



## Child Care Attendance Automation (CCAA) Information for Providers

CCAA is an attendance reporting program implemented by the Texas Workforce Commission along with Xerox for the child care program across Texas. The CCAA system is designed to accomplish three goals:

- Give parents the responsibility for reporting child care attendance
- Ease the burden of child care claims on child care providers and the Child Care Services staff
- Provide tracking and independent verification that a child attended the child care facility.

### **Equipment needs:**

In order to use the CCAA system to record attendance, there have to be certain things in place:

- The parent needs a card – cards are mailed to CCS parents when they begin care. **If a parent does not have a card, they need to contact CCS**
- **Licensed Centers** will need high speed internet or a phone line for the Point-of-Sale (POS) device, a place to put the POS device that is accessible to parents, and a power source nearby. There is no cost to the provider to have the POS device. Each center should have 1 POS device for every 50 CCS children enrolled.
- **Homes** (licensed homes, registered homes, relative care) will have to have a working phone, and that phone number must be listed with CCS at all times for the system to work.

### **How do parents get a card?**

For new families entering the program, within 24 hours after a referral for child care is entered into the CCS system, an attendance card gets processed and is mailed. When the card arrives, it must be activated and then it will be ready for use. The card holder will call a toll free number (1-866-960-6496), enter their card number, and enter their date of birth. The system will then ask them to set up a PIN.

### **What if a parent does not have their card?**

The parent should contact CCS by phone, email, or through our website. CCS staff will need to verify the parent's mailing address and then can re-issue the card.

### **Card facts:**

- The card must remain in the client's (parent or guardian) possession
- **Cards may not be kept by the provider at the center, and center staff can not record daily attendance of children with the cards – even if the parent gives the provider permission. This is a Texas Workforce Commission rule, and violation of this rule can result in termination of the parent's child care as well as the provider's participation in the CCS program.**
- The PIN number for each card cannot be shared with anyone working at the provider site
- If the card is lost or damaged, the client must contact CCS in order to receive a new card (by phone or our website)
- If a client changes child care providers a new card is not needed
- If a family uses more than one child care provider only one card is needed

- Up to 3 additional cards will be available for a family if needed. The parent must notify CCS by phone or through our website and give the name and date of birth for each adult a card is to be issued to. The cards will be mailed to the parent to distribute to the card holders.

### **How does it work?**

#### Attendance Reporting

The client uses the POS machine or the provider's phone to record arrival and departure within the day.

- The client swipes the card, or if reporting by phone calls the toll free number (1-866-960-6496) and enters the card number
- Enter PIN
- Enter child number (1, 2, etc.)
- Choose the action (check in, check out, etc.)

The system will check the following:

- Does the child have an active referral?
- Is this the correct provider?
- Is care authorized for this day?
- Is the transaction coming from the expected phone number?
- Does the entry make sense?

If any of the above checks fail, the entry is rejected and the parent and provider know immediately.

#### Absence Reporting

The system has an "absence" transaction like the check in/check out. Absences work like attendance, except:

- They require an absence reason (illness, court ordered visit, general absence)
- Parents can call in the absence to 1-866-960-6496 from any phone, anywhere
- Parents with children enrolled in child care centers 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

#### What if...

- The parent forgets to record attendance? At the next entry, the system warns the parent that there is an incomplete day or missing transaction. The parent can go back 7 calendar days to fill in any missing transactions (today + 6 days back). They will need to record information for the previous days before recording for the current day.
- The parent is not available to record an absence at the child care facility/home? Absence reporting can be done by phone from anywhere. The parent can also go back 7 calendar days (today + 6 days back) to report the absence once they have returned to care, and can report future absences up to 3 days in advance
- The parent takes their school age child to school, then the provider picks them up in the afternoon. How does the check in get entered? When the parent picks the child up at the end of the day, they will enter a previous check in for that afternoon, then enter a check out.

- The entry can't be done due to the POS device not working? The provider should call the Help Desk to report the problem. The device will be fixed or replaced within 48 hours. The parent can then go back up to 7 calendar days (today + 6 days back) to fill in any missing transactions. The parent should contact CCS by phone, email, or through our website to submit a written statement from the provider that the POS device was not working.
- The phone line, internet, or CCAA system is down? The POS device stores entries in memory so they can be transmitted when the problem is solved. This is called a Store and Forward (SAF) feature.
- There is a problem with the CCAA phone system? The provider should call the Help Desk to report the problem. When it is fixed, the parent can go back 7 calendar days (today + 6 days back) to fill in any missing transactions.

The provider must review the CCAA portal at least every other day to ensure that each child has attendance recorded. If attendance is not recorded, the provider is able to visit with the parent and the parent is still able to record attendance.

### **Provider Payment Process**

- Providers can view a summary of payable care days (dates for which attendance or absence is recorded) via the CCAA website: [www.workforcesolutionschildcare.com](http://www.workforcesolutionschildcare.com). All providers are required to review this information at least every 2 days to ensure parents are recording attendance. If attendance is not recorded, the provider is able to visit with the parent and the parent is still able to record attendance.
- If care has been authorized for a child, but they are not showing on the CCAA website yet, the provider should still submit the attendance information through the CCS web portal.
- CCS staff review the attendance information, reconcile the information with exception reporting or Verification of Attendance (VOA), and make adjustments as needed.
- Payments are processed and released every 2 weeks.

## **Contacts for Providers:**

### Child Care Services

- Please contact your Provider Services Specialists or
- Send inquiry through the CCS Web portal
- Send general email to: [rcachildcareservices@ruralcapital.net](mailto:rcachildcareservices@ruralcapital.net)

### Provider Help Line

- 1-866-320-8720
- Reporting problems with the POS machine or phone reporting system

### CCAA provider website:

- [www.workforcesolutionschildcare.com](http://www.workforcesolutionschildcare.com)
- The first time a provider logs in, the login will be the provider's DFPS permit or listing number. The password will be the provider's zip code. The system will ask the provider to set up a new password after logging in for the first time.

### CCS Web Portal:

- Reporting attendance exceptions – days not recorded with an attendance card
- Reporting or updating holiday information
- Payment questions, errors
- Payment schedule
- Attendance system info, manual for the POS machines, manual for using the CCAA provider website, and a link to the CCAA provider website
- Reporting new children not attending, late copay, and any other issues related to a specific family
- Requesting copies of forms
- Sending us a general question

### Parents can use the web portal for:

- Requesting a CCAA card for themselves or others
- Basic information on using their attendance card, including a short video
- Reporting changes in income, work/school status, family size, phone number, address, or any other info related to their case.
- Searching for a child care provider
- Information on choosing child care
- Requesting a transfer to another child care provider
- Sending us a general question