HUBBE

How to Complete a Family Application

Hello parents! This instruction sheet explains the family application process through Hubbe. The application is submitted to the agency where you wish to enroll your children. The agency's enrollment team likely shared the application portal link with you, or may be navigating the application process with you in person. When you click on that link, you'll be redirected to the beginning of the application process. The application portal can only be reached through the URL that has been shared with you or the Hubbe Parent mobile app. If you are having trouble accessing the application portal, contact the agency's enrollment team for assistance.

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1 If you have never applied before and you have made your way to the application portal on your own **without an invitation from the child care provider**, you will need to create a new user account. Click on the blue "Create User" button. **If you already have an account with Hubbe, do not create a new user - login with your existing username/password.**
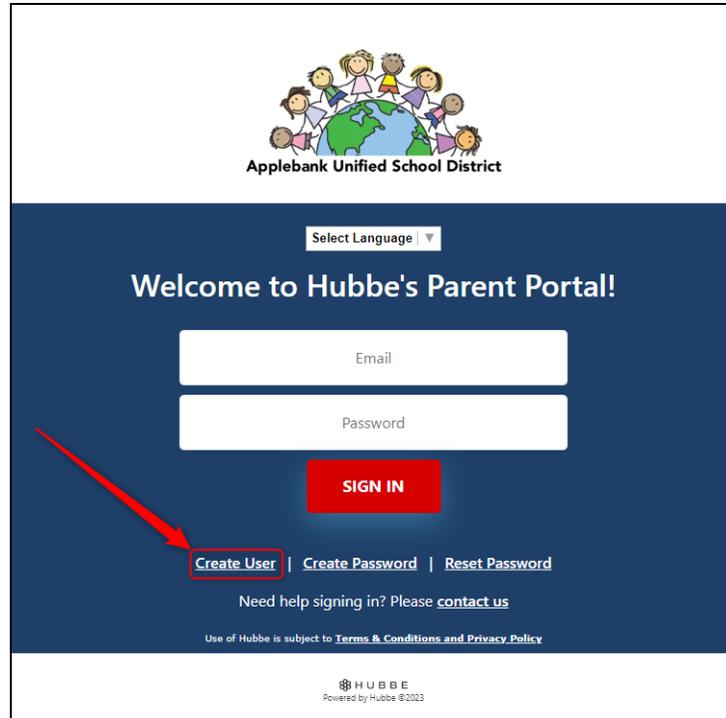

Access your Parent Portal in your desired language by clicking the "Select Language" text and selecting your desired language from the dropdown menu.
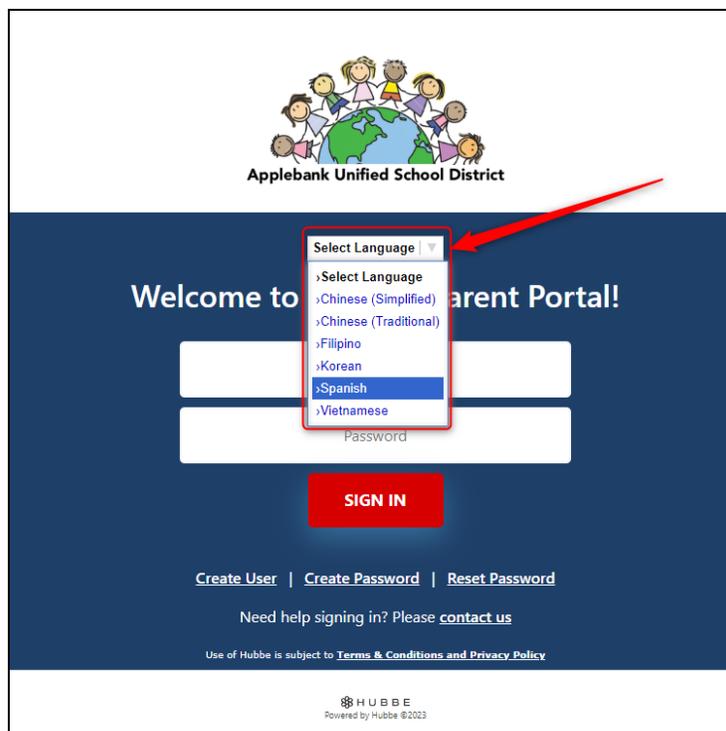
2   Once you click "Create User," you'll be redirected to a screen where you'll enter your email and password for your new account. Enter the email and password of the parent signing up. This will be your login credential during the application process. Should you start an application, and have to leave and return for any reason, you can log back into the Hubbe application portal with this information.
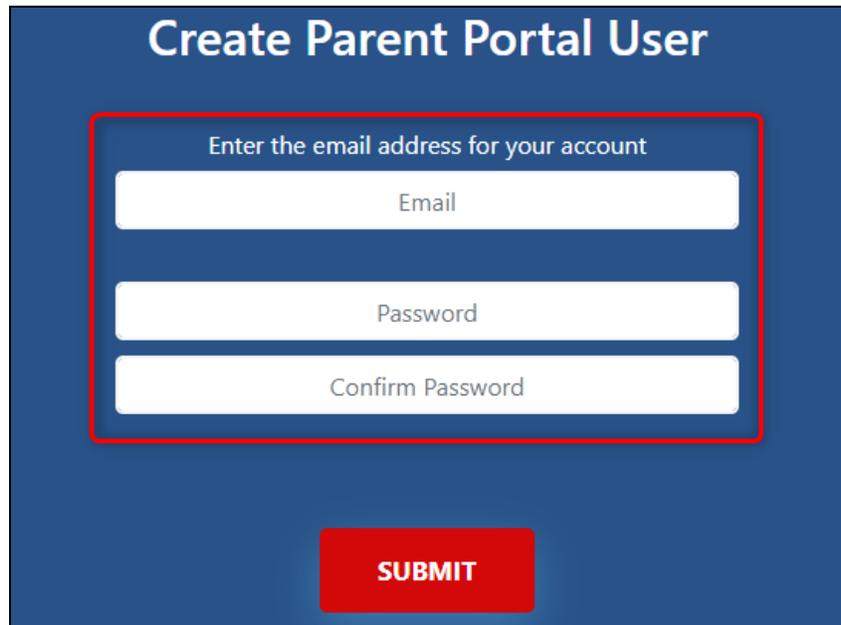
3   Click the red "Submit" button.

You'll be directed to your agency's family application. There will be seven (7) tabs displayed to complete before submitting your application. The first tab, "Start," will present your agency's custom introductory message containing important information for you to review before starting your family application. In this tab, there will also be cards displayed for each program of services that the agency offers. Please read through each program before beginning your application. To translate the whole application into Spanish, click the blue "Ver en Español" button.
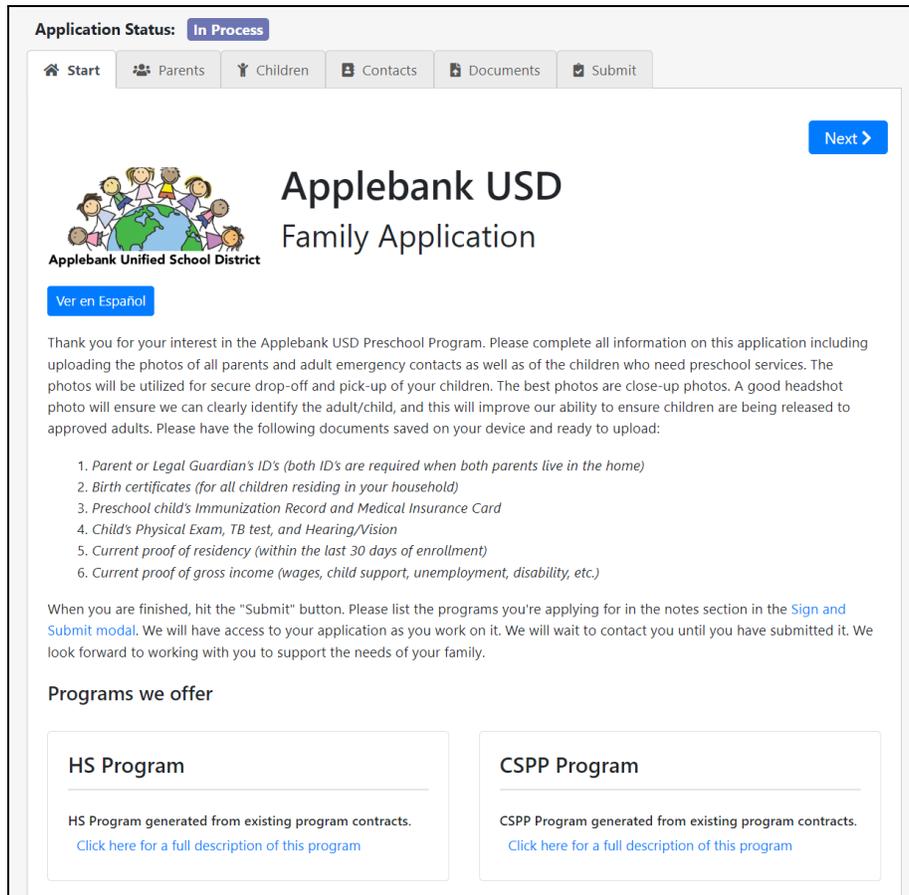
Please note that you can also change the language by clicking "Select Language" on the grey toolbar at the top of the page.
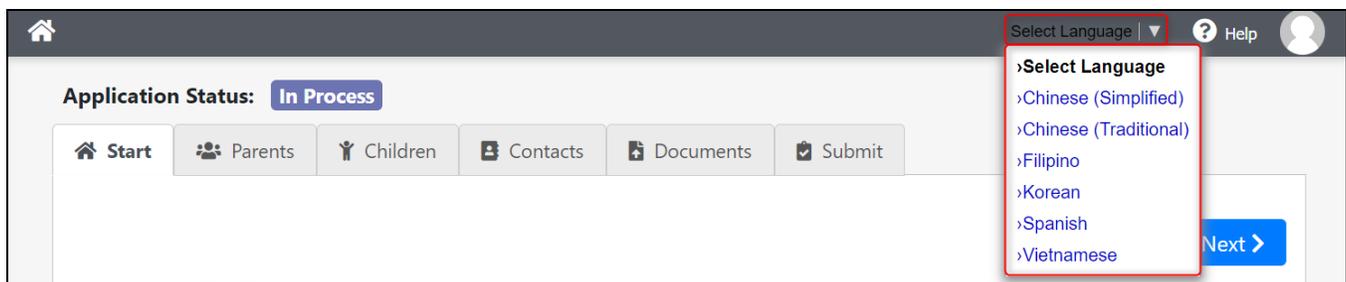
If you have been officially invited to apply to the child care provider via email, an application portal account will already exist for you so you will **not** need to create a new user - rather, you will login using the credentials provided in the email message.

In the email invitation, click the login link to access the login page for the application portal.

Enter the username and password provided in the email and click "Sign In."

Family Application

This instruction sheet will review each step of the application process. Follow along to successfully complete and submit your family application in Hubbe.

Reviewing Programs Offered

As mentioned above, the "Start" tab will display a card for each program of services that your agency offers. Please read through each program's description to fully understand which program your child may be eligible to apply for. Click the blue "Click here for a full description of this program" link in a program card to view more details about the program.

Note: If applicable, the pop-up modal displaying the program's full description may also present an income guidelines table for subsidized care. Find your family's size in the first column - family members being only members of your family listed on your tax return. If your family's gross monthly or yearly income is *under* the corresponding amounts listed for your family size, you qualify for subsidized services.

Full Day State Preschool Program Description

State Preschool is a state-funded, **reduced-cost full day** preschool program for children 3 and 4 years old which is offered to eligible families.

Children and Families can be eligible through:
Receiving Child Protective Services
Being At-Risk of abuse, neglect or exploitation
Having an IEP
Being Unhoused
Receiving CalWORKs Cash Aid
Income Eligibility

Income Ceilings for State Preschool

Family Size	Family Monthly Income	Family Yearly Income
1	$7068	$84818
2	$7068	$84818
3	$8049	$96590
4	$9342	$112105
5	$10837	$130042
6	$12332	$147979
7	$12612	$151342
8	$12892	$154705
9	$13172	$158068
10	$13453	$161431
11	$13733	$164794
12	$14013	$168158

Close

Parents

After reviewing the services that your agency offers, it is time to move on to the "Parents" tab. Here you will enter the one or two parents/guardians for the family who are currently living with the child. You must enter at least one parent in order to submit the application.

Application Status: In Process

🏠 Start   👥 **Parents**   ⅄ Children   📇 Contacts   📄 Documents   📋 Submit

❮ Back   **Parents/Guardians**   Next ❯

Please only enter information for parents/guardians who are **currently** living with the child you're applying for.
Show Less

✚ **Add Parent/Guardian**

1 Click the blue "Add a Parent/Guardian" button to begin filling out parent/guardian information.
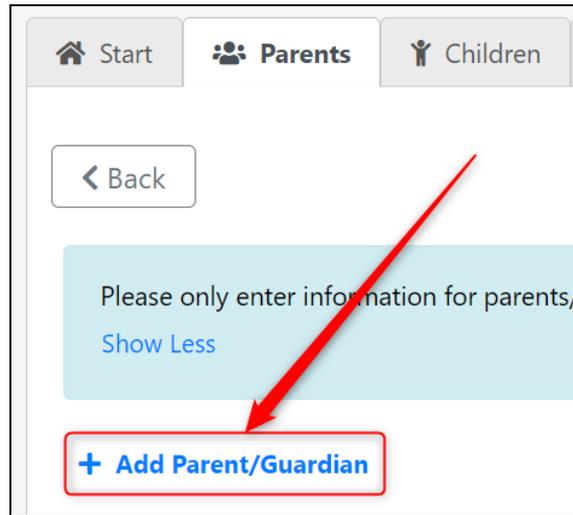
2 Enter the parent's information for every possible field on this page. You will be required to enter information for nearly every field here to submit the application, with only the phone number fields being the exception. We highly recommend entering your **mobile** phone number, with the home phone and work phone numbers being optional.

We highly recommend you upload an image for every parent and child entered in your application to help assist your child care provider. If your image uploads in the wrong orientation, you can click the blue "Rotate Image" button to rotate the image 90 degrees - click as many times as needed.
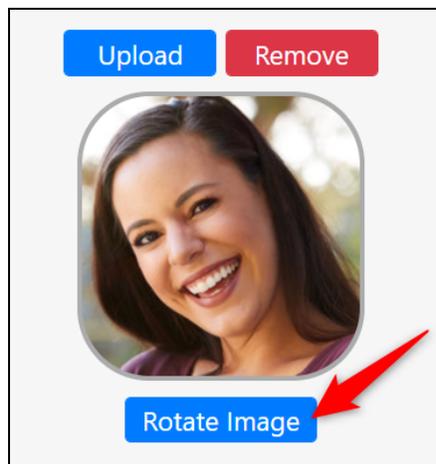

Please note: The "Are you the primary contact for the household?" field should be marked "Yes" for the parent whose email address was used to create the family application. You will not be able to submit the application if the email addresses do not match between the family application portal account and the "Primary Contact" for the family. Only **one parent** can be marked as the Primary Contact.

There are two (2) language fields: the "Languages" field and the "Preferred Language for Messaging" field. The "Languages" field allows you to mark every language that the parent speaks, such as English and Spanish. The "Preferred Language for Messaging" field is required and the selection will determine the language that the parent's Hubbe messaging will be automatically translated to within their parent portal account - though this language selection can be changed at any point if needed.


In the email and phone number row, select which method of communication is preferred, being either your email address, or one of the phone numbers provided. You can also indicate whether you allow texting communication to your mobile device.
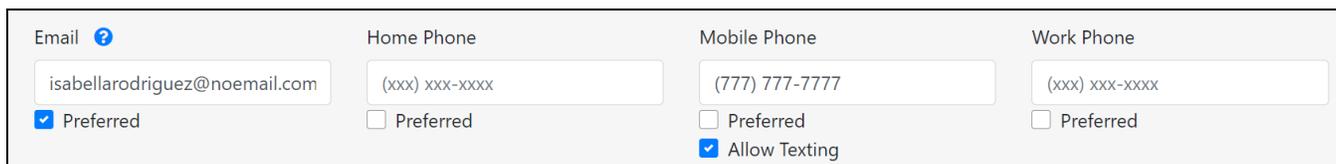

At the bottom, there are two authorization questions, being whether the parent is allowed to pick the child up from school/care and whether the parent is allowed to sign official documentation. Selecting "No" for the "Authorized to pick up children from school/care" field will clearly mark this restriction in the parent's record in Hubbe for your child care providers to see. Marking "No" for the "Authorized to sign official documents" field will prevent child care staff from being able to send documents needing signatures to the parent in their parent portal, and will clearly mark this restriction in their parent record in Hubbe.
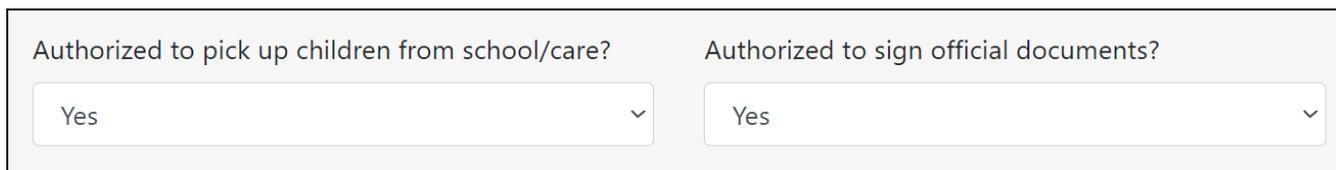
3   Once you are done entering the parent's information, click the blue "Save" button. Please note that you can always click "Save" before finishing and come back later to complete the parent's record before submitting the application.
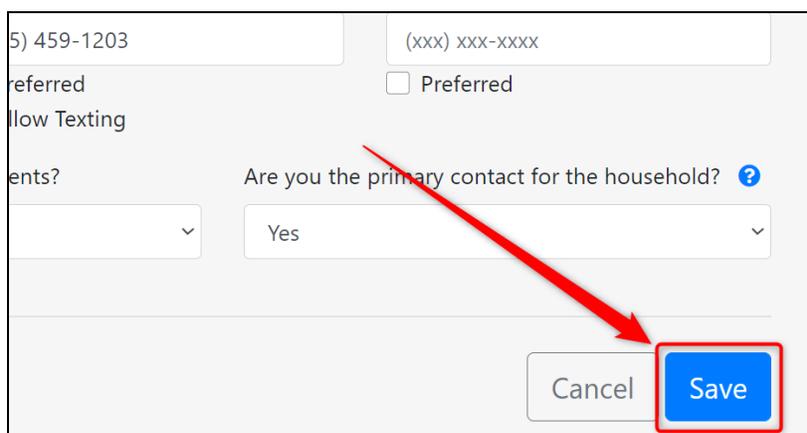
4 You'll be directed back to the "Parents" tab where the new parent record card will be displayed. Click the blue "Actions" button to either edit or delete this parent record, or click the blue "+ Add Parent/Guardian" link to add another parent record. If there is only one parent in the household, or if you would like to begin entering the children in the family, click the blue "Next" button on the top right of the tab.

Children

The next step in the family application is entering the children in the household in the "Children" tab, including children needing services and the other children in the home. The top section of the tab should only include the students needing services that you are applying for. The bottom section of this tab should only include the other children that live in the same household as the children you are applying for.

1 Click the blue "+ Add Student" text to add a child that you are applying for.
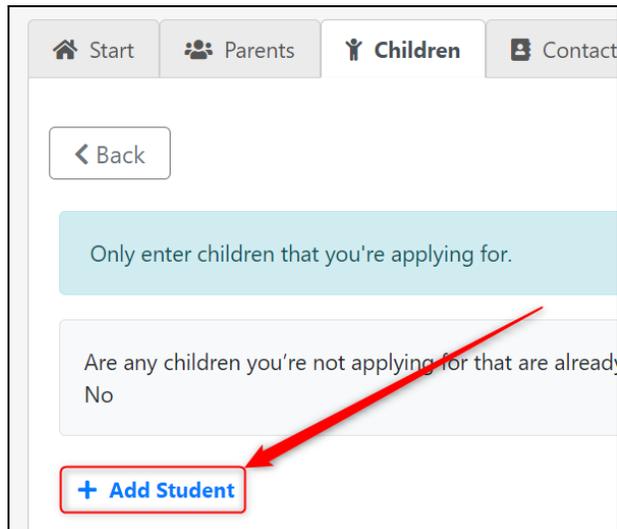
2 Enter the student's information for every possible field on this page. You will be required to enter information for nearly every field here to submit the application, with only the doctor information, and elementary school grade level being optional.

We highly recommend you upload an image for every parent and child entered in your application to help assist your child care provider, especially the students applying for services since this image will be displayed on the child's record and will assist with attendance management. If your image uploads in the wrong orientation, you can click the blue "Rotate Image" button to rotate the image 90 degrees - click as many times as needed.
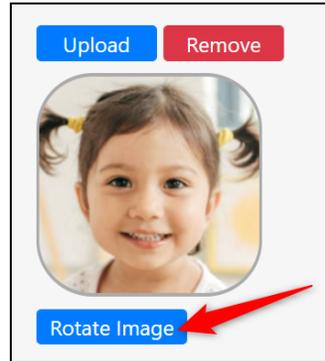
The "Middle Name" field is required, so if the student does not have a middle name, simply select the checkbox beneath the field to indicate that the student does not have a middle name.

For the "Date of Birth" field, only select the "Expected Date of Birth" box if the child has yet to be born and the provided date is the expected birth date. If the child has already been born, simply enter the birth date and leave the checkbox unselected.

For the "Spoken Language" field, only select the "Is your child currently learning English as a second language?" checkbox if your child is currently learning English as a second language. For example, if your child speaks Spanish and is currently learning English as a second language, then select this checkbox. If your child already speaks English fluently, do not select this checkbox. If English is the only language spoken in the child's home, select the second checkbox.

Enter your child's "Elementary School Grade level." <u>For infants, toddlers, and preschoolers, select the</u> **"I'm applying for preschool or infant/toddler care"** <u>option to indicate your child is not in school yet.</u>

Select the elementary grade level for your
child in the year you're applying for ❓

- SELECT -   ⌄

If applicable, enter the student's doctor information. This is especially important to provide if your child has any health or allergy concerns.

Doctor's Full Name   Doctor's Phone

Diana Johnson   (999) 999-9999

Lastly, report any allergies or health concerns that your childcare providers should be aware of. This field is required, so if your child does not have any allergies or health concerns, select 'No,' but if they do, select 'Yes' to enable the subsequent health checkboxes. This information is <u>extremely important</u>, as it will appear on the child's record, allowing teachers to see the attention and resources that caring for your child will require. Each selection you make here will expand a light blue box with additional important information to provide about that specific allergy or health concern, such as any medication needed while at care or school.

Allergies or Health Concerns

Does your child have any allergies or health concerns?

[⌄]

☐ ADD/ADHD   ☐ Diabetes
☐ Heart Condition   ☐ Seizures
☐ Allergies   ☐ Other Condition
☐ Asthma

↓

Bee Sting Allergy
☑ Food Allergy

Common Food Allergies (select all that apply)

☐ Milk   ☐ Soy
☐ Eggs   ☐ Fish
☐ Wheat   ☑ Shellfish
☑ Peanuts   ☐ Other: _____
☐ Tree Nuts

Detailed instructions for what to do in the case of exposure to these foods and any other relevant notes regarding this allergy:

Valerie is extremely sensitive to these allergies and cannot be in the same room with either of them. If exposed to either, immediately use her EpiPen and call her doctor.

☐ Allergy to Medication
Describe, specifically, what triggers the child's allergy

_____

Describe the symptoms the child will experience when the child is exposed to the allergen

_____

Does the child break out in hives or a rash when exposed?
🔵 Yes   ⚪ No

Does the child have trouble breathing when exposed?
🔵 Yes   ⚪ No

If exposed, does the doctor consider an exposure severe or life-threatening?
🔵 Yes   ⚪ No

Does the child require medication during/after allergen exposure?
🔵 Yes   ⚪ No

＋ Add Medication

List Child's Allergy Doctor's name

Diana Johnson

List Child's Allergy Doctor's phone number

(999) 999-9999

Any other notes related to child's allergies

_____

3 Once you are done entering the student's information, click the blue "Save" button. Please note that you can always click "Save" before finishing and come back later to complete the student's record before submitting the application.

4 If you select "Yes" for the "Student Needs Enrollment" field, you will then be led to the page where all age-eligible programs will be displayed, according to the birth date you entered for the student. You can re-read each program's description by clicking on the "Click here for a full description of this program" link.

Once you have decided which program you would like to apply to for this student, select the checkbox beside the program title. The program year field will enable upon selecting the program - select the program year you are applying for in the drop-down list.

When you are done, click the blue "Next" button. Please note that you can select more than one program for each student. You will then be redirected to a "Site & Time Selections" page where you can click the pencil icon next to "Site and Time Preferences" to select site and time preferences.

This will trigger a modal titled "Select Your Preferred Site and Times" modal to appear. Here you can select your site and time preferences. Please note that if your agency has restricted the amount of site preferences you can make, this will show in the blue bubble at the top of the modal.

Click the blue "Save" button when you have made your selections. This will take you back to the "Site & Time Selections" page. Click the blue "Done" button to proceed.

5   You'll be directed back to the "Children" tab where the new student record card will be displayed. Click the student's name to expand the card, and then "Edit" to either edit or delete this student record. If you would like to edit the student's program(s), click the blue "Change Programs" link beside the "Program Details." If you would like to add another student, click the blue "+ Add Student" link.

6   If there are children residing in the home that **aren't going to be receiving services**, they still need to be added to the family application. It's important to know each member of the family to cross-reference with the family size entered in the first section of the family application. To add a child in the home that won't be receiving services, click on the blue "+ Add Other Children" link.
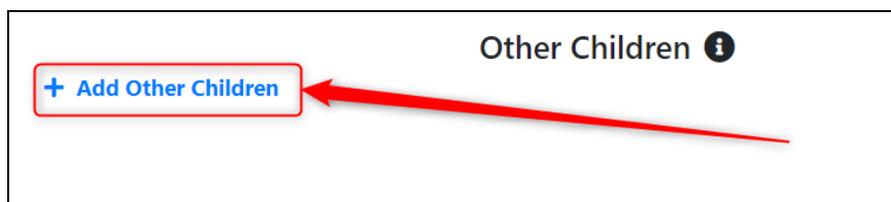
7 A pop-up modal will appear. Using the fields provided, enter the child's first, middle, and last name, gender, date of birth, and grade level/school of attendance if applicable. Then, click "Save."

The other child's record will appear in the "Other Children" section of the "Children" tab. Click on the name of the other child to see the options "Edit," "Transfer to Student," and "Remove." Click the blue "Edit" to edit the child record and "Remove" to delete the child record. Click "Transfer to Student" to transfer the "Other Child" to a "Student" record that you can add the remaining student information to. This "Transfer Student" option makes it easy for you to transfer your children to the "Applying for Services" section in upcoming school years when they age-in to the program's services. If you would like to add another "Other Child," click "+ Add Other Children" at the bottom of the section.

8 Once you are finished adding all the necessary children to the family application, click the blue "Next" button in the upper righthand corner of the "Children" tab.

Contacts

The next step in the family application is entering Emergency Contacts / Authorized Pickups for the family. You must enter at least two (2) emergency contacts in order to submit your application - the contacts cannot be one of the parents/guardians listed in the application. Each contact must have: first name, last name, gender, relationship, at least one phone number listed and a primary language.

1 Click on the blue "Add Emergency Contact / Authorized Pickup" link to add emergency contact information. Remember that emergency contacts cannot be one of the parent/guardian records you have already entered.

2   First select the type of contact, either "Emergency Contact" or "Authorized Pickup Only." Enter the first, middle, and last name of the Emergency Contact / Authorized Pickup. Next select the gender and relationship to the child. If the contact is authorized to pick up the children from school, select "Yes" for the authorization field. Lastly, enter at least one phone number and select the contact's primary language. When you are done, click "Save."

3   You will be led back to the "Contacts" tab. Make sure to click "Add Emergency Contact" again to add a second contact, at least. Click the blue "Actions" button in a contact's card to edit or delete the contact. When you have added all of your emergency contacts, click the blue "Next" button to go to the next part of the application.

The "Documents" tab will display any document checklist that has been assigned to you. These are created and assigned to you by your childcare provider, listing the documents they need to enroll your children. In this example, we were assigned two document checklists. If no documents were assigned to you, you may move to the next step.

Upload all the document items that you can and that are required before submitting. However, after you have submitted your application, you can continue to upload documentation to your checklists in this application portal account.
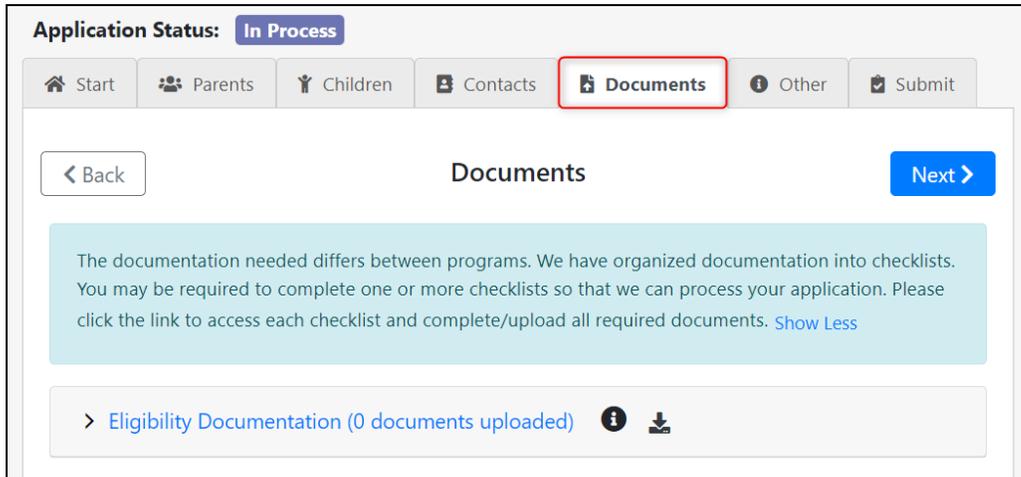
1 Click the title of a checklist to expand the list and see what documents are needed by your childcare provider.
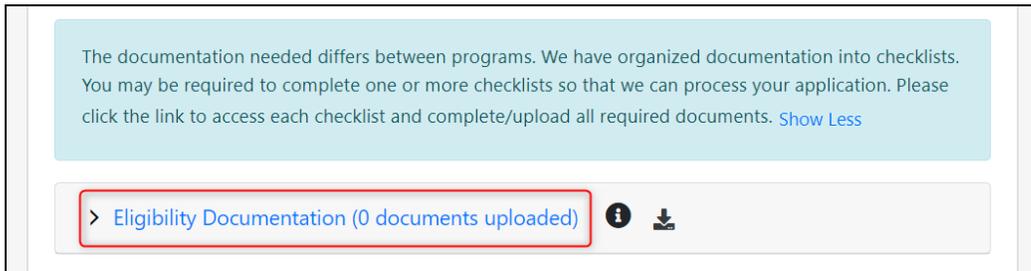
2 You will then see each checklist item with a description, who should complete the time, and upload button, and a column that will display a green checkmark when your childcare provider has approved the upload. To upload a document, click the blue "Upload" button beside an item.

3   In the pop-up modal, click the grey "Upload Documents" button. Select the file from your computer, and then click the blue "Save" button in the modal.

Upload File   ⌐⌐ ✕

Instructions
Birth certificates or other legal document showing child's birth date for all the children in the household under the age of 18. Child being enrolled to preschool must be 3 or 4 years old on or before December 1st.

Who should complete this document?
All applicants

Document   [Upload Documents]
No documents uploaded

[Cancel]   [Save]

↓

Upload File   ⌐⌐ ✕

Instructions
Birth certificates or other legal document showing child's birth date for all the children in the household under the age of 18. Child being enrolled to preschool must be 3 or 4 years old on or before December 1st.

Who should complete this document?
All applicants

Document   [Replace Documents]
Birth Certificate.docx

[Cancel]   [Save]

4   You will then notice the upload in that row. Your childcare provider will immediately receive your uploaded document and once approved, a green checkmark will appear in that row in the "Approved by Agency" column. Click the red trash can to delete the upload. However, once your childcare provider has approved the upload, you can no longer delete it.

Notice that the "# documents uploaded" beside the document checklist title now says "1 document uploaded."

∨ Eligibility Documentation (1 documents uploaded)   ⓘ   ⬇

You must bring the following items that are needed to apply to our program. Upload documents
an eligibility appointment.

Click to delete the upload -
only before it has been
approved by your agency

Checklist Item	Upload Required	Instructions	document?	Documents	Agency
Birth certificates	Mandatory	Birth certificates or other legal document showing child's birth date for all the children in the household under the age of 18. Child being enrolled to preschool must be 3 or 4 years old on or before December 1st.	All applicants	⬆ Upload Birth Certificate.docx 🗑	
Address Verification	Mandatory	Proof of residency to include 3 of the following acceptable documents: a utility bill, driver license, mortgage statement, rental or lease agreement, water/garbage bill, car registration, unopened business mail with current postmark. Declaration of	All applicants	⬆ Upload	

5 You can also download a PDF of the document checklist, including a list of the checklist items and whether you have uploaded for the item and whether the childcare provider has approved your upload.

8 When you are done uploading all documentation, or if you would like to skip to the next section but come back later to finish, click the "Next" button.

The next step in the family application is entering the additional information for the family, including family size and income, demographic information Make sure that each checkbox listed in this tab is checked to successfully submit your application. Please note the red warning messages will disappear as you complete each section.

Application Status: **In Process**

| 🏠 Start | 👥 Parents | 🧒 Children | 📇 Contacts | 📄 Documents | ⓘ Other | ☑ Submit |

< Back   **Additional Information**   **Next >**

Please enter additional information to help us determine your eligibility for the programs you've se... Show More

Family Eligibility Information

- Daniel Rodriguez has not completed the parent program information.
- Isabella Rodriguez has not completed the parent program information.
- Valerie Rodriguez has not completed the student program information.
- Valerie Rodriguez has not completed the Family Language Instrument.

Family Eligibility Information: First click the "Provide Family Size and Income" link to enter this information.

Family Eligibility Information

- Daniel Rodriguez has not completed the parent program information.
- Isabella Rodriguez has not completed the parent program information.
- Valerie Rodriguez has not completed the student program information.
- Valerie Rodriguez has not completed the Family Language Instrument.

Additional Family Information
☐ Provide Family Size and Income

In the "Update Family Eligibility Information" pop-up modal, enter your family size. This number should equal the number of persons you entered in your family application, excluding the emergency contacts and authorized pickups.

Update Family Eligibility Information

Family Size

4

For the "Do you have any sources of income" field, if "Yes" is selected, you will see many more income-related fields in the modal. If "No" is selected, you will only see an explanation field for the lack of income. Complete this section accurately to ensure your eligibility for enrollment is correct. This information is used to assist your childcare prioritize enrollment for families based on the eligibility rankings, and is complementary to the documentation your childcare provider will likely require you to upload for verification.

- OR -

When you are done, click the blue "Save" button. The checkbox next to the "Provide Family Size and Income" link will now be checked to indicate that you have completed this part.

Additional Family Information

☑ Provide Family Size and Income
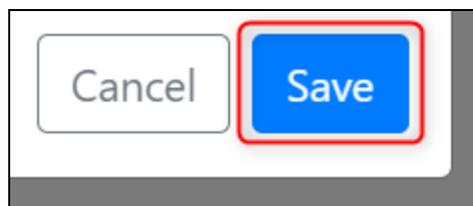
2   **Additional Parent/Guardian Information:** Next you will need to enter each parent's program information by clicking the "Update Program Information" link under each parent's name.

Additional Parent/Guardian Information

Daniel Rodriguez

☐ Update Program Information

Isabella Rodriguez

☐ Update Program Information
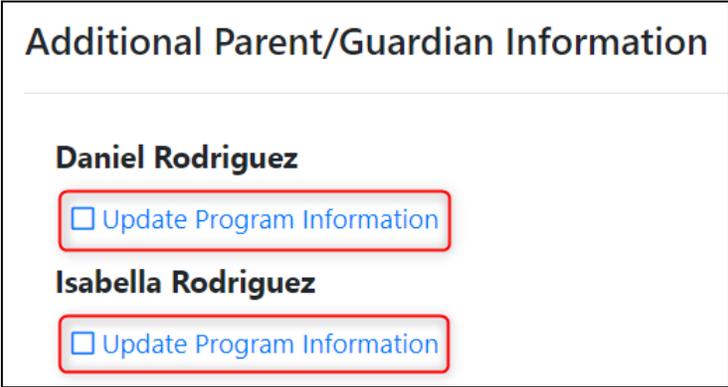
In the pop-up modal, enter the parent's race and ethnicity, and then click "Save."

Daniel Rodriguez Program Information ⛶ ✕

Race

White ⌄

Ethnicity

Hispanic or Latino ⌄

Currently a member of the United States Military on active duty

◯ Yes   ⬤ No

Currently a member of a National Guard or Military Reserve Unit

◯ Yes   ⬤ No

Parent is a veteran of the United States Military

◯ Yes   ⬤ No

Cancel   Save
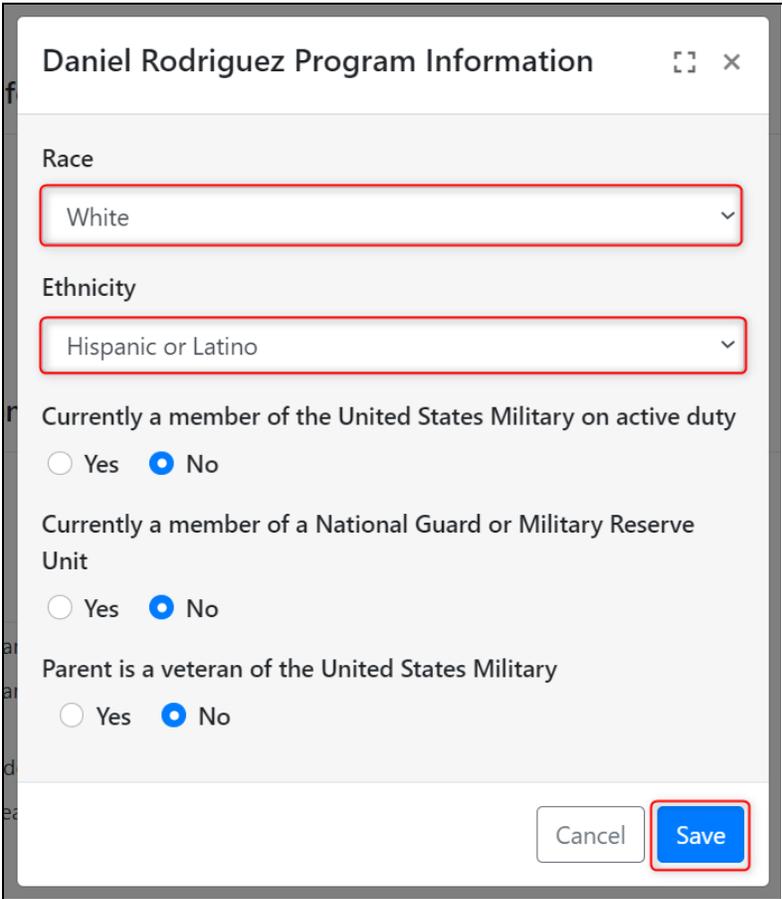
Once the parent's / parents' information is completed, the checkboxes will be checked in this section.

Additional Parent/Guardian Information

Daniel Rodriguez
☑ Update Program Information

Isabella Rodriguez
☑ Update Program Information

3 **Additional Student Information:** Lastly, you will need to enter the student's program information and if applicable, the drop off and pick up times. Click the "Update Program Information" link.

Additional Student Information

Valerie Rodriguez
☐ Update Program Information
Part-Day State Preschool Program
☐ Specify Drop Off and Pick Up Times for Part-Day State Preschool Program

In the pop-up modal, enter the student's ethnicity and race(s) in every field. It is also important that you also enter any special needs, such as an "At Risk" student or an IFSP/IEP for the student to inform your childcare provider with the resources needed to serve your child. To see definitions of what the state defines to be an Active CPS Case, At Risk, and Active Court Case, click the blue question mark icon next to each respective field. If the child has an IFSP or IEP, enter the date that the child began either one. Mark all that apply.

Valerie Rodriguez Program & Special Needs Information

Ethnicity
Hispanic or Latino

Race (Select all that apply)
× White

Special Needs
☐ Active CPS Case ❓   ☐ At Risk ❓   ☐ Active Court Case ❓

Does your child have an Individualized Family Service Plan (IFSP)
● Yes   ○ No

Individualized Family Service Plan (IFSP) Date (if known)
mm/dd/yyyy

Does your child receive Special Education services through an Individualized Education Program (IEP)
● Yes   ○ No

Individualized Education Program (IEP) Date (if known)
mm/dd/yyyy

Cancel   Save

Click the blue "Save" button to save your changes and proceed. You will return to the "Other" tab for Additional Information. Next, click the pencil icon to the right of "Family Language Instrument" in the "Additional Student Information" section.

4 Click the blue "Save" button to save your changes and proceed. When you are done with each item in this tab, click the blue "Next" button at the bottom right of the tab to move on to the next part of the application.
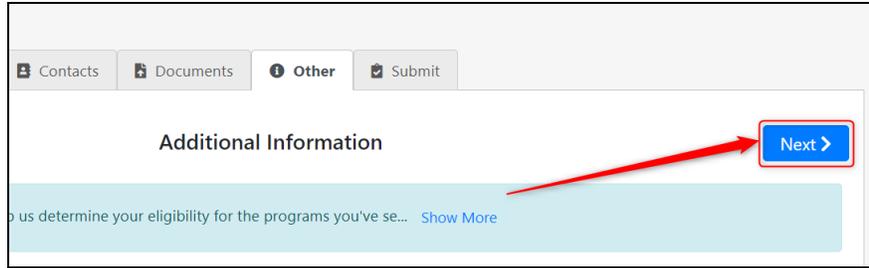
Submit

The last tab titled "Submit" will list all the parents, students, other children, and emergency contacts you entered, as well as whether the "Other" tab is completed and the number of documents uploaded to any checklists you have been assigned.
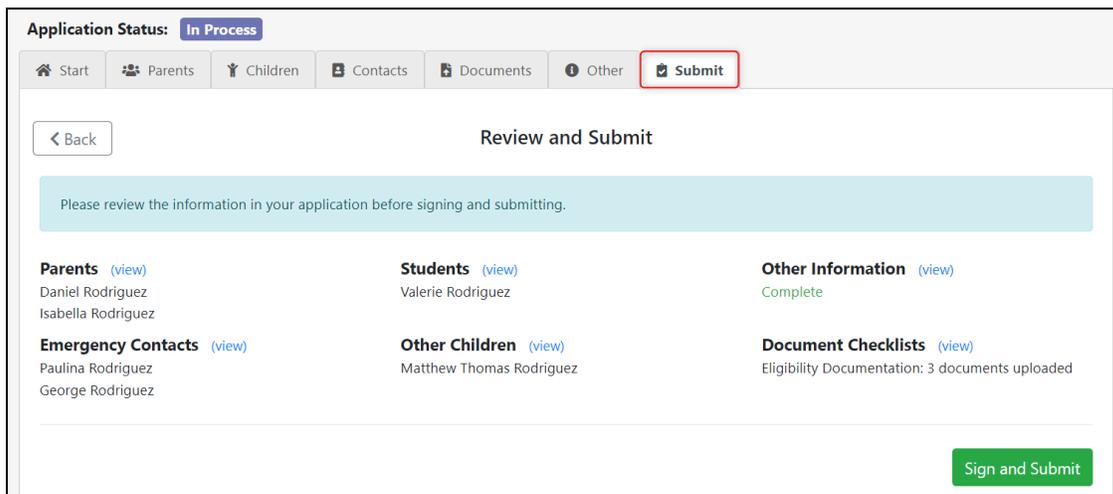
We highly recommend that you click the "View" button next to each title here to go back and review all of your application information. After you have submitted your application, you will not be able to change any information, unless your childcare provider manually changes your application from "Submitted" to "Revisions Needed."
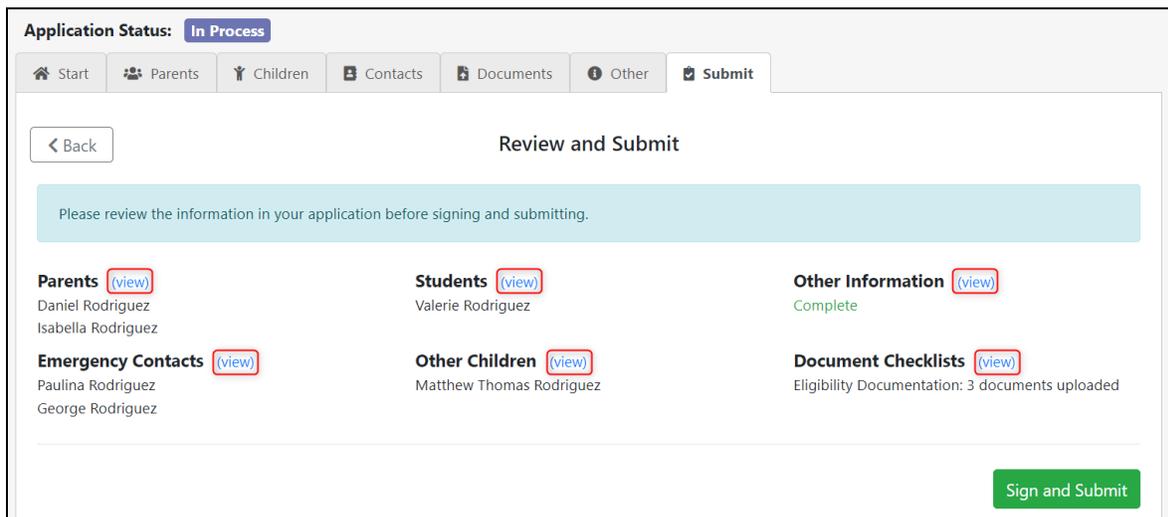
Once you have confirmed that the information in your application is complete and correct, you can submit the application to your child care provider. Click the green "Sign and Submit" button.

In the pop-up modal, read the signature terms displayed. Then type your full name, as the person completing the application. If desired, you can also enter any additional notes in the textbox that the childcare provider will see upon submitting the application.

Click the blue "Sign" button to provide your electronic signature, and then click "Save" to submit your application. Again, once you submit, you cannot edit any information unless your child care provider manually changes your application from "Submitted' to "Revisions Needed."

Note: If there were any errors in your application, you will see an error message telling you exactly what you need to edit in order to submit successfully. Otherwise, congratulations! You have now completed the application process.

After submitting, there are several changes to your application. The "Submit" button will now be greyed out and read "Application Already Submitted," there will be a "view-only" message above the tabs, a "Submitted" status with a confirmation message from your childcare provider, and you will not be able to edit any information in the tabs.

You may also download your application by pressing the teal "Download" button at the bottom of the "Start" tab. Reference this *Completed Application Download* to see what a finished application download will look like.

You will receive email updates if your childcare provider has changed the status of your application.