Child Care Attendance Automation

Provider Information Session
Agenda

- Welcome and introductions
- Purpose of this meeting
  - Introduction to Child Care Attendance Automation (CCAA)
- What changes and what stays the same for you?
- How CCAA works
- How CCAA will be implemented
- Questions
Welcome and Introductions

- ACS
  - *Fortune* 500 company based in Texas
  - 5 electronic child care contracts
  - Vendor selected by TWC to develop and operate CCAA

- Board
- TWC
- Providers
Purpose of this Information Session

- Explain to providers:
  - Purpose for and benefits of CCAA
  - How the CCAA system will work
  - What will be different under the CCAA system
  - Steps being taken to implement the new system
  - Overview of the new system
    - Provider Web Portal
    - How POS works
    - How IVR works
Why Are We Doing This?

- To give parents the responsibility for reporting child care benefits they receive
  - Parent explicitly confirms that the care was provided
- To ease the burden of child care claims on providers and staff
- To provide tracking and independent verification that a child attended the child care facility
What Are the Benefits?

- Real-time information about referrals and attendance
- Elimination of manual attendance reporting
- Access to attendance records through POS reports and the Provider Web Portal
CCAA is Not a Payment System

- CCAA reports attendance to workforce solutions
- It does not process payments
- Payment is still processed by Workforce Solutions
What Stays the Same for You?

- Board absence reporting policies
  - Initial 3-day No Contact
  - Board requirements for reporting consecutive absences and “no contact”

- Referral process

- Record-keeping requirements of other programs
  - Licensing sign-in sheets
  - Food and Nutrition Program
What Changes for You?

- Attendance submission (paper or eVision) is no longer needed
  - No longer required to report co-payments received in eVision

- Attendance reports will be automated – you will use the new system to access attendance information reported by parents

- Review attendance reports regularly (prefer daily, at least every 5 days)
What Changes for You?
School Referrals with Blended Rates

- School referrals:
  - During school sessions
  - Child needs part-time for school days and full-time care on school holidays
  - At the same provider
- No longer have two referrals (part-time and full-time)
  - One referral for a Blended Rate
- Blended Rate – blends the full-time rate with the part-time rate over the school year
  - Part-time rate for 175 days + Full-time rate for 30 days
  - Divided by the total number of days during the school session (205 days)
First Month
Dual Attendance Reporting

- Acknowledge that parent, providers and even workforce staff need a ‘transition’ time in order to become comfortable with the system and learn to use the system

- During the first month of implementation
  - Parents will use CCAA to report attendance
  - Providers will review attendance reported
  - Providers may continue to submit attendance reports (paper or eVision)
Cards and Equipment

- In order to use CCAA to record attendance, certain things need to be in place:
  - The parent needs a card
  - The child care provider needs some equipment:
    - Child Care Center: a Point-of-Service (POS) device
    - Home-Based Care: a telephone
Parents: Getting and Activating a Card

- Existing clients will receive their cards via First Class U.S. Mail well before the go-live date.
- On an ongoing basis, the night the referral is approved, a card order gets processed for FedEx shipment.
- The card is delivered with parent instructions and answers to frequently asked questions.
- When the card arrives, it must be activated. The recipient:
  - Calls the phone number on the card.
  - Enters the card number.
  - Enters their birth date.
  - Chooses a secret four-digit PIN.
- The card is now active and ready for use.
Parents: When the Card Arrives

- The parent (or other cardholder) needs to call the number on the card and activate it. They will need:
  - the card
  - their birth date
- Encourage your parents to activate cards as soon as they get them
- There might be data errors – example, wrong birth date in the system
- If parents need help, tell them to call their child care services representative
When parents get the card, they get materials to tell them how to use the card:

- Carry-along Tip Sheet
- Instructions for Use
- Warnings about Misuse
- Questions and Answers
- Instructions for Getting Help
What Parents Will Be Told about the Card

- Cards are issued through the existing eligibility system
- The card is good as long as the family needs it
  - Children at different providers? Only one card needed
  - Switched providers? No new card needed
  - New child added? No new card needed
  - Left the program and returned? No new card needed
- Up to 4 cards/family for when multiple people pick up or drop off
  - Each card embossed with the name of the person it was assigned to
- Card lost or damaged? Need to add or change cardholders?
  - Parent asks their Workforce Services Representative to have a new card issued
  - The request will be processed that night
What Parents Are Told About Card Security

- PIN security:
  - Parents should memorize their PIN
  - Parents should not write their PIN on their card
  - Parents should never give their PIN to anyone

- Card security:
  - Parents must keep their card with them
  - Parents must not give their card to anyone, including their child care provider
  - Parents’ child care services may be terminated if they give their card to someone else

- Parents are told to report suspected fraud to TWC
How Center-Based Providers Get Equipment

- **POS Device**
  - We call to make an POS installation and training appointment
  - We install the equipment, conduct training, and leave providers with a set of resource materials

- **What ACS provides:**
  - POS device(s)
  - 6-foot telephone cord or 7-foot CAT-5 cable (depending on POS device type to be installed)
  - Telephone line splitters if needed
  - First 2 rolls of paper
  - Resource materials: user manual, numbers to call for help

- Any customization of the installation (moving phone jacks, longer cables, etc.) is the center’s responsibility
Preparing for Installation

Before the installer arrives, think about:

- What are the traffic patterns in my facility?
- Where will I want the device installed?
- Does that location have power and phone line access?
- Will I need longer cords/cables?
How Home-Based Providers Get Equipment

- **Phone**
  - You supply the phone
  - The phone number **must** be known to the Workforce Solutions Board and in the system
  - You can use whatever number the Board has (cell or land line)
  - As soon as you have an active referral, you’re ready
How CCAA Records Attendance

- Parent uses phone to record drop off/pick up
  - Call IVR and enter card number
  - Enter PIN
  - Enter Child Number
  - Choose the action (check-in/check-out, etc.)
  - Normal check in on IVR is 90 seconds to start, approximately 20 seconds with experience

- Parent uses POS to record drop off/pick up
  - Swipe card
  - Enter PIN
  - Enter Child Number
  - Choose the action (check-in/check-out, etc.)
  - Normal check in takes 30 seconds

- The system checks:
  - Is the transaction coming from the expected phone number?
  - Does the child have an active referral?
  - Is care authorized for this day?
  - Does the entry make sense? (example – on a check-in, is the child already checked in?)

- If any check fails, the entry is rejected – and parent and provider know immediately
How CCAA Records Absences

- The system has an “Absence” transaction, just like check-in/check-out

- Absences work like Attendance, except:
  - It requests an Absence Reason (list provided):
    - Court-ordered visit
    - Illness
    - General absence
  - Parents can call in the Absence from any phone, anywhere
  - Child Care Center families can either record the Absence on the POS device, or call it in from any phone
  - Absences can be reported up to 3 days in advance and up to 6 days following the absence
How CCAA Handles Exceptions

- Exception: the parent forgets…
  - The system warns the parent that they forgot to check out
  - The parent can go back 7 days (today and 6 days back) to fill in any missing transactions. The 7 day period is “real days” – it includes weekends, holidays, etc.
  - Absence-reporting calls can be made from anywhere

- Exception: parent isn’t present
  - Example: center provides transportation
    - For now, parent or other authorized cardholder must visit center once every 7 days to report attendance
    - TWC is exploring other options to resolve this issue
How CCAA Handles Exceptions

- Exception: the entry can’t be done
  - POS device not working?
    - Provider calls Help Desk to report the problem
    - We fix or replace the device within 48 hours
  - Problem with phone line?
    - POS providers: The POS device stores entries in memory so they can be transmitted when the problem is solved (the “Store and Forward” or SAF feature)
    - All providers: When fixed, the parent can go back 7 days to fill in any missing transactions
  - Card or referral issues?
    - The parent should contact their child care services representative
How CCAA Handles Exceptions

- Exception: the center has an emergency closure
  - For now, attendance reporting for the day is handled manually by the Board
  - For the future, TWC is developing a solution
Support for Providers and Parents

- Knowing what’s going on
  - Provider website:
    - New referrals
    - Attendance that’s been reported (or not)
  - Summary Reports (POS)
  - Transaction reports (both POS and IVR)

- Getting Help:

<table>
<thead>
<tr>
<th></th>
<th>Parents</th>
<th>Providers</th>
<th>English</th>
<th>Spanish</th>
<th>24/7</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR support</td>
<td>🔄</td>
<td>🔄</td>
<td>🔄</td>
<td>🔄</td>
<td>🔄</td>
</tr>
<tr>
<td>Customer service</td>
<td>🔄 (Local CC Office)</td>
<td>🔄 ACS Call Center</td>
<td>🔄</td>
<td>🔄</td>
<td>🔄</td>
</tr>
</tbody>
</table>
Your initial Login will be your DFPS operations number (if you don’t have one, use your SSN).

Your initial password will be your zip code.
Portal Login Screen

Welcome to the Texas Provider Portal

Program Materials
Start Here Login Instructions and User Manual
Child Care Attendance Automation
Project Implementation News
Provider Information Presentation

Helpful Links
Texas Workforce Commission
Resources for Childcare Providers
211 Texas Child Care
Child Care Licensing

Login
Password
LOGIN

The Texas Workforce Commission Provider Web Portal gives childcare providers with internet access the ability to view their referrals and the attendance and absence reports for their referred children online. Providers are given temporary User IDs and passwords, which must be changed at the first login. Logging in gives providers access to their referral and attendance information. The information for each provider is secure, viewable only by entering User ID and password.
Main Screen

Click here any time to come back to this main screen.
Main Screen – Navigation Buttons
Referral Screen
Activity Screen

### Provider - Activity Report

**Provider Information**

<table>
<thead>
<tr>
<th>Facility Information</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Email: <a href="mailto:DEMO@DAYCARE.COM">DEMO@DAYCARE.COM</a></td>
</tr>
<tr>
<td>License #: 5544332211</td>
<td>Address: 1234 DEMO DR</td>
</tr>
<tr>
<td>Board: 6 - Dallas</td>
<td>APT 123</td>
</tr>
<tr>
<td>Provider ID: 8011112222</td>
<td>City: DALLAS</td>
</tr>
<tr>
<td>Status: ACTIVE</td>
<td>State: TX</td>
</tr>
<tr>
<td>Regulation Type: RELATIVE IN CHILD HOME</td>
<td>Zip: 75211</td>
</tr>
<tr>
<td>Billing Cycle: Twice per month</td>
<td>County: 57 - Dallas</td>
</tr>
<tr>
<td></td>
<td>Phone #: 214-123-0000</td>
</tr>
</tbody>
</table>

**Today's Activity Report**

<table>
<thead>
<tr>
<th>Case #</th>
<th>Child #</th>
<th>Child Name</th>
<th>Time</th>
<th>Trans Type</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>999888202 1</td>
<td>KIMBERLEY BOUCHER</td>
<td>09:15</td>
<td>P/IN</td>
<td>(A8) Check Out First</td>
</tr>
<tr>
<td>2</td>
<td>999888202 1</td>
<td>KIMBERLEY BOUCHER</td>
<td>08:53</td>
<td>OUT</td>
<td>(00) S/A</td>
</tr>
<tr>
<td>3</td>
<td>999888202 1</td>
<td>KIMBERLEY BOUCHER</td>
<td>08:46</td>
<td>IN</td>
<td>(00) S/A</td>
</tr>
<tr>
<td>4</td>
<td>999888202 1</td>
<td>KIMBERLEY BOUCHER</td>
<td>08:46</td>
<td>P/IN</td>
<td>(00) S/A</td>
</tr>
</tbody>
</table>
Transaction Report

Provider - Transaction Report

Provider Information
- Name: DEMO DAYCARE
- License #: 554133211
- Board #: 6 - Dallas
- Provider ID: 8811112222
- Status: ACTIVE
- Regulation Type: RELATIVE IN CHILD HOME
- Billing Cycle: Twice per month

Address
- Name: DEMO DAYCARE
- Address: 1234 DEMO DR
- City: DALLAS
- State: TX
- Zip: 75211
- County: TX - Dallas
- Phone #: 214-123-0000

Provider Transaction Search

Report on dates
- Start Date: 11/01/2000
- End Date: 11/02/2000

Provider Transactions Report

<table>
<thead>
<tr>
<th>Date</th>
<th>Case #</th>
<th>Child Name</th>
<th>Child ID</th>
<th>Trans Type</th>
<th>Entry D/T</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/12/00</td>
<td>09:15 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>IN</td>
<td>11/12/00</td>
<td>(AD) Check Out First</td>
</tr>
<tr>
<td>11/11/00</td>
<td>08:30 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>OUT</td>
<td>11/12/00</td>
<td>(AB) G/A</td>
</tr>
<tr>
<td>11/10/00</td>
<td>08:45 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>IN</td>
<td>11/11/00</td>
<td>(AB) G/A</td>
</tr>
<tr>
<td>11/09/00</td>
<td>08:30 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>OUT</td>
<td>11/10/00</td>
<td>(AB) G/A</td>
</tr>
<tr>
<td>11/09/00</td>
<td>08:30 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>OUT</td>
<td>11/10/00</td>
<td>(AB) G/A</td>
</tr>
<tr>
<td>11/09/00</td>
<td>08:30 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>OUT</td>
<td>11/10/00</td>
<td>(AB) G/A</td>
</tr>
<tr>
<td>11/09/00</td>
<td>08:30 AM</td>
<td>KIMBERLEY BOUCHER</td>
<td>099888202</td>
<td>OUT</td>
<td>11/10/00</td>
<td>(AB) G/A</td>
</tr>
</tbody>
</table>

Total: 10
Attendance Report

[Image of Attendance Report with provider and child information]
## Attendance Report Close-up

### Provider - Attendance Report

**Displaying Month of Oct, 2009**

| Case / Child Name | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
|-------------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|

- Present (P)
- Holiday (H)
- No Report (Z)
- Absent (I, C, A)
- Authorized Day

**Search** | **Details** | **Referrals** | **Activity** | **Transaction** | **Broadcast MSG** | **Pos List**
Demonstrations
POS – Attendance Check-in

→ Parent swipes card

→ Parent enters PIN and presses Green Enter key

→ Parent presses 1 for Check-in

→ Parent keys in TWC child identification number and presses Green Enter key

→ System displays approval or denial message
Child Care Attendance Automation

Questions?