

Child Care Attendance Automation System

Effective March 1, 2010, parents will be responsible for reporting their child's attendance and absences using the Child Care Attendance Automation (CCAA) 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 866-813-1992

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 1-866-813-1992

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.



Workforce Solutions Texoma
5904 Texoma Parkway
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FAQ

Child Care Attendance Automation System

What is Child Care Attendance Automation?

This is the new way to report child care attendance and absences for children receiving child care assistance through Workforce Solutions Texoma. Parents or guardians report attendance or absences by using a swipe card (like a credit card) and either a telephone or a card-reading machine.

How does it work?

Parents or guardians receive a swipe card in the mail. This card will have an individual card number (like a credit or debit card) that is specific for your family. If your children are enrolled at a licensed center, you will swipe the card reading machine each time you drop off and pick up your child to record their attendance. If your children are enrolled in a home day care or you are using a relative as your provider, you will call a toll free number and use the number on your card to report your child's attendance each time you drop off and pick up your child.

Do I have to use the automated system?

Yes. Workforce Solutions Texoma will only pay providers or relatives for child care that is recorded in the automated system.

Can other people drop off or pick up my child?

Yes. You can get up to 4 cards for people who are authorized to drop off or pick up your children. **You can not "give" your card to someone to pick up or drop off your child. Each authorized person must have their own card.**

How do I get cards?

If you need more than one card, or if you need a replacement card, contact Workforce Solutions at 903-463-9997 or 888-813-1992 or email: childcareservices@workforcesolutionstexoma.com

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". **Remember: failure to report attendance or absences for 3 consecutive days will be considered a voluntary withdrawal from the child care program and your child care assistance will end.**

How do I report absences?

1. You can report absences from any phone, any where.
2. You can use a phone for absence reporting even if your provider uses a card reading machine for regular attendance reporting.
3. You can also report absences on the card reading machine at your provider.
4. You can report absences up to 3 days in advance if you know your child is going to be absent.

If my child is absent for 3 or more days, do I have to go to my child care provider to report the absences?

No. You can report absences from any phone using the following toll free number: 866-960-6496

Can I call in my child's attendance from any phone?

No. If you use a licensed center you must report attendance using the card reading machine at the center. If you use a home provider or relative, you must use their phone to report attendance. Only absences can be reported using any phone line.



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What if I do not report my child's attendance?

Your child care provider may require you to pay for days you did not report attendance in the automated system. *If you do not report your child's attendance or absences for 3 consecutive days, it is considered a voluntary withdrawal from the child care program and your child care assistance will end.*

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

No. Your card will work at any provider location where your child has a referral for child care assistance.

Can I leave my card with my child care provider and let them report my child's attendance?

No. This is considered misuse of the card. It can result in termination from the child care program and possible criminal prosecution.

What if my child care provider picks up my child after school?

You can do a "Previous Check in" when you pick up your child and record the time your child arrived at the child care facility. Then do a normal check out.

If I change child care providers, will I have to get a new card?

No. Your card will work with any day care center or home where you have a current referral for child care assistance.

What if I need help:

1. Contact Workforce Solutions Texoma for any issues with your card.
Phone: 903-463-9997 or 866-813-1992
Email: childcare@workforcesolutionstexoma.com
2. If the card reading machine doesn't seem to be working, tell your provider so they can report the problem.
3. If the automated system says that your child isn't eligible, contact Workforce Solutions Texoma :
Phone: 903-463-9997 or 866-813-1992
Email: childcare@workforcesolutionstexoma.com