



As you know, this fall the New Jersey Department of Human Services' Division of Family Development (DFD) will implement a new automated child care tracking and attendance system called e-Child Care (ECC).

Through the use of a convenient child care attendance swipe card used by parents/designees, the electronic system will record attendance and will replace the reporting and claim submission process you currently use.

Center-based providers will receive a Point of Service (POS) device that allows parents/designees to record attendance for DFD subsidized child care using the card. Home-based providers will use a telephone system called an Interactive Voice Response (IVR). The information below should answer many of your e-Child Care questions.

### **What is New Jersey's e-Child Care System (New Jersey ECC)?**

New Jersey ECC is an automated way to report child care attendance that will reduce paperwork and improve accuracy for providers. Parents must report their child's attendance by using a swipe card with the provider's card reading machine, called a point of service (POS) device, or by entering the card information using a touch tone telephone.

### **What is a point of service (POS) device?**

A POS device looks and works like a credit or debit card machine. The difference is, instead of recording financial transactions, your POS device will record attendance transactions.

### **Who receives a POS device?**

All center-based providers with more than five subsidy children who have completed a provider agreement with DFD will receive a POS device. Those with fewer subsidy children will use the IVR system.

### **Do providers have to use a POS device?**

All center-based providers must use the POS device to collect attendance information in order to calculate

payments. The state will only pay for care recorded through the ECC system.

### **How do providers get a POS device?**

Center-based providers will receive a mailing from Affiliated Computer Services (ACS). It will include a New Jersey ECC Provider Equipment Agreement that must be signed and returned to ACS. You will be contacted to schedule an on-site visit so the POS device can be installed. You also will receive training at this time.

### **How many POS devices will providers receive?**

Centers will receive one (1) device for every 25 children who receive a child care subsidy.

### **Do providers have to pay for the POS device?**

No. There is no cost for standard installation and normal wear and tear. Providers can lease additional POS devices.

### **Who is responsible for POS maintenance and replacement costs?**

ACS repairs or replaces malfunctioning equipment free of charge. In the case of replacement, the old device must be returned to ACS using a pre-paid shipping label provided by ACS.





### **What type of phone line do providers need?**

You must use a landline phone or broadband Internet service. Other phone systems such as cable phones, DSL connections, or VOIP phones must be tested on a case-by-case basis.

The following types of phone lines do not work: 1) true digital phone systems in which an electronic box routes calls through extensions; 2) multi-line analog phones that require you to press a line button to dial out; 3) any type of wireless connection.

### **What is a New Jersey ECC swipe card?**

It is a card with a magnetic strip that is swiped through the POS device to record children's attendance.

### **Can providers record attendance on the parent's behalf using their swipe card?**

No. The parent's designee may not be a child care provider or anyone acting on the provider's behalf. This is considered a misuse of the card and may result in the termination of the parent's benefits as well as penalties and sanctions against you.

### **What if the parent is not available to record attendance because the provider transports the child?**

The parent must come to the place of business during the back swipe period and record the child's attendance.

### **What if the parent does not record the child's attendance on a day the child is in care?**

Parents can record missing attendance during the back swipe period by using the "Previous Check In" and "Previous Check Out" process on the POS device or by phone, depending on which system you use.

### **What is the back swipe period?**

The back swipe period is the time period that includes the current day of service plus the previous thirteen days. This is the period when all transactions, including the check ins, check outs, voids, and absences must be recorded for payment to be made.

### **What happens if transactions are not recorded during the back swipe period?**

The provider must submit a manual claim to the CCR&R. Manual claims will be reviewed by DFD on a case-by-case basis.

### **If the parent forgets the card, can they key in a number?**

No. The POS device does not allow parents to key in their card number.

### **What happens if a parent loses the swipe card?**

Parents can call the New Jersey ECC parent Helpline at 800-997-3333 to request a replacement card at no cost for the first card.

### **Once e-Child Care is implemented, how will the state handle paid closed days and paying for time a child is not in attendance?**

The state will allow for 22 closed days per contract year. The days selected are at the provider's discretion.

Currently, the state pays the full subsidy if the child is in attendance 80 percent of the time or misses four days — that are not due to illness — in a four-week period. After e-Child Care is launched, that calculation will be changed to 80 percent attendance every two weeks or two days missed in a two-week period.

As for sick time, the state will pay for a maximum of five sick days per child within a two-week period.

### **Will I need to change my fiscal or staffing structure for e-Child Care?**

Based on information from other states that have implemented e-Child Care, we recommend that agencies give themselves sufficient time to assess and evaluate the system before making any staff changes. Other states have reported it took a three to six month transition period to determine workflow and staffing needs.