

CACFP CCMS Integration Pilot

Frequently Asked Questions

1. Am I eligible to participate?

If you are a brightwheel or Playground CCMS user and your CACFP home sponsor is one of the following organizations, yes!

- Northeast Iowa Community Action
- Sieda Community Action
- County Action Agency of Siouxland
- Charlie Brown Child Care

If your home sponsor is not listed, you will be able to participate (likely by the spring of 2026) if your home sponsor uses the My Food Program software.

2. What must I do to get started?

Reach out to your business coach at Child Care Collaborative of Iowa (CCCI) and let them know you'd like to join the CACFP CCMS Integration Pilot.

3. Will I save time by participating?

If you are tracking meal/snacks served and attendance in your CCMS, yes! If you are not tracking this information in your CCMS because you didn't want to enter the information twice, this integration gives you the opportunity to track everything in brightwheel or Playground and easily send the data to My Food Program with a click of a button.

4. Are there instructions on how to set up the integration between brightwheel/Playground and My Food Program?

Yes. See the relevant help center article links below to get started. The help center articles are designed to step-by-step walk you through the fields to complete in your CCMS and where to find the API key and SiteID in My Food Program. Your CCCI business coach is also available to help and answer your questions.

brightwheel help center article:

<https://help.mybrightwheel.com/en/articles/12738899-send-meal-attendance-data-to-my-food-program-mfp>

Playground help center article:

<https://help.tryplayground.com/en/articles/12746276-integrate-my-food-program-with-playground>

My Food Program help center articles:

To find your API Key: <https://myfoodprogram.tawk.help/article/generate-an-api-key>

Clicking “Generate API Key” will give you the “key” you need to paste into your CCMS.

To find the Site ID: <https://myfoodprogram.tawk.help/article/locate-your-siteid>

*Be sure to copy your “SiteId for Child Care Management Software API” NOT the Site Identification Number.

Both the Site ID and the API key should have a format that looks like: fc5dce-04c28-3d8c8e-ca6a6c3bf18. It should not be an email address. It should not be all numbers. It should not be all letters.

5. Where can I get help if I am not able to connect my CCMS to My Food Program or child attendance or meal counts are not updating correctly when I send data from my CCMS to My Food Program.

The fastest way to get help is to email support@myfoodprogram.com. Include:

- Your provider name, email address, and CCMS you use,
- Your home sponsor’s name,
- The action you were taking (setting up the connection between your CCMS and My Food Program, sending meals, sending attendance), and
- The error you received (If an error message displays, what did the message say? If possible, take a screenshot of the error message and attach the screenshot to the email message.)
 - o If you did not receive an error message, what indicated there was a problem?

6. In brightwheel, I tried to download the MFP Student IDs and nothing happened. What should I do next?

The Download MFP Student IDs button starts a download through a popup. First, check your Downloads folder and look for a file starting with “My-Food-Program-Reports...”. If you do not see that file, check to see if the popup blocker is enabled on your computer. See the link below for instructions on how to turn off the popup blocker on your computer. After disabling your popup blocker, click on the Download MFP Student IDs button again to download the file.

<https://www.k-state.edu/ksis/gettingstarted/Disabling-Popup-Blockers.html>

7. Why aren't my infant meals syncing?

Infant meal tracking is different than the “big kids.” Because you must track the amount of formula/breastmilk/food consumed, infants require an extra step. After sending your attendance and meal counts from your CCMS to My Food Program, you must go into My Food Program and enter the infant meal/snack menus. You can see if infants are missing meal counts by looking at your calendar in My Food Program. When there is a red icon, an infant menu is required. Refer to the My Food Program help center article:

<https://myfoodprogram.tawk.help/article/infant-feeding-log-icon>

8. Once I send my meal counts and attendance from my CCMS to My Food Program, am I done?

No. Double check all information in My Food Program for accuracy. This is especially important during the early phase of the pilot as bugs may still exist when sending data between the two systems. Reimbursements are calculated from the My Food Program data, so it is important to verify that the data is accurate.

9. Can I create my menus in my CCMS and send the menus to My Food Program?

No. Menus are created in My Food Program. My Food Program has significant programming built into its software for CACFP compliance requirements. My Food Program is the expert software on meal component requirements, etc. The software is continually updated based on changes to state and federal CACFP regulations and has edits to alert you when changes are needed.

Note: Playground has functionality that allows you to import your menus from My Food Program into Playground.

10. If I change my menus in my CCMS, will my CCMS send those changes to update my menus in My Food Program?

No. You must make all changes to menus and serving amounts in My Food Program. The integration between your CCMS and My Food Program only sends attendance (check in and out times) and meal counts (meals served to each child).

11. Does my process at the end of the month change?

No. You still MUST submit for reimbursement in My Food Program at the end of the month. The deadline for submission remains the same.

12. What does a sponsor need to do to get started?

The sponsor needs to make sure their settings inside My Food Program are set to allow the sending of data. There are 2 settings required to make sure this integration works properly.

At the **sponsor level**, one box needs to be checked:

Allow attendance and meal counts from child care management software for days in the past

At the **site level**, one box needs to be unchecked:

Do not allow meal counts to be imported from outside software

13. Is the pilot open for more participants?

Yes. The pilot is open for more participation. Reach out to your business coach at CCCI and let them know you'd like to join the CACFP CCMS Integration Pilot.

14. Will the end of the month CACFP process change?

No. Your end of the month claim submission MUST be done the same way you currently submit. This API only sends child attendance and meals served counts from CCMS to My Food Program.

15. Will I see an error message if something goes wrong?

We have been working with all three vendors to make sure the error messages are *clear and actionable*. If you get a vague error message, email support@myfoodprogram.com with the error message and what you were trying to do at the time.

When you double-check your My Food Program account after sending data and see an issue but did not receive an error message, please email support@myfoodprogram.com with the information requested in the answer for Question 5 above.