



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

CCAA is an attendance reporting program implemented by the Texas Workforce Commission along with ACS State and Local Solutions for the child care program across Texas. It requires parents to record attendance daily. 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 Assistance staff
- Provide tracking and independent verification that a child attended the child care facility.

### **Equipment needs:**

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

- The parent needs a card – cards have been mailed to all CCA parents. **If a parent does not have a card, they need to contact CCA**
- **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 CCA children enrolled.
- **Homes** (licensed homes, registered homes, relative care) will have to have a working phone, and that phone number must be listed with CCA at all times for the system to work.

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

All existing parents in the Child Care Assistance (CCA) program have been mailed a card. For new families entering the program, within 24 hours after a referral for child care is entered into the CCA system, a swipe 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 CCA by phone, email, or through our website. CCA 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 CCA 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 CCA 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 CCA 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 parent is not available to record attendance due to the provider giving home transportation services?* If the provider offers transportation to and from home, the parent or one of their designated card holders will have to come by the center at least weekly to record attendance

- 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 by ACS. The parent can then go back up to 7 days to fill in any missing transactions.
- 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.

**All attendance information for the week should be recorded in the CCAA system by the end of each week.**

If a parent does not record attendance information in the CCAA system for 5 days, the provider must report this to CCA. If the provider does not report the missing attendance recording within 5 days and the parent does not enter the information in the system, the provider will not be paid for those days. This report can be made via our website.

**Referrals and Payment for School Age Children**

Children who need part day care on school days and full day care on school holidays, Monday-Friday only will have a single part day referral for the school year and be paid a blended rate for each day of care. The blended rate combines the full day rate with the part day rate as follows:

- Part day rate for 175 days + full day rate for 30 days
- Divided by total number of days during the school session (205)

**CCAA and Provider Payments**

- 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 will be required to review this information at least every 5 days to ensure parents are recording attendance and report to CCA if a parent is not recording information.
- Information needed for payment is gathered and sent to CCA on set days:
  - Attendance information for twice monthly billers will be received by CCA on the 22<sup>nd</sup> and 7<sup>th</sup> day of each month
  - Attendance information for monthly billers will be received by CCA on the 7<sup>th</sup> of each month
- CCA staff review the attendance information, reconcile the information with manual billing forms, and make adjustments as needed.
- Payments are processed within 3-4 working days.
- Funds are typically released within 6-10 business days from the 7<sup>th</sup> and 22<sup>nd</sup> of each month.

**Contacts for Providers:**

Child Care Assistance

- 214-630-5949

- [www.childcaregroup.org](http://www.childcaregroup.org); select the tab for “Providers”, then “Child Care Assistance” on the left side of the screen, then “Contact Us”. Parents can select the “Parents” tab, then “Contact Us”
- Send email to: [ccainfo@ccgroup.org](mailto:ccainfo@ccgroup.org) (parents can use this email address as well)
- In May our website will be set up with online forms to submit information about parents not recording attendance, absence information, updating holidays, and reporting problems. Check the website frequently for this information.

ACS Provider Help Line

- 1-866-320-8720

CCAA website:

- [www.workforcesolutionschildcare.com](http://www.workforcesolutionschildcare.com)
- The first time a provider logs in, the login will be the provider’s DFPS permit number, DFPS listing number for relative listed providers, or the Social Security number for other relative providers. 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.