

Texas Workforce Commission
Workforce Policy Service Delivery Branch
CCAA Questions and Answers

E-mail ccaa.application@twc.state.tx.us with questions.

The Texas Workforce Commission (TWC), Workforce Policy and Program Assistance, receives requests concerning the Child Care Attendance Automation System through the “CCAA Application” global email address and compiles the questions and corresponding responses. The document “Child Care Attendance Automation Questions and Answers” provides supplemental guidance to TWC staff, local workforce development boards (Board), and Board Service Providers, in their application of program requirements applicable to CCAA. All responses are based on federal, state, and agency requirements, and have been coordinated among workforce policy, and other TWC staff as appropriate.

Questions and answers are grouped under the following categories

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ATTENDANCE DATA

1. Actual download arrives on 6th and 22nd – delays payment and the volume of all of the claims hitting at one time has been challenging.

Answer: Most providers pay monthly or twice per month, that is why two downloads were programmed, however once the data has been sent to Boards, claims may be processed at the Board's convenience. The 6th and 21st were selected in order to ensure that attendance downloaded included the time allowed for attendance corrections (back-swipes).

Depending on local board payment processes and scheduled dates, this may change the current payment dates for the first month. After the first month, dates should remain on the same cycle thereafter. In some cases Board payment cycles indicated that there would be no delay in payment processing.

In order to afford Boards more flexibility however, TWC is working on an enhancement that would download attendance data weekly. Boards could then choose to pay as frequently as necessary and process claims as needed.

2. Increase in supplemental billings periods during a month.

Answer: There may be a need for manual billings during initial roll out and for awhile thereafter, as we work through issues with parents and CPS regarding the mandatory use of the swipe cards. TWC is working towards a goal where supplemental billings are used only during exceptional situations.

CHILD CARE SERVICES APPLICATION (CCSD)

3. Provider blended rates in system not correct (all sites).

Answer: This issue was corrected with a fix to CCSD released in April 2010.

4. Run-time error 340 when entering new provider with referral

Answer: This issue was corrected with a CCSD release issued on April 19, 2010.

5. Missing payments during upload – 2016 and upload to bank not matching –

Answer: This problem occurred early on related to the payment file not including all claims and was fixed immediately when discovered.

Please note that in some user examples the issues was related to incorrect data entry. The 2016 box was unchecked; therefore the claim lines did not come up to BAPA. Once the user checked the box the claims were uploaded.

TWC provided TA to system administrators to keep this in mind when reviewing 2016 uploads.

6. Absences are sometimes counted twice.

Answer: Absences due to illness were being counted twice; as part of the overall absence count and as a separate category – this was fixed in the CCAA Claim Import module sent to all boards on June 4, 2010.

7. Having problems when dropping a client, the previous referred lines do not automatically put an end reason. Need to go into each previous line and correct the dates or the 2450 will be incorrect.

Answer: This issue has been fixed and is in production.

HELP DESK & TECHNICAL ASSISTANCE

8. ACS Help Desk is referring the customers back to the child care contractor.

Answer: TWC explicitly informed the help desk to not provide answers related to local board processes. Therefore, if the question is regarding referrals timeframes, additional cards, or question on care, then the child care contractor is best equipped to answer these questions.

Answer: If there are examples of calls being referred to the contractor for issues that ACS should have responded to, please submit information to CCAA email for follow-up to reduce these instances.

9. Why does the system disconnect the call when providers call the help line for assistance? (Many complaints about this from providers)

Answer: If a provider would like to speak to someone at Child Care Provider Help Desk they must follow the prompts as specified during the call. If incorrect numbers are entered, the system cannot interpret what the caller needs and will disconnect the call after the third attempt with incorrect entries.

Standard prompts are as follows: After selecting the language to hear the IVR responses in, enter 1 to get to the support responses, enter 1 to get to the POS support section, then enter to speak to a help-desk person.

10. The automated phone system for parents has no option to speak to a “live” person. Parents have problems activating cards that contractor staff can not identify, and reporting attendance/absences.

Answer: The main reasons why a card cannot be activated are as follows:

The card the parent is trying to activate is not valid because a new card was requested through CCSD. When a new card is requested through CCSD, it immediately sends a flag to CCAA to inactivate any other cards in transition or in the parent’s possession.

The date of birth entered by the parent does not match. DOBs are submitted to CCAA through the CCSD system.

11. Responses from CCAA to fix problems sometimes take 2 to 3 emails before a response is received and/or resolved. Not enough technical support staff.

Answer: On occasion TWC requires additional information in order to correctly address the Board's question. It is very important to provide as much information in the first email so that we can respond to each issue correctly and as quickly as possible. Policy increased the number of staff providing technical assistance on CCAA to expedite responses as additional Boards rolled out.

12. Lack of resources for parents, providers and child care contractor staff to help trouble shoot problems. Manuals describe what is in the system, but do not address how things work or give any information beyond that. Contractors have to develop their own aides for staff and providers – huge duplication of efforts across the state.

Answer: CCAA has provided an Administrative Terminal manual, a POS manual, a desk aide for Providers and a desk aide for parents. TWC has provided Live Meeting training on Referrals and is working on video training for parents. If this is not sufficient to address the needs in your area, TWC staff will work with local to customize a solution that works best in your area.

13. Providers report it is consistently very difficult to reach a live person on the provider help line.

Answer: There is only one method to get to a live person and that is to go through the POS assistance script during a call. There is no voice mail on this line so the provider should wait for the next available attendant.

14. Contractors were not given information/training on how to deal with facilities which have change in DFPS permit due to sale, or new providers added to the CCSD. Do we need to initiate a contact with TWC/ACS, or does the system send notification similar to a newly referred client?

Answer: New providers; when referrals are added for a new provider, a POS delivery will be initiated automatically through CCAA, no further action is needed.

Existing Providers with a change in License number, Boards should follow local protocol and either:

Set up a new provider with the new license, making the previous provider inactive and transfer all the referrals to the new provider. This will initiate a POS request through CCAA; the install group will see that it is at the same address as the previous one and transfer the POS devices to the new provider license. *This is the preferred solution.*

–or–

Change the provider license and name; inform the provider help desk of the change so that the POS can be transferred to the new license. This will mean that the history of the old provider will be not be tracked in CCAA. *This is not the preferred solution.*

POINT OF SERVICE DEVICE (POS)

15. Providers are only getting 1 machine at install even though they may qualify for 2.

Answer: TWC recognized this need after pilot roll out and distributes the list of providers that require more than one POS to ACS. This was initiated during Wave 2 and thereafter. Providers who request additional POS devices for business purposes (building locations and entrances, etc.) are considered on a case by case basis, after initial install. Boards may submit their recommendations for additional POS devices through the CCAA email.

16. Reporting Absences via POS states that the line is down & will not allow reporting via POS – a frustration issue for parents and providers.

Answer: A POS will report an error if there is an issue with the device. If the line is down, all transactions go to store and forward. Anything other than this scenario would have to be evaluated on a case-by-case basis.

17. POS machine takes up to 2.5 hours to update transactions and provider & parents can't see the response timely.

Answer: A device may take longer than a few seconds is if the machine is in store and forward. If a provider is experiencing slower response times than this on a consistent basis, please have them call the provider help desk 866-320-8720 and explain the situation. There may be a problem with the phone line, internet connection, or other situations that would require research to resolve.

18. ACS is sending the excel spreadsheet for POS installation status, but it is not updated. We contacted every provider with a disposition status two weeks ago. The status on the spreadsheet remains the same and no documentation of follow up from ACS.

Answer: TWC is aware of this and working with ACS on addressing POS installations and updates to POS listings provided to Boards.

19. Providers report that no install dates are being given when they call ACS.

Answer: There are two numbers that a provider may call during implementation, it is important that they call the correct one that will address their issue:
For installation during implementation phase, they may call 800-539-8971; for all other POS assistance they should call 866-320-8720.
If there are specific concerns that have not been addressed, please send an email to the CCAA application email and TWC staff will follow up with installers and providers. TWC is working with our vendor to concerns related to customer service and scheduling issues.

POLICY

20. Concerned about not making performance because of the lower utilization rate caused by non-swipes and failure of providers to report within 5 days of the incident.

Answer: TWC understands implementation concerns and provides transition periods to allow parents, providers and contractors to use the system correctly and minimize the possible number of units missed due to user or system error. TWC's focus is to ensure that only actual care taking place is reported and captured for performance.

21. Please provide a directive for AN schedules not being accommodated by CCAA.

Answer: This issue was addressed in Policy Clarification #472. The issue of how to handle paying for absences due to a parent's flexible work schedule is not specifically addressed in Commission rules.

However, the most applicable rule is 809.93(f), which states: A Board or its child care contractor shall ensure that providers are not paid for holding spaces open except as consistent with attendance policies as established by the Board. Consistent with this Commission rule, paying for any absent days, including payment to providers for holding the spot for the parent with a variable work schedule, should be part of the Board's absence/attendance policies.

Not all Boards pay for absences due to the parent's flexible work schedule. However, for Boards that do, the Board should establish some minimum attendance standards and include those standards in their absence/attendance policies. Also, in order for the provider to receive payment for those absence days, the parent should report absences in CCAA for any authorized day – including those authorized days in which the child does not attend because the parent is not scheduled to work that day.

22. The larger the center, the greater the problems of non-swipes. Concerned about the negative financial impact on providers. We feel they have provided care and are entitled to be paid for the days care was provided.

Answer: As long as a provider follows established local policies for reporting discrepancies in attendance reports, TWC has allowed for manual attendance processing ensuring that providers are reimbursed for care that has occurred.

PROVIDER PORTAL & ADMINISTRATIVE TERMINAL

23. When the CCAA system is taken down for upgrades, swipes are lost for 2-3 day period – swipes seem to vanish and the parent must re-swipe

Answer: With regard to the disappearance of swipes, this is not due to the CCAA system being taken down for upgrades. Swipes “disappear” when retroactive changes are made to any existing referral periods. CCAA is taken down for upgrades during non-attendance reporting times, with an average downtime of 3 minutes.

24. It takes too long to correct simple issues (such as re-setting passwords).

Answer: The re-setting of passwords can be accomplished by the user using the “forgotten password” function of the AT and Portal. If the board is getting requests for this, they may

instruct the requestor to use this function. TWC addresses issues as they arise; beginning with those that have the most critical impact on operations. At times an issue may appear to require a simple fix, but often the simple fixes become more complicated as they are explored further, and may involve local user actions to fully resolve.

TWC will continue to provide updates on programming modifications and release notes; however specific examples should be forwarded to the CCAA application email so that each situation may be addressed appropriately.

25. Being timed out frequently on CCAA/having to login several times.

Answer: The system logs out a user after 15 minutes of inactivity. There are also certain times when the user gets an “Oops” screen when the request times out or there is too much data requested. If this is happening on a frequent basis, please detail what action cause the error and send it to CCAA application.

26. CCAA site is very slow during peak periods – causes extra time for check-in & check-out processes for parents and providers.

Answer: The slowness of the AT does not affect the POS system. They are too different processes. If the providers are reporting some issues with POS call times, please send the information to the CCAA email along with the provider name and we will research further.

27. Formatting of CCAA is not user friendly. Provider attendance and transaction reports are sorted by case number, making it difficult to locate a specific child in a long list of names. The column headers on the attendance reports do not move with the list, so if there is a long list of names, as the user scrolls down the row of dates across the top is no longer visible. Makes it difficult to know which dates correspond to the attendance codes listed.

Answer: TWC is aware of this issue and has requested programming changes to address both the sort key and the column headers.

REFERRALS

28. Providers may not take children until they are able to swipe, or they are charging the parent for each day the referral is not in the system.

Answer: Boards may establish a local policy to address this. TWC permits Boards to allow child care providers to accept referrals as they currently do (via phone call from contractor or until they receive the actual paperwork) and to manually report attendance until cards are received.

The manual attendance process was designed specifically to address concerns regarding swipe-related issues and CPS cases (being unsure about exactly who would be dropping off the kids in certain situations, etc.).

For CCDF funded kids, all parents should receive a swipe card. Therefore, while manual attendance may be entered into the system, it is TWC’s expectation that this will be the exception. This is expected during the transition period, but should not be a consistent

pattern once complete rollout and implementation has occurred. This is an area that TWC will monitor in the future.

In addition, please note that CCAA is programmed to reflect what has been entered in CCSD. If referrals are not found, there may be an issue related to data entry and new parents will not be issued a card until the referral is entered. These situations can be researched by emailing the case number to CCAA email.

29. History data in the CCSD database disappears. It was discovered that you cannot make your eligibility dates in the CCSD system the same day you recertify. It needs to be the next day due to the parent may swipe before you update in the system. The dates will not match any longer. Staff and Auditors will need to be re-trained, as this has not been the practice. Suggestion – print the history and parent fee screen for future reference

Answer: If the contractor processes an eligibility recertification prior to the end of a current eligibility period, then there are no issues. Problems occur when the recertification is entered for a referral that starts in the past. TWC policy and sub-recipient monitoring agree that it is not necessary to make the eligibility dates the same day as the recertification date. As long as the recertification is scheduled prior to the end of the current eligibility period, and the data for the recertification is entered within the 5-day requirement in accordance with WD letter 02-04, then the new eligibility period can begin the day after the old eligibility period ended.

30. Fund code changes must be effective for the next day or swipe will be wiped out.

Answer: Fund code changes can be made anytime for past/present or future referrals. Making those changes do not affect the swipes. However, if the funding is changing as a result of a redetermination and the start date of the new referral is prior to the end date of the old referral, the swipes will need to be re entered by the parent just as on any redetermination completed after the end date of eligibility.

31. Each referral line must be updated if a fund code changes.

Answer: Currently, when performing a redetermination the system uses the same funding information that is on the original referral line that is being re-determined. Once the redetermination is complete funding can be changed for each of the referral lines. TWC is aware of the situation and is researching a better solution that will allow funding changes to multiple current/future referral lines.

32. The data entry timeframe for referral changes, corrections, etc is actually 5 calendar days, not 7 calendar days as first described – weekends count, therefore if something occurs on Friday, you have already lost 2 days.

Answer: The ability to swipe for a previous period is 7 calendar days which includes weekends and holidays. The Agency-Board agreement and WD Letter 02-04 established a 5 day data entry policy. For the purposes of CCAA, two extra calendar days were added to this deadline in order to account for Saturday and Sunday.

33. Big concern is still to be able to go back and make corrections as needed. Alternative is for TWC to allow one person at each location to have right to make corrections when a provider needs to be paid.

Answer: TWC is aware of this concern and is analyzing possible alternatives; several recommendations are under consideration.

34. Changes to referrals in the CCSD don't always update the CCAA. We have had numerous cases where the information in the CCSD is correct but the CCAA is not.

Answer: Referrals entered in CCSD within the 7 day window are sent to CCAA within minutes of a saved transaction. Retroactive referral actions that are "fixed" by TWC will not reflect in CCAA because of the 7 day window edit. Another reason why a referral may not show up is if a previous provider or case record failed CCAA edits. These must be researched on a case by case basis once information is provided through CCAA email.

35. What is a school referral?

Answer: a) When a child needs part-time care for school days and full-time care on school holidays at the same provider.

Answer: b) There will no longer be two referrals (part-time and full-time) there will only be a part-time school referral.

Answer: c) The rate for care now blends the full-time rate with the part-time rate over the school year in the following manner.

- i. The part-time rate for 175 days + the full-time rate for 30 days
- ii. Divided by the total number of days during the school session (205 days)

36. What if a child attends one provider during the school days and attends another provider for the longer breaks in the school year (i.e. spring break, Christmas break)?

Answer: This would be a part-time referral to the provider caring for the child during the school days and a full-time referral to the provider providing the care for the longer break.

37. What if a child attends the same provider for before and after school care and also needs an evening referral?

Answer: The provider would get two referrals. One would be a school referral for the before- and after-school care during the day and the other would be a part-time referral (if the care is less than 6 hours) or a full-time referral (if the care is 6 hours or more) for the evening care.

38. What if a child also needs a summer referral?

Answer: A summer referral would be a separate referral and based on the child care needs of the parent. If the parent needs full-time care during the summer, it will be a separate full-time referral. If the parent needs part-time care during the summer, it will be a regular part-time referral.

39. What happens when a preschooler is attending Pre-K; is this considered a school referral?

Answer: It depends on whether the Pre-K child needs only part-time care (less than 6 hours) during instruction days. If the wrap-around child care is less than 6 hours, this would be a school referral, because it is part-time only on the school days and would be full-time on the school holidays. However, if the child needs full-time care (6 hours or more) during the Pre-K instruction days as well as during the school holidays, then this would be one full-time referral.

40. What happens if a child needs occasional afterschool (not every day) and occasional full time holiday care (e.g. for parent's with flexible work schedules), how is the referral entered?

Answer: It should be a part-time referral throughout the school year. For those occasional full-time days we should apply the Commission rule that a provider won't be paid more if a part-time child occasionally attends full-time.

41. What happens if a child is part time afterschool during the week and full time on holidays and full time on the weekend, how should the referral be entered?

Answer: Enter a school referral for the week and a separate full time referral for the weekend.

REPORTS

42. Reports are not user friendly.

Answer: We concur that improvements need to be made to the CCAA canned reports and a need for new reports. We are working on enhancements for reports for providers along with improving the existing reports. TWC opted to wait on finalizing reports until we could determine what would be beneficial for all. This included getting feedback from Boards, contractors and providers as to what reports and information would benefit most.

43. Need the ability to print the entire provider attendance report. The system will print the list to a certain point, but will not print the complete list of children. Also, if the report is printed, the columns and attendance codes do not stay aligned, making the report generally useless

once printed. Providers would like to be able to give parents a print out of their information so they record missing transactions.

Answer: TWC is aware of this need as an issue to be addressed in the enhancements to reporting.

SWIPE CARDS

44. Customers are not receiving their swipe cards timely. It is average around 10-15 days vs. the 2-3 days originally stated. Since the parent can only back swipe for the 6 previous days, manual adjustments have to be made.

Answer: The turnaround time from CCAA is as follows: Fed-Ex for initial parent card and express mail for cardholders and any subsequent card request. Fed-Ex is next day and express mail is within 3 days.

However in many cases the delay and receipt of the card may be related to the parent, family members and or postal service. As most Boards experience when they send redetermination paperwork to parents, not all parents regularly check and or open mail in a timely manner. Reports of card not being delivered are similar to reports of parents not receiving redetermination paperwork. TWC suggest the following;

If parents insist that they have not received their cards after a few attempts, Boards may select to send cards to another secure address requested by the parent. This could be a family member's address, a post office box, or the workforce center office.

45. Parents are swiping, but some refuse to sign the agreement and return the form.

Answer: TWC policy for parent responsibilities is included in WD letter 05-10. "To ensure that parents understand their attendance card responsibilities, Boards must ensure that parent sign a written acknowledgment..." The parent agreement is a requirement. If the parent does not sign the agreement, then the Board should end the care.

46. Customers report daily that their cards are not working and are not able to sign their children in/out.

Answer: TWC staff research each instance of reported card issues as they are received. In some cases there are user errors that may lead to malfunction(s) and these are reported back to Boards so that they may assist parents or to the vendor so that a new card can be issued as necessary.

Some cases have revealed that the card is working, but the POS device has been relocated or reconnected by the provider which can also lead to problems. In each of these cases however, TWC will continue to work with the vendor and Boards to minimize these instances and resolve on a case by case basis.

47. When parents perform a check in and fail to perform a check out, it denies the next check in, but accepts the check out and records to the previous day needing a check out; this is very

confusing for the parents because they assume that it accepted transaction for the date that they just attempted.

Answer: The system is matching a Check-in with a Check-out for the day that the Check-in occurred. If a previous check-in does not have a check-out, the system will prompt the parent for a check-out before it will allow a check in for the new day.

48. Parents have cards with numbers that do not match what is in the CCAA and they are unable to troubleshoot this or convey to CCAA unless we send an email on their behalf.

Answer: The cards are requested through CCSD and issued by CCAA, if the parent has a card with another number it is due to a request for a new card generated through the CCSD system. When checking a number, please ensure that the parent is reporting the number from the CCAA card assigned to them and not to an alternate cardholder. There have been instances where a parent's inability to swipe was due to use of another card to swipe in (Visa, etc.).

49. Cards for new families are not received before the end of the 6 day window for the parent go back and record missing transactions. Providers will have to manually bill. We have been outreaching for the past year, so the potential need for manual billing for many providers is great & an administrative concern.

Answer: As with any large IT project, initial implementation requires more intensive staff oversight to assure that all parties (Board, contractor, providers, and parents) are working towards and understand the same goal. As proven in other states, once implementation and transition periods are completed, users are satisfied with the service and efficiencies may be realized.

50. Problems with parents swiping children in out of county providers. We have to notify CCAA by email to fix. Provider should be able to notify CCAA/ACS directly to fix but they can't get through on the phone.

Answer: Parents can swipe in any provider that a board has authorized for care. If the provider is in another board area as well, the Board authorizing care should contact the other board area to ensure they have not deactivated the provider, the license number is the same for both boards and that there is an enabled device listed for either board.

OTHER

51. Extensive staff over-time and adjusting schedules to meet the need. Contractors adding different positions such as trouble-shooting for CCAA and hiring temp staff to field the flood of calls from parents and providers – Stated that they cannot keep up, working overtime, has had to amend the budget several times – websites will be helpful in relieving the phone calls.

Answer: TWC recognizes that the implementation of a new system is resulting in additional staff oversight. This may be expected during the period of implementation and transition,

especially if there is substantial lag time in current business practices for data entry and redeterminations. Once the system becomes standard operating procedure for TWC, Boards, contractors, parents and providers, we will begin to see efficiencies.

52. CCAA tracking and reporting is a big workload issue for staff and providers.

Answer: TWC appreciates all efforts, as with any large IT project, initial implementation requires more intensive staff oversight to assure that all parties (Board, contractor, providers, and parents) are working towards and understand the same goal. As proven in other states, once implementation and transition periods are completed, users are satisfied with the service and efficiencies may be realized.