



Child Care Automated Attendance (CCAA) Information for Providers

Updated January 2018

CCAA is an attendance reporting program implemented by the Texas Workforce Commission for the child care program across Texas.

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 CCA parents when they begin care.
- **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 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?

An attendance card will be mailed to the parent. 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. If a parent needs a reppla

What if a parent does not have their card?

The parent should contact CCA by phone or through our web portal. CCA staff will need to verify the parent's mailing address and then can re-issue the card. Lost cards should be reported within 3 days. If a parent does not receive a card within 10 days they must contact CCA.

Card facts:

- The card must remain in the client's (parent or guardian) possession
- ***Cards may not be kept by the provider, and provider staff cannot record attendance with the card – even if the parent gives permission. This is a Texas Workforce Commission rule, and violation of this rule can result in termination from the CCA program.***
- The PIN number for cards cannot be shared with anyone
- If the card is lost or damaged, the parent must contact CCA in order to receive a new card (by phone or our website) within 3 days
- 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, and parents must record at both provider sites
- Up to 3 additional cards will be available for a family if needed.

How does it work?

Attendance Reporting

The client uses the POS machine or the provider's phone to record attendance.

- 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 action - check in, previous check in, absence, etc.

- **Parents must record for every day enrolled. Days not recorded are automatically counted as absences, and can jeopardize the child's future enrollment.**

Absence Reporting

The system has an "absence" transaction like the check in. 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 can also record the absence at the provider facility
- Absences can be reported up to 3 days in advance

What if...

- **The parent forgets to record attendance?** The parent can go back 6 calendar days to fill in any missing transactions
- **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 6 calendar days 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 need to record
- **The parent is not available to record attendance due to the provider giving home transportation services?** The parent or one of their designated card holders will have to come by at least weekly to record. Providers can request an additional POS machine to use on their bus so that parents can record at pick up or drop off.
- **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 parent can then go back up to 6 calendar days to fill in any missing days. The provider must also notify CCA so staff can note that parents are unable to record.
- **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. The provider should notify CCA if the transactions are not sent within 1-2 days and attendance information is not showing on the attendance website. Staff can note that parents are unable to record.
- **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 6 calendar days to fill in any missing transactions. The provider should also notify CCA so staff can note that parents are unable to record.

If a parent is not able to record days present using their attendance card, the provider should report the day as present to CCA using the web portal at cca.childcaregroup.org. The attendance information must be submitted within 5 calendar days of the day that was not recorded.

Contacts for Providers:

Child Care Assistance

- 214-630-5949
- Web portal: cca.childcaregroup.org

CCAA Provider Help Line

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

CCAA provider website:

- www.workforcesolutionschildcare.com