

Child Care Attendance Automation System

Effective June 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:

**Mission Center
(956) 519-4333**

**Weslaco Center
(956) 969-6144**

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:

- **Cardholders Using 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.
- **Cardholders Using 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 recorded message

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:

- Forget your PIN - call customer service at 1-866-960-6496
- System says your child is not authorized for care: contact Child Care Services.

What is Child Care Attendance Automation?

Attendance Automation is the new system to report child care attendance and absences for children receiving child care assistance through Workforce Solutions Capital Area. Parents or guardians report attendance or absences by using a swipe card (like a credit card) on a Point of Service device (POS) or by calling a telephone number and using an Interactive Voice Response (IVR) system.

How does it work?

Parents or guardians will receive a swipe card in the mail. This card will have an individual card number (like a credit card) that is specific for your family. If your children are enrolled at a licensed center, you will use your swipe card to check your children in and out of the center each day to record their attendance. If your children are enrolled in a registered family home or if you are using a relative care provider, you will call a toll free number 1-866-960-6496 and enter the number on your card to check your child in and out of care each day to report your child's attendance.

Do I have to use the automated system?

Yes. Workforce Solutions Capital Area 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 3 additional cards for people who are authorized to drop off or pick up your children.

You cannot "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 your Child Care Worker.

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

You can catch up on missing days by performing a "Previous Check-In" and "Previous Check-out" for the days you missed.

How do I report absences?

1. You can report absences from any phone, anywhere by calling 1-866-960-6496.
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: 1-866-960-6496

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.

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

The Automated Attendance card is mandatory. If you do not report attendance or absences using the attendance card your child care services may be terminated and you may be responsible for paying your provider for the care that was provided.

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 your Child Care Worker for any issues with your card.
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 your Child Care Worker.