



KidKare 2020: Leading Through a Crisis

Webinar Agenda

- COVID-19 Updates and Status
- Product Roadmap *Update*
- Information from Finance
- Leading through a Crisis
- KidKare training opportunities in May
- Get started with eForms and the Homes Review Tool
- Technical Support
- Q & A



KidKare Customer Success Team

- Our goal is to make sure that you are a successful (and happy!) customer.
- We are your main point of contact (outside of technical issues).
- We provide you with the training and tools needed to take full advantage of the software.
- Contact us at success@kidkare.com and we'll put you in touch with your Customer Success Manager (CSM).



Dawn Perez



Jazmaine Sargent



Broderick Moore

KidKare in COVID-19

- Our focus is on customer needs and advocacy.
- We are all working 100% remotely. (With the exception of mail coverage & plant watering.)
- See our COVID-19 pages on help.minutemenuhx.com for Homes and help.minutemenucx.com for Centers for useful information and links.
- We want to hear from you!

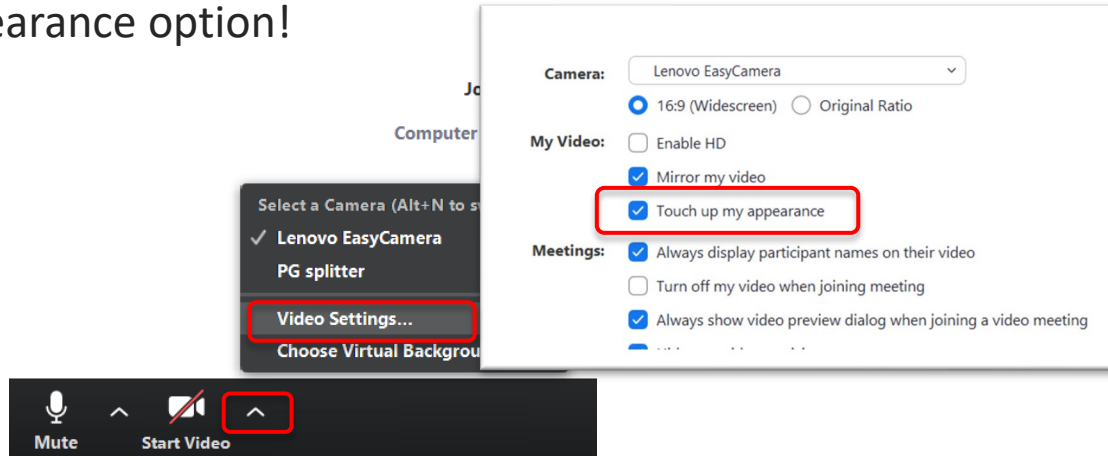


Stories to Help Others on KidKare.com



My Top Tips

- Change to paperless Claim Processing (no need to print OER's).
- Continue to set up processes that allow flexibility to work from home.
- Zoom has a Touch up my appearance option!



Cindy Vian, VP of Sales and Marketing

- 30+ years of child care and CACFP experience.
- Worked as a child care provider for 15 years.
- Director of CACFP Sponsoring Organization for 10 years.
- Been at KidKare for over 10 years now.



Patrick Ferguson



We know these times are tough right now, but we appreciate everything you have been doing. We will get through this together, and we are here for you and your business! Follow us and say hello on our KidKare Facebook page and LinkedIn page!

How to Market your Sponsorship during this Crisis:

- Think of yourself as a Consultant to your providers
- Use KidKare Broadcast Messaging for weekly/bi-weekly updates/best practices
- Leverage eForms to capture updated income eligibility information

Tiffany Hughes



Join our [LinkedIn](#) page for more information

Hello from the KidKare Marketing Team!

Hello from the KidKare Sales Team!

Freeze & fail, or focus & flourish:

- Create a vision of the future
- Take action – step into that future
- Reciprocity – give, and you will receive

"You can have everything in life you want, if you will help other people get what they want."- Zig Ziglar

Cindy Vian



Xavier Harrison



Danielle Jones



Wendy King



Meet Jennifer Duer, VP of Operations

Jennifer has been on the KidKare team since 2017.

- Previously on the product team working with KidKare, HX and CX.
- Passionate about working with non-profit organizations who promote social good.



Covid-19 and KidKare's Product Roadmap

Q1 Webinar Recap – Vision for single, unified product encompassing HX, CX and KidKare in a web-based product accessible from any device.

3 – Year Plan > Consolidated Application

1 – Year Focus

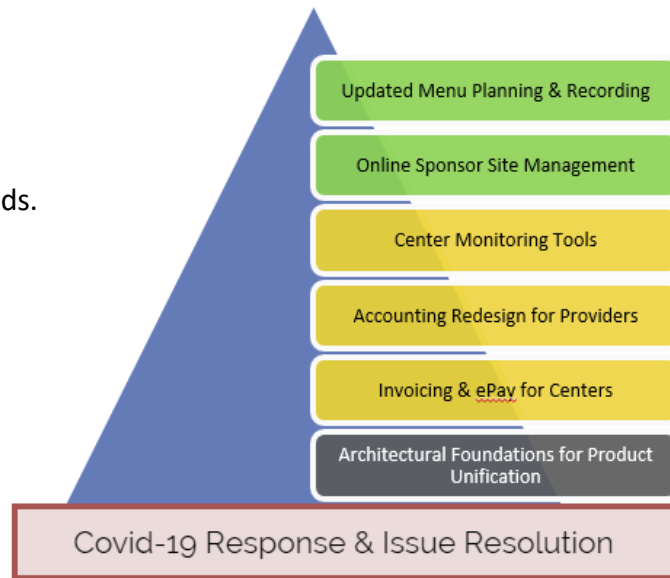
- Architectural foundations
- Extending and updating 5 identified features.

3-Year Plan remains the same; 1-Year focus changes based on current client needs.

Our current focus is on the following three items:

- 1. Client Support**
Support Team, Online Help, etc.
- 2. Issue Resolution**
Increased number of bugs released each month
- 3. Response to Regulatory Change & Requests**
Ex. Center Daily Meals Report

⁻²⁰²¹ 2020 KidKare Product Roadmap



Upcoming Product Changes...

[Provide Feedback](#)

Improved messaging tool which allows centers and providers to:

- Send email and text messages to parents
- Send survey-style questions to parents and view consolidated reporting

Example: Do you plan to bring your child back to daycare next week?

The screenshot displays the KidKare messaging interface. At the top left is the KidKare logo with the tagline "by Miniclia Menu". Below the logo are navigation icons for Home, Messages, and Help. A "Nav Placeholder" button is also visible. On the right side, there are icons for a lightbulb, a bell with a red notification dot, and a speech bubble, along with a user profile for "Amy Austin (9930047)".

The main interface features a navigation bar with buttons for "Received", "Sent Messages" (which is highlighted in green), "Sponsor Call Log", "Archived", and "Contacts". A "Send Message" button is located on the right. Below this bar are three action buttons: "Archive Selected", "Mark as Read", and "Mark as Unread". A search bar labeled "Search Messages" is positioned to the right of these buttons.

The central part of the interface is a table with the following data:

<input checked="" type="checkbox"/>	Sent To	Subject	Reports	Date
<input checked="" type="checkbox"/>	Parents (21 Contacts)	Will you be attending child care next week?	15/21 Opened, 12/21 Responses	04/24/2020
<input checked="" type="checkbox"/>	Parents (23 Contacts)	Checking In & Fun Stay at Home Activities	21/23 Opened, No Questions	04/22/2020
<input checked="" type="checkbox"/>	Parents (23 Contacts)	Center Opening May 1, 2020!	15/23 Opened, No Questions	04/20/2020

Below the table, it indicates "3 messages (1 Unread Report)".

From our Finance Team

- For April, May, and June we will not bill for additional added sites created in response to COVID (think ARAS or Summer Feeding) also new customers can join and won't be charged until July for new sites.
- We are changing all Active Fees to only include providers and sites that have meal counts/attendance or claim data entered.
- We will not be changing prices for the 2020-2021 year.
- If you are working from home and cannot easily cut a check, you can request ACH instructions by emailing accountsreceivable@kidkare.com.



Maria Resendiz



Jasmin Amaya

Georgine Muntz, CEO of KidKare and Link2Feed

- Georgine has been with the KidKare team for just over a year.
- Advocate for women owned businesses.
- Background in technology and software.
- Certified Public Accountant





Leading through a Crisis

Crisis Leadership - Georgine Muntz



A few thoughts on leading through this

- Obvious one is safety first – staff, customers
- Respect the crisis – find a new way
- Re-evaluate, re-assess, re-invent
- Find the new normal and maybe even find an opportunity to get stronger because of this

“Your goal is not survival, it must be something bigger.”

– Jim Collins

Stories

Examples



Quotes

"I am a firm believer in the people. If given the truth, they can be depended upon to meet any national crisis. The great point is to bring them the real facts." *Abraham Lincoln*



Register for Upcoming Training

Upcoming Webinars in May

- 5/5 - KidKare for Centers
 - Invite staff and centers!
- 5/8, 5/12, 5/28 - eForms
 - Invite Sponsor Staff
- 5/19 - KidKare for Home Providers
 - Invite Providers or staff to join!
- 5/22 - KidKare Review Tool for Homes
 - Invite Monitor staff

Webinar suggestions please email us
at: success@kidkare.com



Register for Upcoming Webinars on help.minutemenucx.com

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Welcome to the Minute Menu CX Knowledge Base

Refine ▾

Search for articles...

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Essential Tips and KidKare Resources](#)
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KidKare by Minute Menu Webinars

Last Modified on 04/20/2020 9:33 am CDT

Click **Register** to register for any of the webinars below. You will be directed to GoToWebinar to enter your details and complete your registration.

KidKare: Leading Through Crisis

Date: 4/29/2020**Time:** 12:00AM - 12:30PM CT

Please join us for a quick 30 minute webinar where we will hear from KidKare's CEO, Georgine Muntz, on leading through a crisis. We'll also update you on the plan for the next year, changes to pricing and billing, and address common questions.

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Can't find an answer?

[Submit a ticket here](#) and our staff will get back to you shortly.

Support Hours:

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Webinar Schedule

[Click here](#) to view our webinar schedule.

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[COVID-19 and Your Business: Essential Tips and KidKare Resources for Independent Centers](#)

[Providers: Navigating the COVID-19 Waivers in KidKare](#)

[Sponsored Centers: Navigating the COVID-19 Waivers in KidKare](#)

› [Updates & Fixes](#)

› [Support & Troubleshooting](#)

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› [Centers](#)

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KidKare Webinars

Last Modified on 04/23/2020 1:13 pm CDT

Click **Register** to register for any of the webinars below. You will be directed to GoToWebinar to enter your details and complete your registration.

KidKare for Sponsored Centers Launch Party!

Date: 5/5/2020

Time: 1:00PM - 1:45PM CT

As a sponsored center, you now have access to the same features you enjoy in Minute Menu CX in KidKare. This allows you to manage children, menus, expenses, and your staff accounts-in addition to recording attendance and meal counts and managing eForms-in one place! Join now to see these features in KidKare.

After registering, you will receive a confirmation email containing information about joining the webinar.

[System Status](#)

Can't find an answer?

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Support Hours:

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All times are Central Standard Time.

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Join Us for the 1st Annual KidKare Summit – Registration Open Now!

Why Attend?

- KidKare Training
- Forum Discussions
- Strategy Sessions
- Networking with other KidKare Users
- Industry Partners and Opportunities
- After-hours activities
- And more!

Visit summit.kidkare.com
to view the class agenda
(more classes being added) and
save your seat for the summit today!

[HOME](#)[AGENDA](#)[SESSION LEADERS](#)[TICKETS](#)[VENUE](#)[SPONSORS](#)[LOGIN](#)

2020 KidKare Summit for Sponsors

Nov 12 to 13, 2020

Southlake, Texas - United States

[BUY TICKET](#)

197	21	23	11
DAYS	HOURS	MINUTES	SECONDS

KidKare All Star Pass - Register
by August 1st

\$299.00

.....
Sales start on Mar 10, 2020
Sales end on Aug 01, 2020

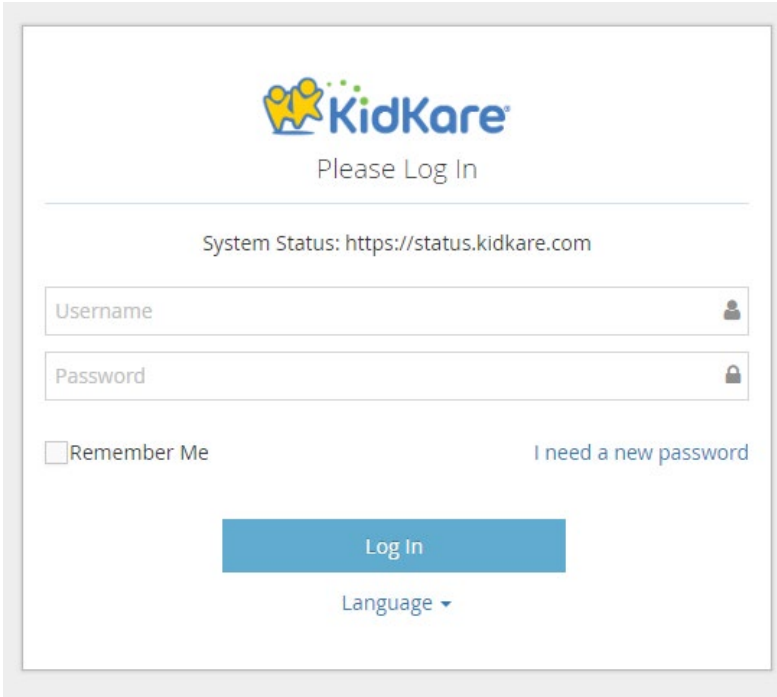




KidKare for Centers

KidKare for Centers: Available Now!

- Centers can access KidKare by going to app.kidkare.com.
- Same login ID/password that they use to access Minute Menu CX.
- All data such as children, menus, etc. will automatically be in KidKare
- Centers can use CX and KidKare interchangeably.
- KidKare can be accessed from smart phones, tablets, computers – any device with access to the Internet.



The screenshot shows the KidKare login interface. At the top is the KidKare logo, which consists of three stylized figures in yellow and blue. Below the logo is the text "Please Log In". A horizontal line separates this from the "System Status: https://status.kidkare.com" text. Below that are two input fields: "Username" with a user icon on the right, and "Password" with a lock icon on the right. Under the password field is a checkbox labeled "Remember Me" and a link "I need a new password". At the bottom center is a blue "Log In" button, and below it is a "Language" dropdown menu.

KidKare for Centers: Sponsor Login for Observer Mode

- Sponsor Staff can also login to kidkare.com using their *own* login information (same as CX login info).
- Tap/click the site name to view center account (children, menus, meal counts, etc.).
- Access from any mobile device with Internet access.



KidKare for Centers: Kids

- Enroll Children
- Update Child Schedule
- Manage Infant Information
- Withdraw a Child
- Add photos and more!

The screenshot shows the KidKare software interface. At the top left is the KidKare logo. Below it is a navigation menu with icons and labels: a question mark, a gear, 'Kids', 'Food Program', 'Calendar', 'Claims', 'Expenses', 'eForms', 'Reports', 'Setup', 'Get Help', and 'Logout'. The main content area is titled 'Kids' and includes a breadcrumb 'Home > Kids'. Below the title is a sub-header: 'Kids » Record and view information about the kids enrolled in your center.' A dropdown menu is set to 'Birch'. Under the heading 'Active', there are four child profiles, each with a name, age, location, and a photo with a camera icon for uploading:

Name	Age	Location	Photo
Clara Olivo	7 years	Birch	
Hannah Jones	6 years	Birch	
Jasmine Chienvichai	8 years	Birch	
Simone Roberts	6 years	Birch	

KidKare for Centers Launch Party



Join us May 5th, 1:00pm CST invite your co-workers and centers!

Sign up on help.kidkare.com today!

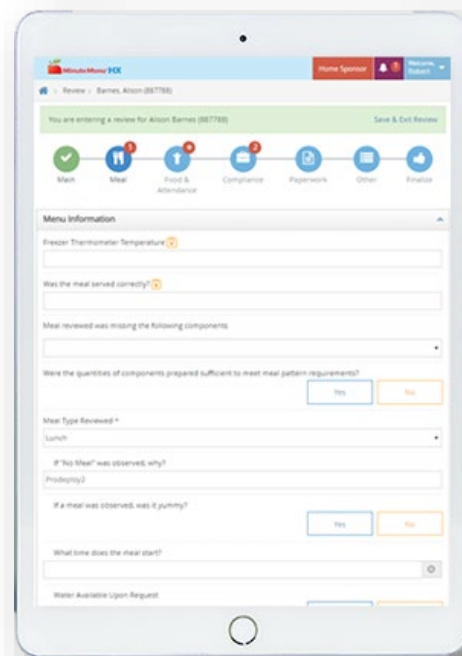


Home Sponsors: Review Tool

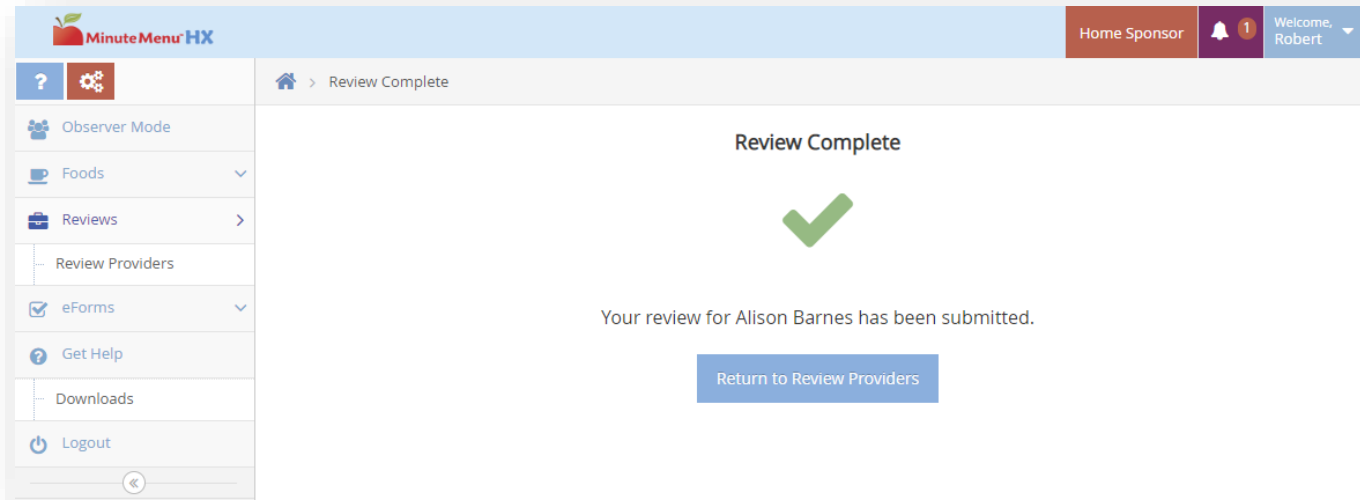
KidKare Review Tool

Provider reviews just got an upgrade! KidKare is pleased to announce the new and improved KidKare Review Tool (an online alternative to hx2go and scannable reviews).

- Information is saved in real-time.
- Available on any device with an internet connection.
- Access the tool directly from KidKare (app.KidKare.com).
- View provider addresses and get driving directions with Google Maps.
- Save and resume reviews (so you can do training, review documentation, etc.).



KidKare's Review Tool puts time-saving, simple, compliant reviews at your fingertips.



Visit help.minutemenuhx.com to get registered for the **May 22nd** webinar, watch training videos, and step-by-step help pages.



eForms for Homes and Centers

eForms: Start Using the Tools Included in Your Bundle

Minute Menu CX

Go Paperless with eForms

Minute Menu CX + eForms instantly simplifies enrollment and re-enrollment for centers and parents. Parents can quickly fill out and sign enrollment and income eligibility forms online—on their computer, tablet or phone!

Go to help.minutemenucx.com to sign up for a webinar in May!

Minute Menu HX

Go Paperless with eForms

Minute Menu HX + eForms instantly simplifies enrollment and re-enrollment for homes and parents. Parents can quickly fill out and sign enrollment and income eligibility forms online—on their computer, tablet or phone!

Go to help.minutemenuhx.com to sign up for a webinar in May!



KidKare Technical Support

Hello from the Product Support Team!

Our team has both technical support specialists and CACFP specialists who have been former providers and sponsors. And we work both on the front line--answering your emails, chats and phone calls, and also behind the scenes to keep the software products running as smoothly as possible. We understand the needs of our customers, and we're here to support you and your business!

Also don't forget that you can visit our help sites at any time for helpful articles, videos, and the latest Covid 19 updates.

help.kidkare.com/help
help.minutemenuhx.com/help
help.minutemenucx.com/help

SUPPORT TEAM



BETTY GARDNER



LORI JOHNSON



KEITH SARGENT



JASON WITTLER



Technical Support Contact Information

- Best way to contact is through email or chat.
 - Cxsupport@kidkare.com for CX issues.
 - Hxsupport@kidkare.com for HX issues.
 - Support@kidkare.com for KidKare issues.
 - Login to KidKare.com to access the chat feature.

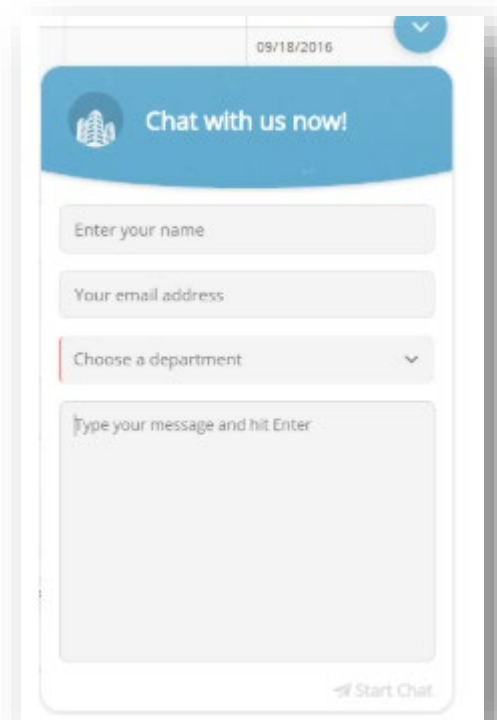
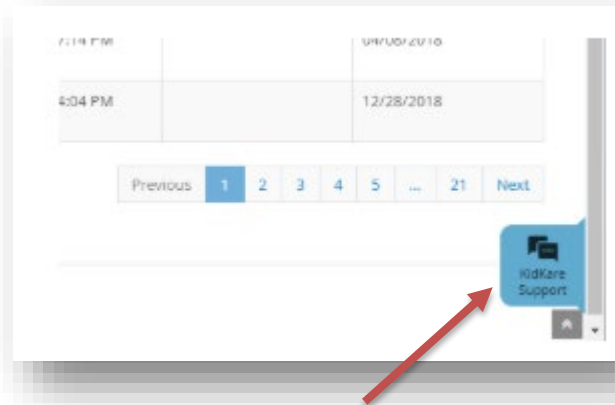
- For the fastest service please include:
 - Account name and number.
 - Detailed description of the issue.
 - Specific examples.
 - Screenshots if possible.



KidKare Live Chat Tool

Access the chat tool by logging in to app.kidkare.com (Lower right corner of KidKare).

- Quick, easy way to connect with Support.
- Real-time assistance.
- Available to sponsor staff and providers subscribed to KidKare Accounting.



System Status Page

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- System
- Providers
- eForms
- Home Visits/Reviews
- Scanning
- Claims
- Error Codes

We want you to be successful when using Minute Menu HX! Click a category in the column to the left to browse for helpful articles and tutorial videos, or use the Search bar to search for a specific topic.

Want more hands-on training? Click **Register for a Webinar** at the top of the page to register for one of our webinars.

INSTALL **UPDATES & FIXES** **BILLING INFO**

System Status

Webinar Schedule

Click here to view our webinar schedule.

Can't find an answer?

Submit a ticket here and our staff will get back to you shortly.

Support Hours:

M-T 9AM - 5PM

W 9AM - 9:30AM & 10AM - 4PM

Th 9AM - 5PM

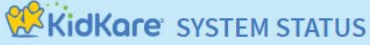
F 10:15AM - 4:30PM

All times are Central Standard Time.


Select Language

Access the System Status page from either help.minutemenuhx.com or help.minutemenucx.com


System Status Page




KidKare SYSTEM STATUS




KidKare
Operational ↑



CX
Operational ↑



HX
Operational ↑



HX2GO
Operational ↑

PRODUCTS	INCIDENT TYPES	END DATE	DISPLAYED DAYS	
All ▾	All ▾	01/03/2020	1 ▾	Go

01/03/2020

11:59 PM

No incidents reported
Created by System DevOps

My Top Tips

- Exercise
- Connect with Nature
- Make a plan now for collecting updated income forms.

Upcoming Quarterly Webinars: Save the Dates!

We plan to host quarterly webinars this year on the following dates:

- July 29th
- October 28th

Send webinar topic suggestions to success@kidkare.com.



Questions



Thank you for your time!

Please contact the Customer Success Team at success@kidkare.com for help getting started with any of the new features!

