Eligible/Accepted List, but I can't find him on the Waiting List, either.

- COPA keeps kicking me out when I click on the CHILD Tab. It says, "Session Expired. Please log in as a valid user."

- I'm getting a server error when I run Report 302, for "Currently Terminated", with Additional Filtering for "PIR Program Model set to EHS." It says:

    Internal Server Error

    The server encountered an internal error or misconfiguration and was unable to complete your request.

    Please contact the server administrator, root@localhost and inform them of the time the error occurred, and anything you might have done that may have caused the error.

    [23346]ERR: 32: Warning in Perl code: DBD::mysql::st execute failed: You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near 'ORDER BY child.last, child.first' at line 1 at

```
/clients/drdp/www/child/reports/AgencyHealthStatistics/deta
ils.epl line 199.

Apache/2.2.16 (Fedora) Embperl 2.4.0 [Fri Apr 27 14:05:12
2012]
```

- On PIR C28a, the following children aren't showing up:
  - o 102309 – Shannon O'Kefe
  - o 100978 – Jacob Lily
  - o 123812 – Leslie Mark
  - o 100045 – June Evans

Including Screen Shots

Since files cannot be attached to the support tickets, the best thing to do is email this WITH the ticket number to support@mycopa.com

- Without the ticket number, the Support Team might not be able to track which ticket it goes to, as we receive hundreds of tickets, and multiple ones from any given user.

- Do NOT copy and paste web pages into Support Tickets. Code is included when a web page is copied, and that code can corrupt the ticket so that it needs to be deleted.

- Alternatively, copy the page, paste it into a text editor – not a word processor – then copy that and paste it into the ticket. This strips out the code.

  - o MS WordPad is *not* a text editor. It's a simplified word processor. It will retain formatting, such as bold, colors, etc.

  - o MS NotePad is a text editor.

To Reply Within a Ticket and Changing the Status of a Ticket

- Please reply within the original ticket itself.

NOTE: Please Do Not open new tickets to continue an on-going discussion.

1. Click on your SUPPORT button at the top right of the screen. At the top of the Support page that opens is a link Grantee Support Log.
2. Click the Grantee Support Log link. On the page the opens, all your tickets are listed.
3. Click the Follow Up link of the one to which you wish to reply.

4. The Status drop-down menu is above and to the right of the large text field.

- Use "In Progress" if you'd like receive a timely response
- Use "Complete" to close the ticket.
    - o Note: The Support Team does not continue to monitor Completed tickets. If you add a note, be sure to use "In Progress".
- Use "Requests and Suggestions" if you'd like us to consider making a change in the future.
- Use "Complete (To Be Reviewed)" if you'd like to revisit the issue later.

12. So you think you know COPA? Try our quiz!

To print just this section:

1. Using your mouse, highlight the desired text
2. Go to the FILE > Print… menu in the upper left-hand corner of this document.
3. Set the radio button to "Print Selection".
4. Click the PRINT button.

- For any questions pertaining to reporting, the answer is not about getting the right number; it's about where do you find the number.
- Unless specifically stated, assume there are no bugs that would cause these issues.
- Yes – some of these are trick questions. 50 points possible.

Good luck!!

1. Name three reports that will tell you the number of enrolled kids for the 2010 - 11 school year. (1 point)

2. How would you find the number of ESL girls with Autism enrolled in 2010-11? (1 point)

3. You've just logged into COPA. What's the fastest way to find the number of enrolled kids, the number of Overincome (Eligible) kids, and the numbers of these children by their PIR ages? (1 point)

4. List how to find the total number of kids who are coming in next year, including kids who are coming back. (1 points)

5. Last week, a child was placed on the Ineligible List by mistake. How would you enroll her with a start date of 2 months ago? List these steps. (1 point)

6. Give the three reasons why a child's check box could be greyed-out on the Waiting List. (1 point)

7. A child has transitioned from EHS to HS, but will stay in the same class. List the steps to record this. (1 point)

8. What if, while you're transferring a child, you get a message that the day you've chosen is not a class day for her, and no matter how you change the date, you still can't get around it. What do you do? (4 points)

9. You have a "NY" Waitlisted child with no income status. What caused this and how do you fix it? (2 points)

10. How do you get your company logo to appear as the header in the Child > Child Reports > Child Application? (1 point)

11. On the PIR, there is a family not showing up on "Of the number of single-parent families, the number of families in which the parent/guardian is employed."

    List 3 reasons why this error might happen. (3 points)

12. A user is entering a new family, and when he goes to save the application, he gets an error message that they already exist in the database. Yet, when he searches for them using the FAMILY Tab search engine, he can't find them.

Give two reasons why this might happen, and the solution for each. (4 points)

13. Report 240 - Current Enrollment Percentages lists the number of Funded Enrollment. Where does this number come from in COPA? (1 point)

14. In a Child > Child Assessment page, and select an Assessment and a year. Instead of a date link to click on and enter the Assessment, it says, "Not Applicable". How do you fix this? (2 points)

15. In Report 302 - Demographics information, what's the difference between the "Income Status At Eligibility" and the "Current Income Status"? (2 points)

16. Also in Report 302- Demographics information, a child has an Income Status at Eligibility of $123,400. Why is this and how do you correct it? (1 point)

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17. How do you find the percentage and the number of your families receiving services living in a given zip code? (1 point)

18. Why wouldn't a family be on the 1009-Family Goals Report if they have at least one goal in any given date range? (1 point)

19. Your Board has added the following new Eligibility Criteria:
    a. Foster kids get 30 points.
    b. Babies age 3 months to 9 months get 10 points
    c. IFSP kids get 20 points.

Where do you go to make these changes? Be more specific than just the name of the page. (3 points).

For these next questions, use the screen shot below:

		⊟ **Child's Eligible Income Information**				
	Family #	**P. Caregiver**	**S. Caregiver**	**Child**	**Total**	**Points**
Date Made Eligible/Accepted	2	384.00	0.00	0.00	384.00	144
10-24-2011 Edit	**Poverty**	**Child TANF**	**Child SSI**	***Family TANF & *SSI**	**Foster Child**	**Homeless**	**Disability**	**Income Status**
	14571.00	0.00	0.00	12.00 (Rcv TANF/SSI)	No	No		Underincome 97.36%

	Family #	**P. Caregiver**	**S. Caregiver**	**Child**	**Total**	**Points**
Date Made Eligible/Accepted	6	9600.00	0.00	0.00	9600.00	64
08-28-2009 Edit	**Poverty**	**Child TANF**	**Child SSI**	***Family TANF & *SSI**	**Foster Child**	**Homeless**	**Disability**	**Income Status**
	26800.00	0.00	0.00	0.00	Yes	No		Underincome 64.18%

Program Information 🟡 (Recertify 11-02-2011)

* **Program Model:**	EHS	* **Program Option:**	Center Based 5 days per week. Part day
Hours Per Day: History	4.5	**Desired Agency/Center:**	Agency 3 / Site 3
Applicant For:	Current Year	**Child Advocate / Family Advocate:**	(No Child Adv) / Jones, Sara

***Enrollment Information** 🟡

Year	Enrolled/Moved	Agency : Site : Class	Program Model	Activity	Date
2009-10	09-13-2009	* Agency 1 :1234 : BeezWax	EHS	Rolled Over	08-27-2010
2010-11	08-01-2010	* Agency 1 :SFV - Reseda : new class	EHS	Transferred	08-02-2010
2010-11	08-03-2010	* Agency 1 :*Site 1 : Class 2	HS	Terminated	08-04-2010
2010-11	08-29-2010		EHS	Archived	
2010-11	08-10-2011		HS	Was Wait Listed	
2011-12	10-03-2011	* Agency 1 :*Site 1 : Class 1	HS	Transferred	10-05-2011
2011-12	10-05-2011	Agency 3 :Site 3 : Class 3	EHS	Select ▾	

Enrollment Status	Enrolled
Termination Reason 🟡	08-04-2010 (Under age)

20. There are four mistakes somewhere on this page. What are they, and how would you correct them? (5 points)

21. Two of these mistakes were created deliberately by a user to try to correct earlier mistakes. What are they and what was the user trying to do? What would be the right way to correct them? (3 points)

22. There is no Rollover record for her at the end of the 2010 -11 school year. Why not? (2 points)

23. If she's currently Enrolled, why is there a Termination Reason? (1 point)

24. Would she appear on the PIR as a foster child? Why or why not? (1 point)

25. Where does the Recertify Date come from, and how would you go about recertifying her? (1 points)

26. Does she have siblings? Why or why not? (1 point)

27. You run 800N for Agency 1 > Site 1 > Class 1 for Actually Enrolled for 2011-12, and filter for HS, but she doesn't show up. Why not? (1 point)

28. If you filter the PIR for Agency 1 > Site 1, HS, will she show up? Why or why not? (1 point)

29. In the PIR:

    d. The C46 questions list many services a family could be referred to and receive.

    e. C47 is "Of these, the number that received at least one of the services listed above."

30. Does the total of the C46 questions equal C47? Why or why not? (1 point)

EMAIL support@mycopa.com for a copy of the answer key.