



PCAPS Frequently Asked Questions

The page number at the end of each answer refers to the location of additional information in the PCAPS 101 Manual.

Personnel Management

Q: Why can't a staff person I entered into PCAPS log-in successfully?

A: You need to *add a title* for this staff person under Personnel titles in the Personnel Info screen. This will make the staff person active. Only active staff can log-in to PCAPS. (p. 5)

Q: Why can't I see a staff member I already added to the Personnel List?

A: It's possible you did not give this staff person a title, therefore, they are not listed as active. If you click on *All* in the Personnel List screen, and they appear, then you need to add a title for that staff person. (p. 5)

Q: Why did the programs I assigned to a staff person in the Personnel Titles screen not save properly?

A: The Save button to the right of the program list is for the entire screen. Ensure you click *Save* after adding the program sites. (p. 5)

Q: Why is the health assessment date blank in the staff compliance screen for a staff person who still needs an exam?

A: This section of the staff person's compliance will appear blank until the assessment is due (sixty days from date of hire) and then it will turn yellow. (p. 8)

Q: Why is a person who no longer works for my agency appearing in staff compliance?

A: You need to give this staff person an *End Date* in the Personnel Title screen. (p. 6)

Client Management

Q: Why is a youth not showing up as enrolled after I completed the Client Info screen?

A: You also need to click *Client Enrollment* and enter the enrollment information. (p. 11)

Q: Why is a youth who was in a different one of my programs showing up as a duplicate when I try to enroll him in another program?

A: You need to select the site you want the youth to go to in the site name list, perform a client search for the youth, and click *Add to New Site*.

Q: Why can't I bulk enroll youth into my new program site?

A: You cannot bulk enroll youth into a new program because previous attendance data does not exist for that site.

Q: Why can't I bulk enroll youth from my summer program into my school year program?

A: You need to discharge youth from the summer program before you can enroll them in the school year program (or vice versa). (p. 16)

Q: Why can't I change the spelling of a youth's name in PCAPS?

A: You need to contact your Compliance Specialist to change the spelling.

Q: Can I make up a student ID number for a youth if I do not know what it is?

A: No, all public and charter school students have a seven-digit identification number. You need to ask the youth what their student ID number is (often their "lunch number").

Q: Does a youth who attends Catholic school need a School District Consent Form?

A: No.

Q: Do I still need to enter the SDP Consent form into PCAPS if the parent did not give consent?

A: Yes, you need to enter the signature date and indicate they did not give consent. (p. 17)

Q: Is it okay for a parent to refuse to give a social security number for their child?

A: Yes, you need to enter the request date and reason for refusal in the *Get SSN Attempts* tab. (p. 13)

Attendance

Q: Why is PCAPS telling me that an enrolled youth does not have attendance when I try to submit an invoice?

A: If that youth was enrolled in a month they did not attend programming, then PCAPS will not let you submit the invoice. You need to unenroll the youth for that month. (p. 14)

Q: Why am I getting an error message for a youth's attendance?

A: The times you entered for the youth may be incomplete. Ensure you provided a start and end time for each day of attendance. (p. 20)

Q: Is it okay if one of the signatures is missing for a youth, but the time in and out is on the sign-in sheet?

A: No, you need a time in, time out, and both signatures.

Q: Is it okay for youth who come from a charter school to sign in earlier than 3:00 p.m. on the sign-in sheet?

A: Yes.

Q: If the youth in my program arrive at the same time, can I write an arrow down from the initial student's arrival time for all the other students?

A: No, you need a written time for each youth.

Q: I pick up a group of youth from a neighborhood school at the same time each day; can they all sign in on the bus?

A: Yes.

Invoicing

Q: Why is my insurance compliance listed as less than 100%, when I submitted an insurance certificate?

A: One or more of your insurance certificates may have expired. You need to submit a copy of your current insurance certificate to your Compliance Specialist.

Q: Why am I being told that I did not submit my invoice when I know I marked it as complete?

A: You need to click *Complete* and *Submit* for your invoice to submit. (p. 24)

Q: My invoice was sent back to me. Why won't it work when I try to make corrections and resubmit?

A: You need to first select the *Send_Back* option in the Invoice Summary screen. Then you will be able to make changes, *Complete*, and *Submit*. (p. 26)

Q: How do I create an invoice for high school incentives?

A: Under the Invoicing tab, click on *Incentive Summary*. Then click on *Create Invoice*, *select the month*, and click *Create Invoice* again. (p. 26)

Reporting

Q: Why do I get an error when I try to print a provider report that crosses fiscal years?

A: You can only get reports for one fiscal year at a time. Please contact your Compliance Specialist if you need a specialized report. (p. 31)