# Child Care Attendance Automation - IVR Desk Aid

## CHECK IN/CHECK OUT

Parents receiving child care contractor services (CCCS) with a home-based provider (Licensed child care home, Registered child care home, or Relative) must use the Interactive Voice Response (IVR) system to record attendance.

Parents must:
- call from the phone listed as the provider's home phone number with CCA to record attendance, *(note: if care is provided in the child's home, the child's home phone must be used)*
- Record a check in and a check out the times they drop-off *AND* pick-up their child/ren *each day*

| IVR Phone Message | Parent Action |
|---|---|
| *You've reached the Texas Workforce Commission home-based child care attendance automation tracker.* | |
| *For English, press 1. Para espanol oprima dos.* | Select language. |
| *Please enter your 16-digit card number* | Enter the number on front of your attendance card. |
| *To enter your PIN, press 1.*<br>*If you have forgotten your PIN, press 2.* | Press 1. |
| *To check your child in or out of this child care facility, press 1.*<br>*To report an absence, press 2.*<br>*To change your PIN, press 3.*<br>*For information on child numbers, press 4.* | Press 1. |
| *If this is a current child check-in, press 1.*<br>*If this is a current child check-out, press 2.*<br>*If this is a child check-in for earlier today or a previous day, press 3.*<br>*If this is a child check-out for earlier today or a previous day, press 4.* | Press 1 to check-in or press 2 to check-out |
| *Enter the child number for the child you are checking in/out.* | Enter the child number for the first child you are checking in/out. |
| *You have successfully checked-in/out this child.*<br>*If you would like to check-in or check-out another child, press 1.*<br>*If you are finished checking-in/out your children for today, press 2.* | To check in/out another child, press 1.<br><br>To complete the check-in/out process, press 2. |

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## PREVIOUS CHECK IN/CHECK OUT

If a parent misses a check in or check out, they can go back and record the missed attendance using the "Previous check in/out" feature in the IVR phone system.

Parents must:
- call from the phone listed as the provider's home phone number with CCA to record previous attendance, *(note: if care is provided in the child's home, the child's home phone must be used)*
- Record the missed attendance within 7 days (this includes the current day plus the 6 previous days)

***Note to providers: if a parent has not recorded attendance by the 5th day, you must contact CCA in order to be paid for this day.***

| IVR Phone Message | Parent Action |
|---|---|
| *You've reached the Texas Workforce Commission home-based child care attendance automation tracker.* | |
| *For English, press 1. Para espanol oprima dos.* | Select language. |
| *Please enter your 16-digit card number* | Enter the number on your attendance card. |
| *To enter your PIN, press 1.*<br>*If you have forgotten your PIN, press 2.* | Press 1. |
| *To check your child in or out of this child care facility, press 1.*<br>*To report an absence, press 2.*<br>*To change your PIN, press 3.*<br>*For information on child numbers, press 4.* | Press 1. |
| *If this is a current child check-in, press 1.*<br>*If this is a current child check-out, press 2.*<br>*If this is a child check-in for earlier today or a previous day, press 3.*<br>*If this is a child check-out for earlier today or a previous day, press 4.* | Press 3 for a previous check-in or press 4 for a previous check-out |
| *If this is a child check-in/out for earlier today, press 1.*<br>*If this is a child check-in/out for a previous day, press 2.* | Press 2. |
| *You entered <plays back number you entered> for this child check in. If this is correct, press 1. If not, press 2.* | Press 1. |

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## PREVIOUS CHECK IN/CHECK OUT—continued

| IVR Phone Message | Parent Action |
|---|---|
| *Enter the date for the previous day check-in/out. Please enter a two-digit month and two-digit day.* | Enter the month and day for the previous check-in/out.<br><br>Example: checking in for August 5th, enter 0805 |
| *You entered <plays back date you entered> for the date for this check-in/out.*<br>*If this is correct, press 1.*<br>*If not, press 2.* | Press 1. |
| *Enter the hour number from 1 to 12.* | Enter the two-digit hour for check-in/out.<br><br>Example: checking in for 9:15am, enter "09" |
| *Enter the minute from 1 to 59.* | Enter the two-digit minute for the check-in/out.<br><br>Example: checking in for 9:15am, enter "15" |
| *For AM, press 1. For PM, press 2.* | Enter 1 or 2 to record the time of day.<br><br>Example: checking in for 9:15am, enter 1. |
| *You entered <play back time>*<br>*If this is correct, press 1. If not, press 2.* | Press 1. |
| *Enter the child number for the child you are checking in/out.* | Enter the child number for the first child you are checking in/out. |
| *You entered <plays back child number> for this child check-in/out.*<br>*If this is correct, press 1. If not, press 2.* | Press 1. |
| *You have successfully checked-in/out this child. If you would like to check-in or check-out another child, press 1. If you are finished checking-in/out your children for today, press 2.* | To check in/out another child, press 1.<br><br>To complete the check-in/out process, press 2. |

# Child Care Automated Attendance - IVR Desk Aid

## ABSENCES

Parents report when their child is scheduled to attend but does not due to illness, court ordered visits, or other reasons.

Parents:
- Can call to report the child's absence from **any phone**,
- Must report the absence within 7 days (current day plus the 6 previous days)
- Can call to report the child's absence up to 3 days in advance

Dial 866-960-9496 to report absences.

### *NOTE: Relative providers are not paid for absences.*

| IVR Phone Message | Parent Action |
|---|---|
| *You've reached the Texas Workforce Commission home- based child care attendance automation tracker.* | |
| *For English, press 1.  Para espanol oprima dos.* | Select language. |
| *Please enter your 16-digit card number* | Enter the number on front of your attendance card. |
| *To enter your PIN, press 1.*<br>*If you have forgotten your PIN, press 2.* | Press 1. |
| *To check your child in or out of this child care facility, press 1.*<br>*To report an absence, press 2.*<br>*To change your PIN, press 3.*<br>*For information on child numbers, press 4.* | Press 2. |
| *Enter the child number to report an absence.  The available child numbers are <system lists the child number for each child receiving care>* | Enter the number for the child who is absent |
| *You entered <plays back child number entered>.*<br>*If this is correct, press 1.  if not, press 2.* | Press 1. |
| *Enter the two-digit month and two-digit day representing the date of absence for this child.* | Enter the month and day for the absence.<br><br>Example: checking in for August 5th, enter 0805 |

# Child Care Attendance Automation - IVR Desk Aid

## ABSENCES - continued

| IVR Phone Message | Parent Action |
|---|---|
| *You entered <plays back date entered> for the date of this absence.*<br>*If this is correct, press 1. if not, press 2.* | Press 2. |
| *To submit this as a general absences, press 1.*<br>*If there are additional considerations to this absence, press 2.* | If the absence is due to an illness or court ordered visit, press 2.<br>All other absences, press 1. |

### Reporting Absences due to Illness or Court Ordered Visits

| | |
|---|---|
| *To report an illness, press 1.*<br>*To report a court ordered visit, press 2.* | Press 1 or 2. |
| *You have successfully reported a child absence.*<br>*If you would like to report another day of absence for the same child, press 1.*<br>*If you would like to report an absence for another child, press 2.*<br>*To return to the main menu, press 3.*<br>*To end the call, press 4.* | Press 1 to report another absence for THIS child.<br>Press 2 to report an absence for a DIFFERENT child.<br>Press 3 to report attendance, or<br>Press 4 to end the call. |

### Reporting a General Absence

| | |
|---|---|
| *You have successfully reported a child absence.*<br>*If you would like to report another day of absence for the same child, press 1.*<br>*If you would like to report an absence for another child, press 2.*<br>*To return to the main menu, press 3.*<br>*To end the call, press 4.* | Press 1 to report another absence for THIS child.<br>Press 2 to report an absence for a DIFFERENT child.<br>Press 3 to report attendance, or<br>Press 4 to end the call. |

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## COMMON ERROR MESSAGES

| Error Message | Description | Resolution |
|---|---|---|
| *The child is not authorized for care on this day.* | The caseworker did not approve care for this child on the date entered. | Make sure the check-in is for the correct day.<br><br>Contact CCA if care is needed for this day. |
| *You have entered an invalid card number, please try again.* | The attendance card number was entered incorrectly. | Re-enter the card number slowly to make sure you enter all 16 digits in the right order. |
| *The card number you entered has been cancelled* | The attendance card is no longer active. Usually it has been reported lost, stolen or never received. | If a new attendance card has been requested, wait until the new card arrives.<br><br>If a new card has not been requested, contact CCA to request a new card. |
| *We are temporarily unable to access your account, please call again at a later time.* | There is a problem with the IVR phone system. | Hang up and try again.<br><br>If the problem persists, contact CCA to report the problem. |
| *The card number and PIN do not match. To create a new PIN, press 1. To re-enter your PIN, press 2.* | The parent entered the PIN incorrectly. | Try to re-enter the PIN again or create a new PIN. |
| *We're sorry but you are not calling from a number registered as a Texas child care provider. Please contact your local child care board for registration information.* | The phone used to record attendance is not the phone listed as the provider's home phone number with CCA. | Use the provider's home phone to record attendance or have the provider contact CCA Provider Services to change the phone number to their correct home phone number. |
| *Your child has an outstanding check-in/out.* | The parent did not record a check in/out for this child. | Go back to the main menu and complete a previous check in/out for the child. Then go back and complete a current check in/out. |