

ELECTRONIC CHILD CARE (ECC) PARENT TRAINING SCRIPT FOR CCR&R PROVIDERS

Introductory remarks

I would like to welcome all of you to today's E-Child Care training session. My name is [insert name] and I work for [insert agency name] which is the local child care resource and referral agency, also known as a CCR&R.

For the next hour, we will be talking about E-Child Care, also known as ECC, which is New Jersey's new electronic child care system. I will be:

- Telling you about the new system and its benefits;
- Showing you a video about how you use the Point of Service (POS) or Interactive Voice Response (IVR) equipment for the four most common transactions; and
- Then I will provide you with the opportunity to try the system that your child care provider uses, whether that is the POS or the IVR device.

First, let's talk about the benefits of E-Child Care:

- The system provides an accurate record of child care attendance;
- Automates and reduces manual processes for the providers, CCR&RS and the state, and
- Pays your child care provider more quickly.

This system gives parents the responsibility of reporting the actual time your child is in care, so the state can accurately pay your child care provider. You must use the ECC system to receive your child care subsidy. The rules do *not* allow you to:

- Give your card to your child care provider;
- Leave your ECC card at the child care center or provider's home, or
- Send it with your child to be left at the center of the provider's home.

Your ECC card is not to be used by anyone other than yourself or your designee(s). If the card is found at the child care center or your provider's home, it may result in you losing your child care assistance. Parents, who refuse to use the ECC system, will lose their child care assistance.

Now let's talk about how the E-Child Care system works:

- If your child is receiving care with an in-home provider or a child care center that has five or fewer children in subsidized care, you or your designee will use the registered land line telephone at your provider's location to report your child's attendance through an Interactive Voice Response (IVR) system.

- If your child is receiving care with a child care center that has more than five children in subsidized care, you or your designee will use a magnetic stripe card similar to a credit/debit card and swipe that card through a Point of Service (POS) device at your provider's location to report your child's attendance.
- Regardless of which system you are using, the IVR or the POS, parents must check in and check out their child **every day** so your provider can get paid.

As you may remember from the letters and flyers you received:

- You and two designees may receive cards;
- If you already have a Families First card, the CCR&R can link your child care benefits to your Families First card. This linking is done for both IVR and POS users. If you haven't had your benefits linked yet, you will need to come into the CCR&R office to have that done.
- You cannot select your child care provider, or anyone acting on the provider's behalf, as your designee.
- Remember, your child care benefits are accessed through this card. For security reasons you need to protect this card just like you protect your credit or debit cards. You would not leave your credit or debit cards in a store. Likewise, you shouldn't leave your child care benefits card with your child care provider.

For anyone who still needs to activate their card (POS or IVR):

- Is there anyone here today that hasn't yet activated their card? If so, I will ask that you do that before you leave here today. Here are the steps you will need to take to do that.
- You need to select a personal identification number (also known as a PIN number) by calling 1-800-997-3333.
- You will be connected to the IVR system
- The IVR will tell you to enter the 16 digit number from your card;
- The IVR will then tell you to enter your birth date;
- The IVR will then tell you to enter any 4-digit number of your choosing, as your pin number
- Once that is done, the card is active and ready for use.

Video

Now let's watch a short video tape which will walk you through the four most common e-Child Care transactions. I have also provided you with a copy of the "ECC Quick Reference Guide for Parents" so you have all the steps written out for you. Your child care provider should also have a copy of this document posted near their IVR or POS device.

Clarifying the steps to report attendance

I want to make sure everyone really understands what they need to do so let's go over the steps again on how to report attendance if you are using the IVR system:

- You will call 1-800-997-3333 from you provider’s registered land-line phone and follow what it says to do when you are checking your child in/out of care.
- You will press 2 for child care
- You will enter your card number
- You will then enter your PIN number
- Next, you will select one of the options given by the IVR; these include:
 - Check in/out
 - Previous check in/out
 - Absent day, or
 - Sick day
- You will then enter your child’s two-digit number (01, 02, 03, etc.).
- Your transaction is then sent for verification.
- If all the information is correct and confirmed, the transaction will be approved.
- If any check fails, the transaction is denied. We will talk about error messages later in this presentation.

Let’s review what you need to do if you are using the POS device:

- When you or your designee drops off or picks up their child from care, you will swipe your card through the Point of Service (POS) device.
- This is what a POS device looks like (hold up the POS device for parents to see).
- After you swipe your card, you will enter your four-digit Personal Identification Number (PIN).
- You will then select the transaction from the list, which includes:
 - Check in
 - Check out
 - Previous Check in
 - Previous Check out
 - Absent day
 - Sick day
- After entering the transaction type, you will enter the two-digit child number which was assigned to each child by the state.
- For check in and check out transactions, you will select the green enter key on the POS and the transaction is complete.
- The POS transaction is sent to ECC for verification. If all the information is correct, the transaction is approved.
- If any information is incorrect, the transaction is denied. Again, we will talk about error messages shortly.
- The average check-in and check-out transaction takes about 20 seconds.

Closing Remarks

Now let’s talk a little bit more about the back swipe period (POS or IVR users):

- Parents/designees have the ability to perform transactions for previous days, including absences. This is commonly referred to as a “back swipe”, as you saw in the video tape.
- Parents/designees have two weeks (today, plus the previous 13 days) to enter any missing transactions through the IVR or POS.
- If there is a problem with the phone line, loss of electrical power, no phone service, the POS isn’t work or some other problem caused by weather, parents/designees can use the back swipe period to resolve the issue.
- For POS devices, if the POS is working but there is a problem with the communication (phone line or internet service), the POS device can store entries for up to 30 days. Those entries will be transmitted when the communication problem is solved. This feature is called the “Store and Forward” or SAF mode.

As I stated throughout this training, you are being asked to use the ECC system – IVR or POS - each and every time you check-in or check-out your child from care. This keeps all data current and accurate, and prevents errors from occurring if you forget to check your child in/out of care.

Error messages

- Error messages occur when you have forgotten to check your child in or out of care.
- The system will not let you enter any new information until the missing information is either entered or corrected.

Let’s talk about specific error messages and what you will need to do.

If you receive the error message “**(DD) Check-in Exists on the POS swipe machine**”, you checked your child into care but did not check the child out.

For example, Tameko checks her son into care on Monday morning, but forgets to check him out on Monday night. On Tuesday morning, she tries to “check in.” The swipe machine gives her a “DD” error message and will not approve her transaction.

- Tameko must do a “previous check out” for Monday night, and
- Then do a “check in” for Tuesday morning.

If in addition to forgetting to check her son out on Monday night, Tameko realizes she forgot to check her son in and out of care last Thursday, which is still in the back swipe period. She must fix the missing Monday night transaction first. After she does that, she can go back to do a previous check in and previous check out for last Thursday.

Remember, for every check in, there must be a check out. The e-Child Care system wants all transactions to be in pairs. It looks for transactions that are alone and won’t let you do anything else until you enter the other half of the pair.

Don’t try to fix a whole day of missing transactions – a check in and out – that occurred more than 24 hours ago. Fix the recent problem first.

So what do you do if you receive the error message “(ED) - Check-In Not Found?”

In this example, Tameko brings her child into care on Monday morning, but doesn't check him in and then tries to check him out on Monday evening; this results in her getting an “ED- check in not found” error message.

To correct this, she must do a “previous check in” and then she will be able to do a “check out.”

If Tameko remembers that last Thursday she did not check her son in or out of care, she must first do the previous check in for Monday morning, then check her son out for Monday evening, and *then* she can fix last Thursday's missing swipes. Again, you have to correct the missing half of a transaction that just happened before you can go back and fix last Thursday's problem.

If you would like any additional information on E-Child Care, you could access additional training information at www.echildcarenj.org.

The formal presentation is now complete. I would like to ask you to stay for a few additional minutes to:

1. Activate your card, if you haven't already done so.
2. If you have a Families First Card, and haven't had your child care benefits linked to your card, please have that done today – I would be happy to do this for you so you don't have to come back to have your benefits linked.
3. Use this opportunity to try out the new ECC system on either the POS or IVR simulators so you feel more comfortable using this equipment.

Before we break for these activities, are there any questions?

Thanks everyone!

ECC parent training opening & closing remarks.docx