

Child Care Automated Attendance System (CCAA) for Parents

Instructions for using Attendance Card:



YOUR CARD SHOULD LOOK LIKE THIS.

You should have an attendance card for you to use to report attendance and absences for your children. If you have not received a card, or have misplaced your card, please contact Child Care Assistance at ccainfo@ccgroup.org

1. Activate your card as soon as you receive it by calling 866-960-6496:
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:

- If your child stays at a Child Care Center:

Step 1	Swipe your card
Step 2	Key in your PIN
Step 3	Choose attendance type (check in, check out, previous check in, previous check out)
Step 4	Key in the Child Number (01, 02, 03, etc.)
Step 5	Press Enter
Step 6	Repeat for the next child. If finished, press Enter again

Note: you can get the child #'s from your provider or you can contact CCA for the child #'s.

- If your child stays at a Child Care Homes/Relative care

Step 1	Call 1-866-960-6496 from your provider's phone
Step 2	Enter your card number using the key pad on the phone
Step 3	Enter your PIN
Step 4	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 Assistance at 214.630.5949 or e-mail us at ccainfo@ccgroup.org

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Frequently Asked Questions: (FAQ)

What is Child Care Attendance Automation?

This is the system used to report child care attendance and absences for children receiving child care assistance through Workforce Solutions Greater Dallas/ChildCareGroup. 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 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 child care 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 use your provider's telephone to 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. We will only pay providers or relatives for child care that is recorded through the automated system. Failure to properly record attendance through the automated system will be grounds for termination from the CCA program.

Can other people drop off or pick up my child?

Yes. You can get cards for up to 3 additional adults (at least 18 years old) 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 need a replacement card, you can submit a request on our website at www.childcaregroup.org. Select the tab for "Parents", then select "Child Care Assistance" on the left side of the screen, then "Attendance Card Management". You will need to give the name and date of birth for each person receiving a card. You can also contact ChildCareGroup at 214-630-5949 or ccainfo@ccgroup.org.

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 5 consecutive days may 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.

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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: 1-866-960-6496

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

No. If you use a licensed child care 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.

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 5 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 an approved referral for child care assistance. You must record the attendance for each child at the facility they attend.

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.

What if my child care provider picks up my child from home, and brings her back home in the evening every day?

Either you or one of your 3 additional card holders will need to go to the provider *at least once a week* and record the attendance information. You can catch up on missing days by using "Previous Check-In" and "Previous Check-out". *Remember: failure to report attendance or absences for 5 consecutive days will be considered a voluntary withdrawal from the child care program and your child care assistance will end.*

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. You must always make arrangements through CCA before changing child care providers.

What if I need help:

1. Contact ChildCareGroup for any authorization issues.
Phone: 214-630-5949 or Email: ccainfo@ccgroup.org
2. If the card reading machine doesn't seem to be working, tell your provider so they can report the problem.

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NOTICE

If you do not report your child's attendance (present or absent) for 5 consecutive days, it is considered a voluntary withdrawal from Child Care Services and your child care will end.

If you do not record missing attendance information in the CCAA system within the 6 days allowed, your child care services may be terminated.

You must sign the Parent Agreement for use of the Child Care Automated Attendance Card Form or your child care services will end. This form will be required with each update to your case as well.

Giving your card to someone who is not authorized is a misuse of the card. It can result in the termination of your services and criminal prosecution.

Child Care Providers are not allowed to use your card or call in your attendance. This will be considered potential fraud and will be grounds for termination of services and criminal prosecution.

Important Numbers

Report Absences – 1-866-960-6496

Troubleshooting for Card or forgot your secure PIN 1-866-960-6496

Child Care Assistance – authorization not in the system –

- **Phone: 214-630-5949**
- **Email: ccainfo@ccgroup.org**
- **Website: www.childcaregroup.org**