



E-CHILD CARE

NJ Department of Human Services
Division of Family Development
6 Quakerbridge Plaza
PO Box 716
Trenton, NJ 08625-0716

www.nj.gov/humanservices/dfd/programs/child

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 convenience of a telephone system known as e-Child Care Interactive Voice Response (IVR), parents will electronically record attendance, and the reporting and claim submission process you currently use will become automated. The e-Child Care IVR system is used by parents/designees receiving care from family child care providers as well as child care centers that serve five or fewer children who receive a child care subsidy. The information below should answer many of your e-Child Care questions.



What is the Interactive Voice Response system?

The Interactive Voice Response (IVR) System is a telephone-based system which allows parents to record attendance data by following a series of voice prompts and using the telephone keypad.

What should I expect?

- Parents will need time to get used to calling in and out from the location where the child is in care.
- You will need to remind parents that it is very important that they call to check their children in and out every day. This ensures that you will receive payments.
- The voice system is available in English and Spanish.
- It takes less than one minute for parents to check each child in and out.



What should I know?

- Only parents or people they designate to drop off/pick up their children are allowed to call in and use their PIN number. (Each parent or designee will have their own card and PIN.)
- There is a 24-hour Provider helpline available to address problems with the phone system.
- Your Child Care Resource and Referral Agency (CCR&R) is available to provide help with payment issues or concerns.
- Payments will be deposited directly into your bank account every two weeks for the care you provided in the previous two weeks.
- You can check your account anytime on the Provider Web Portal at www.echildcarenj.org or by calling in the Provider helpline.
- It's easy to use!

How does it work?

The e-Child Care IVR will work in much the same way you access other business services. Parents will use this system to record attendance data by following a series of voice prompts and using the telephone keypad. This e-Child Care system also will check the registered telephone number which is linked to the home or center where the child should be in care. If any other telephone number is used, the transactions cannot be completed.

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What phone do parents use to call their child in and out of care?

The ECC system stores a registered phone number which corresponds to the actual location where the child is in care. Parents should only call in from that number. If any other telephone number is used, the transactions cannot be completed.

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 IVR.

What is the back swipe period?

The back swipe period is the time period that includes the current day of service plus the previous 13 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 when a parent has lost their card?

They will call the customer service help line at 1-800-997-3333 to request a replacement card.

Who do I call when I am having problems with the voice response system?

There will be a separate Provider helpline at 1-877-516-5776 where you can report problems to a Customer Service Representative.

What type of phone line is needed?

A landline telephone is required at the actual location where the child will be in care. The system stores this registered number and checks each call to ensure that the child is where they are supposed to be.

What happens if I only have a cell phone?

A landline telephone is required at the actual location where the child will be in care. To participate in the e-Child Care program, providers need to have a landline installed.

How can I check to see if parents are calling in?

You can and should verify this each day by checking all attendance information on the Provider Web Portal or by calling the IVR.

How can I check to see my balance or how much was deposited into my account?

You can access the Provider Web Portal or contact your financial institution.

What happens if the amount is not correct?

You should contact your CCR&R to review the attendance records and your payment.

