

Child Care Attendance Automation System



You should receive an attendance card in the mail for you to use to report attendance and absences for your children. If you have not received a card, please contact Child Care Services at:

Phone: 903-463-9997 or 888-813-1992

Email: childcare@workforcesolutionstexoma.com

Instructions for using Attendance Card:

1. Activate your card:

You must activate your card and select a 4-digit PIN to use with your card. To select your PIN, you will need:

- The card number printed on the front of your card; and
- The cardholder's date of birth

2. Keep your PIN safe

- Memorize your PIN
- Do not write it on your card
- Do not give your PIN to anyone

3. Reporting Attendance:

- Child care centers
 - 1st. Swipe your card
 - 2nd. Key in your PIN
 - 3rd. Choose attendance type (check in, check out, previous check in, previous check out)
 - 4th. Key in the Child Number
 - 5th. Press Enter
 - 6th. Repeat for the next child. If finished, press Enter again.
- Child care Homes/Relative care
 - 1st. Call 1-866-960-6496 from your provider's phone
 - 2nd. Enter your card number using the key pad on the phone
 - 3rd. Enter your PIN
 - 4th. Follow the instructions on the phone

4. Reporting Absences:

- Call 1-866-960-6496 to report absences
- Absences may be reported from any phone at any time

5. Problems using your card:

- Card is not working - call customer service at 1-866-960-6496
- Forget your PIN - call customer service at 1-866-960-6496
- System says your child is not authorized for care: contact Child Care Services at 903-463-9997 or 1-888-813-1992

Notice: if you do not report your child's attendance (present or absent) for 3 consecutive days, it is considered a voluntary withdrawal from Child Care Services and your child care will end.

Top 25 Frequently Asked Questions about Child Care Services

Child Care Attendance Automation (CCAA)

1. What is Child Care Attendance Automation?

Child Care Attendance Automation, or CCAA, is the new way of reporting child care attendance and absences. Parents and guardians confirm that the care was provided to their children, by using a swipe card and either a telephone Interactive Voice Response (IVR) system or a card-reading machine called a Point of Service (POS) device.

2. How does CCAA work?

Parents and guardians receive a swipe card. Providers receive either a card-reading machine or access to a telephone reporting system. When you use your card on either the provider's POS device or the provider's telephone, the child's arrival or departure from care is automatically recorded.

3. Who get a POS device, and who uses the phone?

Licensed child care centers are given POS devices. Child care homes use the telephone reporting system.

4. Do I have to use the CCAA system?

Yes. Workforce Solutions Texoma will only pay providers for care that was recorded in CCAA.

5. What if I do not report attendance or absence within seven days?

You may be responsible for paying your provider.

6. What happens if I'm not able to report my child's attendance?

You can catch up on missing days by using "Previous Check-In" and "Previous Check-Out". You can go back 7 days, including today, to report previous attendance.

7. Can other people drop off or pick up my child?

Yes. Families can get up to four cards for people who are authorized by the parent or guardian to drop off or pick up their children from child care.

8. How do I get cards?

When your child has an approved referral, a card will be mailed to you. If you need more than one card, or if you need a replacement for a lost or damaged card, contact Child Care Services.

9. I have children at different providers. Do I need more than one card?

No. The card will work at any provider location where the family has an active child care referral.

10. Can I give my card to my provider and let them do this reporting for me?

No. Giving your card to someone else is a misuse of the card. It can result in termination from the Child Care Services program or criminal prosecution.

11. The system tells me that my PIN is wrong, what do I do?

When using the CCAA system for the first time, your birth date is your PIN number. Once you correctly enter your birth date, the system will prompt you to change your PIN number.

12. How do I report absences for my child?

- A. You can report absences from any phone, anywhere.
- B. You can use a phone for absence reporting even if your provider uses a POS device for attendance reporting.
- C. You can also report absences on the POS device at your provider. Besides being able to go back 7 days to report an absence, you can also report absences for 3 days into the future.

13. What happens if I reported my children absent and they were present? How do I fix the error?

Contact Child Care Services and inform them of the reporting error.

14. I get an error message "Check In / Check Out" first. What date needs to be fixed?

If you are recording attendance using a POS (Point of Service) machine, the machine will report the date that needs to be fixed. If you are recording attendance using the IVR (Interactive Voice Response) system, call CCS to report the problem.

15. What if I need help with the CCAA system?

- A. Call the number on the card (866-960-6496) for any issues with your card or PIN.
- B. If the POS device doesn't seem to be working, tell your provider so they can report the problem.
- C. If CCAA says that your child isn't eligible, contact Child Care Services.

Child Care Services

16. How can I submit the required paperwork to Child Care Services?

Paperwork may be submitted to Child Care Services in several ways, including e-mail, fax, mail or hand-delivery.

17. What do I have to do to qualify for the 25% discount in my parent fee?

In order to qualify for the 25% discount, all required paperwork must be turned in before the 10th day.

18. The provider I want to use does not have any openings; can I wait to start care when they have an opening?

Yes, your waitlist application can remain on hold until the provider has an opening.

19. Why do I have to turn in new information if I just turned it in?

Paperwork less than 30 days old will be used to determine eligibility. Paperwork over 30 days old will not be used and new paperwork will have to be submitted to determine eligibility.

20. What type of documentation will prove paternity/child support for my children?

Unless the children reside with both biological parents, an Income Verification Report from the Office of the Attorney General (OAG) website, an Informal Child Support Agreement, court documents, or proof of an attempt to obtain child support through an attorney or private arbiter may be submitted. Even if the non-custodial parent is incarcerated, the custodial parent will be required to provide proof of paternity and child support. If paternity/child support information is not provided, an additional fee of \$25 will be added to the monthly parent fee, and child care assistance may be ended.

21. Why do I have to count my teenage child's income in the total for household?

TWC Rule §809.44 requires that "the family income for purposes of determining eligibility and the parent share of cost means the monthly total for each member of the family."

22. When will my child care begin?

Child care can begin once Child Care Services knows what provider you have chosen and confirmed that they have an opening. If using a relative provider, care will start after the parent and the relative provider attends the relative handbook meeting.

23. What qualifies as a provider?

Regulated providers must be licensed with the Texas Department of Family and Protective Services. A relative provider must be an individual who is at least 18 years of age, and is, by marriage, blood relationship, or court decree be related to the child by one of the following: grand parent, great-grandparent, aunt or uncle.

24. What is a parent fee?

A parent fee is the parent's share of the cost of childcare based on gross income, the number of family members and the number of children receiving child care assistance.

25. What does it mean to suspend care?

Suspended care means that child care services are placed on hold. Care may be suspended for work or training interruptions lasting longer than 2 weeks if:

- A. The interruption does not last longer than 90 calendar days, and
- B. Parent provides written documentation from their employer or training provider stating that the parent will return to work/training and the date they are expected to return, or
- C. Parents enrolled in education programs must provide a copy of their schedule for the next semester to prove they are enrolled and are planning to return to the education program.