The Virginia Electronic Child Care System

What is the Virginia Electronic Child Care System?

Virginia Electronic Child Care, or VA-ECC, is the way to report child care attendance and absences. Parents confirm that the care was provided to their children by using a swipe card in a card-reading machine called a Point of Service (POS) device or a telephone prompt system called Interactive Voice Response (IVR).

How does VA-ECC work?

Parents receive a swipe card. Vendors will have either a POS device or a telephone prompt system. You will use your card to record attendance through the card-reading machine (POS) or the telephone prompt system (IVR). When you use your card your child's arrival or departure from care is automatically recorded. Your vendor will let you know what method they are using.

Do I have to use the VA-ECC system?

Yes. The state will only pay vendors for care that is recorded in VA-ECC.

What happens if I'm not able to report my child's attendance?

If you are unable to check in or check out on a particular day, you can catch up on missing days by using "Previous Check-In" and "Previous Check-out". You have until the end of that day plus 8 additional days to report the attendance or absence. Check with your vendor on their specific policy about absences and holidays.

What if I forget to report attendance or an absence?

If you forget to check in or check out on a particular day, you have until the end of the day plus 8 additional days to catch up. For example, if I forget to check out, you have 8 additional days to report that attendance

What if I do not report attendance or absence today or within the previous 8 days?

You may be responsible for paying your vendor.

Can other people drop off or pick up my child?

Yes. Families can get up to two cards per family. The parent is the primary cardholder. You can authorize a secondary card holder to drop off or pick up your children from child care.

How do I get a card?

When child care is initially authorized, a card will be mailed to you. If you need more than one card, or if you need a replacement for a lost or damaged card, contact your local child care worker or the Parent Helpline.

I have children at different Vendors. Do I need more than one card?

No. The card will work at any vendor location where the family has an active child care authorization.

Can I give my card to my vendor and let them do this reporting for me?

No. Giving your card to someone else is a misuse of the card. It can result in termination from the program or criminal prosecution.

How do I report absences for my child?

You can report absences from any phone, anywhere.

You can use a phone for absence reporting even if your vendor uses a POS device for attendance reporting.

You can also report absences on the POS device at your vendor. Besides being able to go back 8 days plus the current day to report an absence, you can also report absences for 8 days plus the current day into the future.

What if I need help?

Call the Parent Helpline number on the card (877-918-2322) for any issues with your card or PIN. You must know your card number.

If the POS device or IVR system doesn't seem to be working, tell your vendor so they can report the problem.

Your vendor will have a Quick Reference Card available at their facility for you to use.

If the VA-ECC prompt indicates that your child isn't eligible, talk to your local child care worker.

If I have an EPPICard card or a Virginia EBT card can I use that for child card services?

No. Each card is for a separate system. You must have your VA-ECC card to check your child in and out of care.