WELCOME: OHC ADMIN TRAINING

Record Meeting

Hi everyone and welcome to the OHC registration system training.

FJC OHC team:
Sarah Schneider, Program Operations Assistant
Marisa Braunstein, Program Manager
Rebecca Kahn, Senior Director, Grant Making & Field Expansion

OHC ADMIN TRAINING

The Admin Experience:
- Read and understand the Dashboard
- Process new applications
- Verify a camper's eligibility
- Contact camps to confirm enrollment
- Running reports

The Parent Experience:
- Application outline
- Automatic emails

Reminders, Key Links, Contact Information

Today we are going to talk about administering your One Happy Camper program in our online registration system, focusing mainly on your responsibilities between now and April when you start distributing payment to camps. In the spring, we will run a training on payment processes, confirming attendance, and closing out the summer.

We will send out these slides after the call, along with useful links and step-by-step guides for all admin processes in the OHC registration system (OHCRS). There is going to be a lot of information in this call, it's totally okay if you don't absorb everything – we have lots of resources and we are here to help throughout the year.

If you run into any trouble logging in, let us know and we can help.

We strive to be as transparent and accessible as possible. If rules aren't working correctly or you notice a typo, let us know and we will resolve it as soon as possible.

I will pause periodically throughout this training to answer questions. You can put questions in the chat anytime and I will pause every few slides to read and answer them.

OHC BASICS

- Applications are administered in the OHC Registration System (OHCRS)
- Need-blind grant – not a scholarship
- Identifies as Jewish and attending an FJC network Jewish overnight camp
- Campers are routed to a partner's grant program by zip/postal code
- Three types of granting partners:
  - Communities (local federations and foundations, FJC's Small Communities Incentive)
  - PJ Library (families must be PJ subscribers)
  - Camps (about one third of our network camps self-fund OHC)

Please note: PJ Library is sending their codes out within the next few weeks. If you have families who are ineligible for your program but are PJ subscribers, they should apply for OHC once they receive their code.

OHC ELIGIBILITY OVERVIEW

- First-time campers (a few partners do returning grants)

- Attending camp for 12+ consecutive days
  - If a camper previously attended for 11 days or fewer, they are still eligible

- Typical grant amounts (varies between partners)
  - 12-18 days = $700+
  - 19+ days = $1000+

- For many programs, Jewish Day School students are not eligible

These are the basics, but as OHC has grown so has the variety of OHC program offerings.

Any questions?
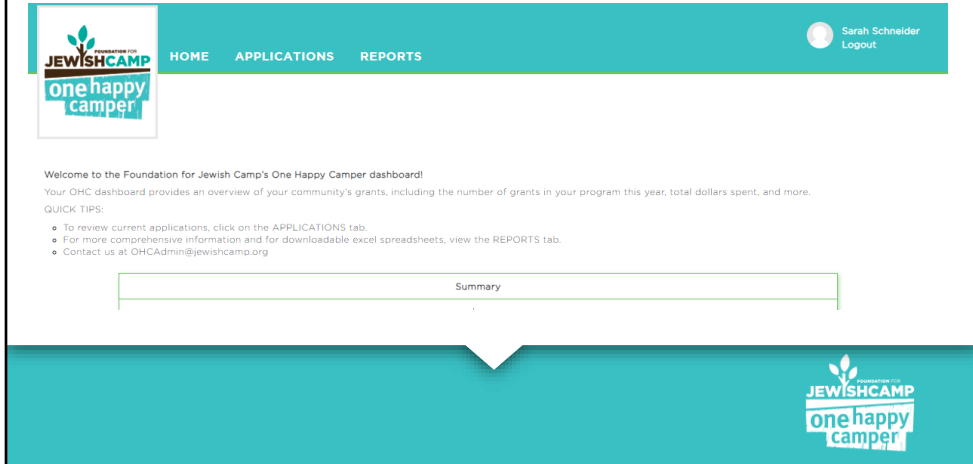
This is a screenshot of the top of the OHCRS homepage which you'll see when you log in. Scroll down in the home page and you will see the dashboard, which is an at-a-glance view of your progress.

In this training, we're going to review all three of these tabs.

THE DASHBOARD

Highlights the main features of your OHC program:

- # of grants (YTD)

- Dollars that have been committed based on applications in the system (YTD)

- Goals for the current season (# of grants & dollars budgeted)

- Easy to read charts to track progress

- Quick glance at your applications' details (school type, session length, and returning year pie charts)

When a new application comes in, the dashboard will update automatically. The goals shown are those you shared with us over the summer – if your budget changes at all during the year, please let us know so we can adjust accordingly.

Next we're going to look at some screenshots of what each of these dashboard items look like.

This is a screenshot of the top of the dashboard page. It includes your goals and progress YTD.

If you don't offer returning grants, you can ignore that section (it will have only zeroes listed).

In the chart on the left, you can see the number of applications in each of the 5 major statuses which we will review later in this training.

In the chart on the right, you can see your spending YTD compared to last year. If you are receiving matched funds from FJC, you can see those represented here as well.
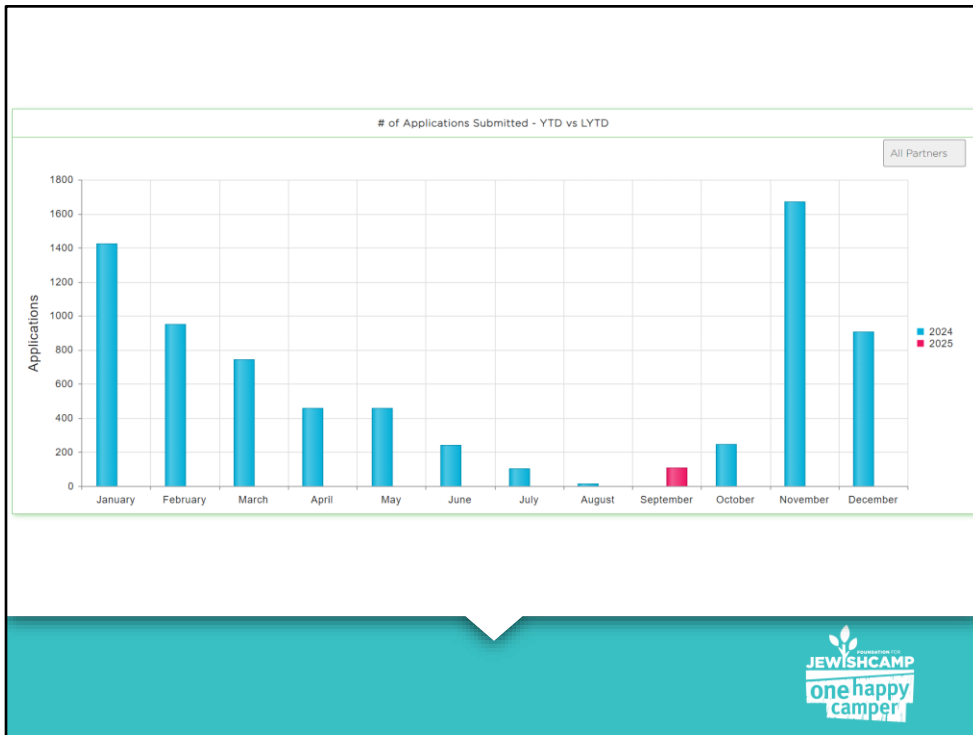
This next screenshot is how you can track progress month-to-month. Notice that the blue bars indicate applications for summer 2024 and red bars are for summer 2025. We just see the one red bar right now since we only just opened. It can show you when you tend to get the most applications so it can help you plan marketing.

Last on the dashboard are these three pie charts to get a sense of what types of campers are applying for your grant program.

The top left are by school type.
The top right are by the session length – short vs. long session.
The bottom is by 1st time vs returning. This will be 100% 1st time campers if you do not offer a returning grant.

Any questions?

APPLICATIONS

"View All Applications" Page:

- Review and search through all the campers associated with your program

- Edit and view an individual camper's application

APPLICATIONS	REPORTS
View All Applications	
Verify Enrollment - Notify Camps	
Verify Enrollment - Confirm Enrollment	
Payment Processing	
Verify Attendance - Notify Camps	
Verify Attendance - Confirm Attendance	
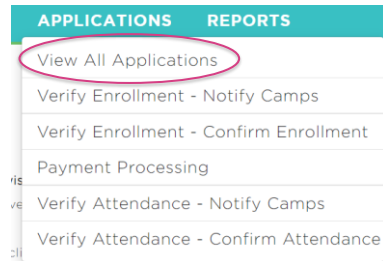
Next we're going to review the View All Applications page. See the screenshot for how to navigate there.

On the page, you can see all applications routed to your program, including those that are eligible, ineligible, and incomplete.

All your campers will appear here, even ineligible ones. Eligible apps are in grey. They are automatically sorted by most recently modified.

You can search through all of them by using their FJCID, name, zip code, camp, status, parent email, or date.

To see the Camper Summary page which we will review shortly, click on their FJCID.

To view all the answers in their application, click view.

To make changes to an application, click edit. You will need to click through and resubmit the entire application for the edit to take effect.

To update their status, select the checkbox to the right of their application and click the pink "Change Status" box.

STATUS TYPES

The 5 main statuses:
- Eligible
- Eligible; Admin Approved
- Enrollment Confirmed; Payment Pending
- Payment in Process
- Camper Attended Camp

Other statuses:
- Incomplete
- Ineligible / Ineligible by Staff
- Cancelled
- Eligible; OHC Waitlist
- Under Review
- Second Approval

Over the course of the year, applications are moved "through" the 5 main statuses:

Eligible: the system has preliminarily deemed the app as eligible
EAA: you as the admin have reviewed the app and deemed it eligible
ECPP: the camp has confirmed enrollment
As applications come in throughout the year, your job is to move them through to status ECPP. We'll review how to do that later in this training.

PIP: In the spring, you start moving them to status PIP and distribute funds to the camps. We will run a training on this in the spring, so don't worry about it now.

CAC: In August/Sept, you confirm their attendance and reconcile funds with the camps. This will be trained in the spring.

There are other statuses you may see, but most applications are only moving through the 5 main statuses. I'm going to review them now so you're clear, but they're not our main focus today.

Incomplete: parent started but never submitted the app
Ineligible: the system deemed the app ineligible
Ineligible by staff: the system originally deemed the app eligible, but you as an admin determined the app is not eligible

Cancelled: the camper cancelled their enrollment or the app is a duplicate

Waitlist: apps that come in after you meet your budget are put on a waitlist. If there are cancellations or more funds become available, you can move them off the waitlist and through the normal process.

Under Review: a way to put an app on hold if eligibility is unclear

Second Approval: a way to put an app on hold if an exception needs to be made – very uncommon and please include FJC staff if you need to use this

If a camper's application is in status ineligible or cancelled, the application cannot be edited and the family should start a new application. Applications in Eligible, EAA, and ECPP can be edited.

Important note: not all status updates happen via the "Change Status" button – some have other processes. We'll review what those are later in the training.

You don't have to remember all of these definitions now, we have definitions listed in our admin resources.

CAMPER SUMMARY PAGE

Basic outline of the camper's application details that impact their eligibility

➢ Use this screen for a quick overview of an applicant's eligibility

When you click on a camper's FJCID, you get to their camper summary page.

When a new application comes in, you'll want to review the camper summary page to approve their grant.

Things to look out for: session dates, number of days attending camp, grant amount, grant year, school type, and school name. Note that number of days is automatically calculated based on the dates the parent entered.

On the bottom you can also see the history of status updates made to the application and any notes you may have left for yourself.
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Once you've reviewed the camper summary page for new applications, you can move them into the next status.
Click the checkbox for campers you want to update and select "Change Status."
Note you can only move a batch of campers into one status at a time.
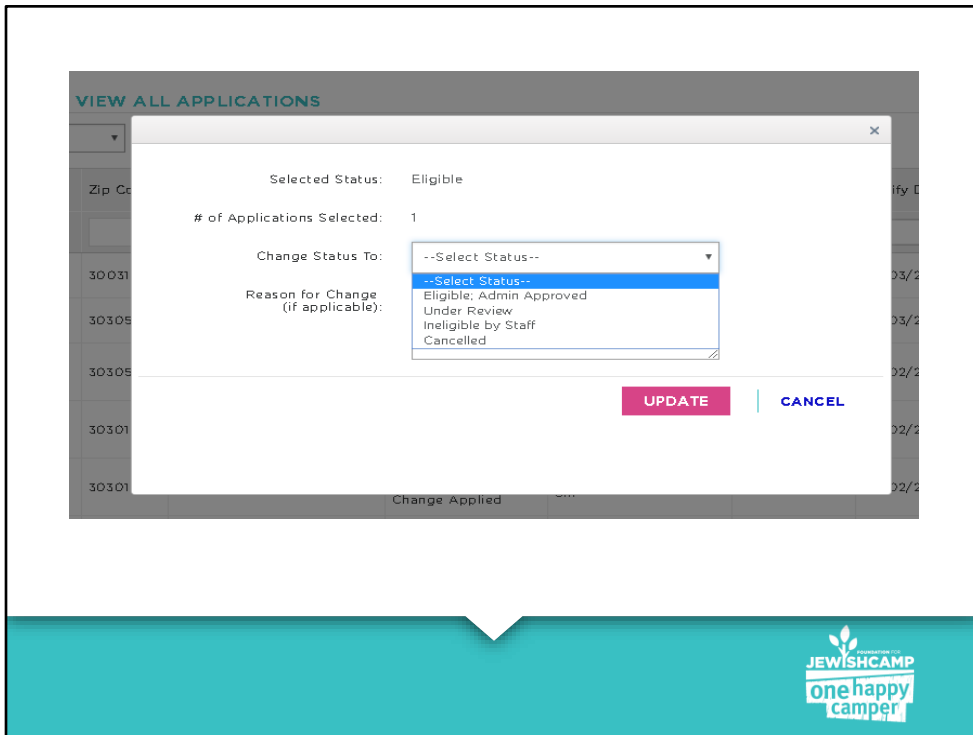
When you click on "Change Status," this box will appear.

These are the different statuses you can update this way. As mentioned, other status updates happen via alternative processes which we will get to later in the training.

If you reviewed the camper summary page and the application looks good, move the camper to EAA.

Any questions?

CONFIRMING ENROLLMENT

1. Confirm eligibility and initiate process to notify camps to confirm enrollment. The system will send an automated email to camps with their list of eligible campers prompting them to confirm enrollment.

2. Camps follow the link in that email to confirm enrollment, session length, and 1st time camper status. You will receive an email notification when a camp completes this task.

3. Update the campers' status to "Enrollment Confirmed; Payment Pending." This triggers an automatic email to the parent notifying them that their grant is approved.

JEWISHCAMP
one happy camper

Confirming enrollment is a 3-part process. By the end, you will have updated the campers' status to ECPP and triggered an automatic email to the parent letting them know their grant app has been approved. This is an overview of those steps, next we'll get into the details.

This is how you notify camps prompting them to confirm enrollment. Note that you can filter by camp and may have multiple pages of campers. All camps can be notified at once, you don't have to notify individually.

Step 1 continued:

This is what you see after clicking Notify Camps. Keep the boxes checked and submit.
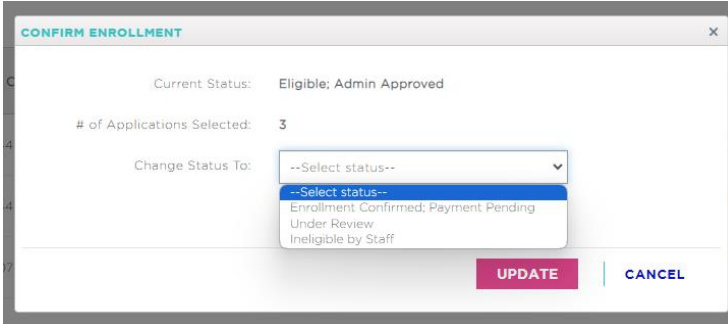
The last step is to review the camps' enrollment confirmation and update the campers accordingly. The radio buttons will be filled indicating whether the camp said each camper is enrolled and is a first time camper.
Note that if you have a returning year program, you will have a second box on this page of returning year campers that the camp will also have confirmed.

Step 3 continued:

CONFIRM ENROLLMENT

Current Status: Eligible; Admin Approved

# of Applications Selected: 3

Change Status To: --Select status--
                         --Select status--
                         Enrollment Confirmed; Payment Pending
                         Under Review
   Ineligible by Staff

UPDATE | CANCEL

This will appear when you click on Update Status.

For campers who are registered for camp and are a first time camper (or returning if your program offers those), update their status to ECPP.
For campers who are not registered for camp and/or are not a first time camper, update their status to Ineligible by Staff. Add a note into the text box as to the reason.
For campers who need to be put on hold for any reason and their eligibility is uncertain, update their status to Under Review and note the reason in the text box. Later on, once you have more information, you can come back and update their eligibility.

After these steps, your campers are now in ECPP. They stay in this status until April/May when you'll start sending payments to camps.

Any questions?

PARENT APPLICATION
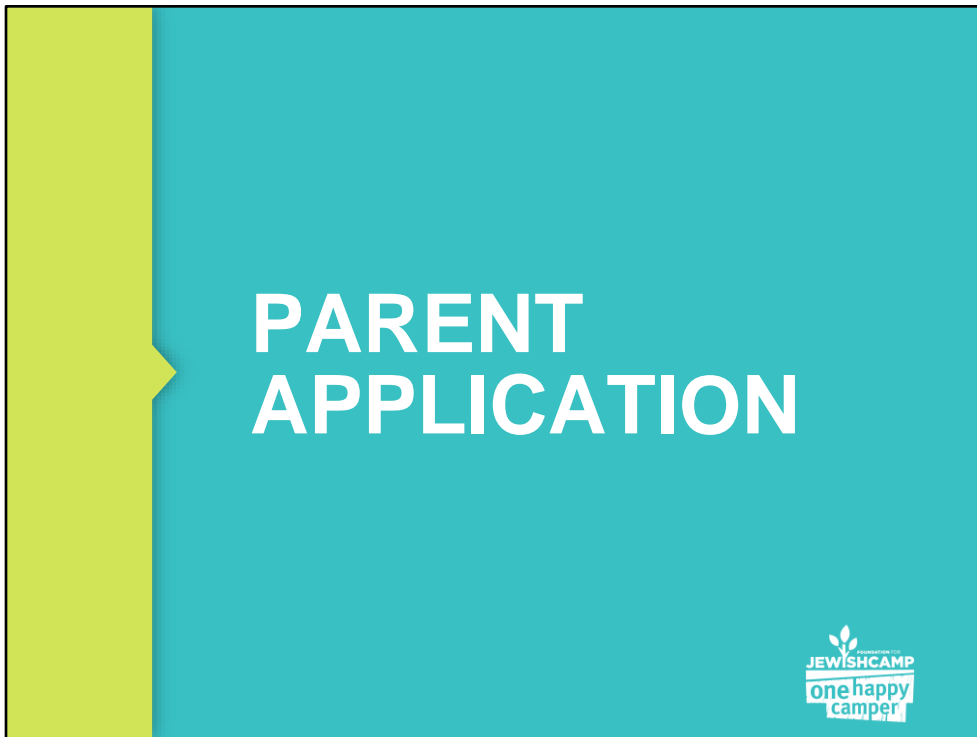
Now we're going to review what the application process is like from the parents' point of view.

PARENT APPLICATION

The application is 4 pages long:

- All general eligibility questions are asked on page 1

- Any program-specific question are asked on page 2 (i.e. sibling policy, returning year questions)

- If the camper is not eligible for a grant through your community, but are eligible for PJ Library or their camp's program, the system moves them along seamlessly

- If a camper is ineligible, they will only complete through page 2

- All demographic, contact, and marketing questions are on pages 3-4

This is the login screen the parents see.

PARENT WELCOME PAGE

This is what the parent sees when they log in. They can view all of their applications and their statuses, as well as your contact info if they need to reach you with questions.

CONFIRMATION EMAILS

For eligible applications ONLY:

1. Confirmation email – after they submit a completed application

2. Grant approved email – after application is updated to status of "Enrollment Confirmed; Payment Pending"

Note: If you mark an application as "Ineligible by Staff," you should follow up with the family directly letting them know. This is a great opportunity for relationship-building.

Parent or guardian receives the following two emails.

1. Automatic email when they apply saying we received their application and that we will review and confirm enrollment since they may be eligible
2. Automatic email triggered by you updating their status to ECPP to let them know that they've been approved for the grant

Note that ineligible applicants will not receive any emails. They only get a notice on their screen after submitting the application indicating that they are ineligible and directing them to review eligibility requirements and/or other grant opportunities.

We suggest all families apply even if they think they may be ineligible – you never know and the app is quick and doesn't ask for any financial info (except for some income-based returning grant programs).

Any questions?

REPORTS

Here is where you can download any information from the applications into an Excel spreadsheet. We encourage you to explore these reports on your own. If you are not seeing all of these available in your dashboard, please let us know and we will update your permissions.

Here's an example of what it looks like to pull a report. There are some filter options on the right you can use. Please be patient with reports, as the page can sometimes take a little while to load and a report can be slow to download.

Any questions?

ADDITIONAL REMINDERS

- If a family is not eligible for your OHC program, they may be eligible for a different FJC grant opportunity. You are welcome to direct families to our site to learn more:

  jewishcamp.org/families/grants-scholarships/

There are other things you can do in the system that come up much less frequently, such as editing applications, making an exception, rerouting, etc. If you're ever unsure of how to do something, please ask us. The nature of the system is such that it is much easier for you to ask us lots of questions than it is to make a guess and need to bring in our developers to fix an error.

ADDITIONAL REMINDERS

- Not sure how to do something in the OHC registration system? Just ask us! Email OHCadmin@jewishcamp.org

- If anything about your program changes midyear such as your budget, let us know ASAP.

- It is your responsibility to manage your program's budget throughout the year. If you are close to reaching your budget, notify us and we can set up a waitlist within 1-2 business days.

- If an admin leaves or joins your team, please let us know so we can set them up with a login and train them.

There are other things you can do in the system that come up much less frequently, such as editing applications, making an exception, rerouting, etc. If you're ever unsure of how to do something, please ask us. The nature of the system is such that it is much easier for you to ask us lots of questions than it is to make a guess and need to bring in our developers to fix an error.

KEY LINKS

- Your admin login page:
  admin.onehappycamper.org/Home/Login

- For parents: onehappycamper.org/

- Overview of all FJC grant opportunities:
  jewishcamp.org/families/grants-scholarships/

- Step-by-step guides for all OHCRS admin processes:
  jewishcamp.org/ohcmarketing/#Admin-Resources

KEY CONTACTS

Please add all of these to your address book so they aren't sent to junk.
Please do not share any of these with parents except the first one.

Parent OHC questions: onehappycamper@jewishcamp.org

Any admin OHC questions: ohcadmin@jewishcamp.org

Marisa Braunstein: marisa@jewishcamp.org
Sarah Schneider: sarah.schneider@jewishcamp.org

Auto OHCRS emails are sent from: onehappycamper@jewishcamp.org
OHC-related announcements are sent from: ohcadmin@jewishcamp.org
FJC newsletters are sent from: info@jewishcamp.org

Thank you for joining this training. We will email out the slides and key links soon.

Feel free to sign off if you're all set, or stick around if you have any lingering questions.

Reach out to ohcadmin@jewishcamp.org anytime with questions.