Electronic Child Care (VA-ECC) Vendor Information Session

Virginia Department of Social Services
Topics

• Stakeholders
• Why Electronic Child Care?
• What Benefits are there?
• What Changes?/What Stays the Same?
• How does ECC Work
• Preparing for Equipment Installation
• Vendor Web Portal Content
• Getting More Information and asking Questions
Stakeholders

- Vendors
- Parents
- Virginia Department of Social Services (VDSS)
- Local Departments of Social Services (local departments)
- ACS, A Xerox Company
Who is ACS?

- Affiliated Computer Services, A Xerox Company
  - State & Local Solutions, headquarters in Dallas
- Contractor selected to implement/operate VA-ECC through the competitive bid process
- 5 other states converted to electronic child care
  - Colorado, Indiana, Oklahoma, Louisiana, Texas
- 5 other states to be converted by end of 2011
  - Virginia, Ohio, New Jersey, North Carolina, Alabama
Why Electronic Child Care?

and

What are the Benefits?
Why is Virginia Implementing ECC?

• To provide accurate and timely tracking and verification of child care attendance

• To automate and reduce manual processes
What are the Benefits?

- To streamline the processing of child care reimbursements for vendors and staff – reduction of most paper invoices
- To give parents the responsibility of reporting the actual time their child is in care
  - Parent transactions confirm that the care was provided to their child
More Benefits…

• Automation will assist in timely and accurate reimbursements

• Payments made electronically, directly to your bank account

• Real-time attendance transactions. Attendance transactions are seen as they are actually happening

• Reduction in timeframe to receive information about authorizations and attendance

• Access to attendance and payment records through Point of Service (POS) Device Reports and the Vendor Web Portal
Virginia Electronic Child Care

What Changes?
and
What Stays the Same?
What Changes?

• Attendance reports will be automated
• Attendance information is available when the transaction is occurring
• Vendor Web Portal
  • Accessible through the internet from any computer
  • www.vaecc.org
  • Reports on Attendance, Authorizations, Payments and other resources
What Stays the Same?

• Guidelines for authorization of child care services remain the same

• The standards for Legally Operating Vendors remain the same for all vendor types

• VDSS will continue to authorize vendor payments
Virginia Electronic Child Care

How Does ECC Work?
How VA-ECC Works

• ECC Set-Up: Required Equipment
• Point of Service (POS) Device

• Phone Line for Interactive Voice Response (IVR) - Toll Free Phone Number
Point of Service (POS)

- Vendors will need a phone line or internet connection, and an electrical outlet.
- One POS Terminal will be provided for every 50 children authorized by VDSS.
- Installer will provide in-person training on use of device, maintenance and how to receive technical assistance.
- Equipment agreement must be signed and returned with bank information.
How Cardholders will Report Attendance (POS)

• Cardholder will swipe the card at the POS device
• Cardholder will enter their secure PIN #
• Cardholder will select one of the options shown on the POS:
  – Check in/out, Previous Check in/out, Absence
• Cardholder will enter their child’s 2-digit number (01, 02, 03, etc.)
• Cardholder will press Enter key again to complete transaction
Parent POS Steps

• Step 1  Swipe the ECC card
• Step 2  Enter Pin
• Step 3  Select Transaction Type
  » Check-In/Check-Out/Absence/Holiday
• Step 4  Enter the Child Number
• Step 5  Enter next child or hit enter
• Step 6  <transaction completion>
Interactive Voice Response (IVR)

- IVR is used to report attendance in limited situations when POS is not installed at some vendor locations.

- Parent, or secondary cardholder, may use the IVR at the vendor location to report the child check-in and check-out.
How Cardholders will Report Attendance (IVR)

• Cardholder will call the ECC IVR and follow the prompts:
  • Cardholder will enter the card number
  • Cardholder will enter their secure PIN #
  • Cardholder will select one of the IVR options:
    – Check in/out, Previous Check in/out, Absence
  • Cardholder will enter their child’s 2-digit number (01, 02, 03, etc.)
Parent IVR Steps

Parent calls the IVR and follows the prompts:

• Step 1 Enter the card number
• Step 2 Enter the Pin #
• Step 3 Choose Transaction Type
  Select: Check In or Out, Holiday, or Absence
• Step 4 Enter Child Number
• Step 5 Repeat for next child or hang-up
ECC Verification Process

• The POS or IVR transaction is sent to the ECC system for verification:
  • Case Eligible?
  • Child Eligible?
  • Correct Vendor?
  • Is this Part Day or Full Day?
• If all the checks are confirmed, the transaction is approved
• If any check fails, the transaction is denied
What Parents are Being Told About ECC

• Parents receive an Early Alert letter
• When swipe card is mailed, parents receive a card carrier and FAQ sheet
• The Parent will automatically receive a card
• A secondary cardholder may be designated and will receive a card
• Vendor or any one acting on the vendor’s behalf cannot be selected as the secondary cardholder
• Vendors cannot use the card
What Parents are Being Told About ECC

- After getting the card, the cardholder activates the card and selects a PIN (Personal Identification Number) by calling an 800 number.
- The parents will receive instructions on the use of the POS and IVR.
- You must keep the card with you.
- You must use the card to report attendance, absences and holidays.
What Parents are Being Told About ECC

• Your child care services may be terminated if you give your card to someone else—including your child care vendor.

• If you don’t report attendance, absences, and holidays, you may be responsible for paying your vendor.

• You must contact your child care worker if the reporting system says your child is not eligible.
What if’s?

• What if the cardholder forgets or is not present to record attendance?
  • The cardholder has the ability to perform transactions for previous days. This is commonly referred to as a “back swipe”.
  • Cardholder has 8 days plus current day to enter any missing transactions on the POS or IVR.
  • Primary Cardholder can designate one secondary cardholder who often picks up or drops off the child to receive a card. All cards are mailed to the Parent.
  • Only the primary and secondary cardholder can use the card.
What if’s?

• What if the entry cannot be completed? (phone line problems, POS isn’t working, system problems caused by weather, etc.)
  • The system gives the parent 8 days plus the current day to fill in any missing transactions once the issue is resolved (“back swipe”)
More …What if’s?

• What if the POS is working but there is a connection problem? (phone line, internet service, etc.)
  • The POS device stores entries for 8 days. Those entries will be transmitted when the communication problem is solved
  • This feature is called “Store and Forward”, or SAF mode
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Preparing for Equipment Installation
Equipment Installation: What to expect

• An ACS subcontractor, Media Riders, Inc. (MRi), will contact you to set a date and time for the installation

• Once at your facility, the installation will take approximately 10-15 minutes to perform

• Training will begin immediately following installation. Training will take approximately 30 to 45 minutes

• Vendors should ensure that all those needed for training or installation are there at the time of the appointment
Equipment Installation: What to expect

• The technician will go through a training checklist to cover important information

• A variety of training materials will be provided to you during the installation

• All materials will also be available on the VDSS website.
What to consider

• **Method of communication**
  • Dial up using a telephone line (analog) for access or
  • Broadband or DSL for access to the internet

• **Placement of POS**
  • Consider locations that are convenient and secure

• **Installation Requirements**
  • Refer to the Installation Guidelines Handout
Dial Up Option

• The dial up option is used when a simple analog phone connection can be made
• This connection can either be made at a wall jack or run through the back of a fax machine

Telephone Jack
Dial Up Option - Continued

• Factors to consider:
  • Multi line phones that require the user to press a line button to access an open line cannot be used
  • Dial Prefixes, such as “8” or “9”, must be made known to the MRi installer prior to installation
  • Please refer to your Installation Guidelines for more examples

• Connection takes about 20 seconds
Internet Options

• The internet option is used when a high speed connection is available
• Typically connections can be found either on the wall data port or an open port on a hub or router

Data Hub/Router  Wall Data Port
Internet Options – Continued

• Factors to consider:
  • Firewalls
  • Availability of open ports
  • Convenient access to wall jacks
  • Connection speed is very fast, just a matter of seconds
Internet Requirements

- Most ISPs (Comcast, Verizon, Time Warner) work with no additional modifications.

- If your ISP or network provider has firewalls or security in place, there are a few requirements which may require attention prior to our visit.

- The following ports will need to be opened:
  
  Host Port # 55312/Download Port # 8013

- The terminal connects to the host at: pos.acs-inc.com

- If the vendor is not sure, they should contact their internet service provider.
Consider best location for equipment

- Optimum placement that is convenient for your operation.
- Remember, the device’s power cord is only 8 feet long. If the location you choose to place the POS is not within 8 feet of an electrical outlet, you must provide a longer extension cord or surge protector.
- Remember the technician will only be equipped with a 6 foot telephone cord or Ethernet cable. If the location you choose to place the POS is not within 6 feet of the connection, you must provide a longer phone cord or Ethernet cable.
Frequently Asked Questions – Equipment Installation

Will vendors be given a choice on install Date & Time?

• MRi will make every effort to accommodate the vendor’s schedule. The installation schedule is time limited.

Will the technician know information about the child care program?

• No, the technician will only train on terminal functionality. Questions should be directed to the vendor coordinator.
How many terminals do I receive?

- You get one terminal for every 50 subsidized children, so 1-50 = 1, 51-100 = 2, etc.

How can I test my phone line to be sure the terminal will connect properly?

- You can test by dialing 1-866-834-5189. If you receive a series of beeps then the device can usually be installed.

Will the technician be able to run cabling to get the terminal to the desired location?

- A six foot cable that comes with the equipment. Technicians will install this cable.
What if I want to have equipment installed in another room requiring a longer cord or new wall jack?

- Any additional cabling, extension cords, other equipment or customization needed is your responsibility. Arrangements must be made prior to the installation appointment.

Do I have to pay for the equipment?

- No, unless it is destroyed, stolen or not returned to ACS when required.
Virginia Electronic Child Care

Vendor Web Portal
Vendor Web Portal—Log In
Vendor Profile

![Vendor Profile](image)

**Vendor Information**
- **Vendor Name:** Love, Patience
- **Vendor ID:** 510001291
- **Vendor Level:** 1
- **Vendor Type:** UNREGDF
- **Vendor FIPS:** 121-Montgomery County
- **Vendor Phone #:** ()-ex
- **Licence #:** 0
- **Licence End Date:** 12/31/9999

**Address Information**
- **Address:** 56 College Avenue
- **City/State:** Blacksburg, VA
- **ZIP:** 24073
- **Email:**
- **Contact Name:**
- **Contact Phone #:** (540) 743-1200

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There are currently no POS devices installed.

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**AUTHORIZATIONS | TRANSACTION**
### Vendor Authorizations Report

#### Vendor Information

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<th>Field</th>
<th>Details</th>
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#### Address Information

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<tr>
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#### Authorization Report

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Results 1 - 2 of 2.
### Case Profile

**Case Information**

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**Cardholders**

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**Authorizations**

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Vendor Transactions

Vendor Transactions Report

Vendor Information

| Vendor Name: | Love, Patience |
| Vendor ID:   | 510001291      |
| Vendor Level:| 1              |
| Vendor Type: | UNREGDF        |
| Vendor FIPS: | 121-Montgomery County |
| Vendor Phone #: | - ex          |
| Licence #: | 0              |
| Licence End Date: | 12/31/9999    |

Address Information

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>56 College Avenue</td>
</tr>
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<td>City/State:</td>
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<td>Blacksburg, VA</td>
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</tr>
<tr>
<td>Contact Phone #:</td>
</tr>
<tr>
<td>(540)743-1200</td>
</tr>
</tbody>
</table>

Vendor Transaction Search

Report on dates between: 05/20/2011 - 05/20/2011
Start Date: 06/01/2011 23:09
End Date: 06/01/2011 23:07

Vendor Transaction Report

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<thead>
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<th>Child Name</th>
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<tbody>
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<td>05/20/2011 00:00</td>
<td>110015883</td>
<td>Acs , Acschildfour</td>
<td>2100040044</td>
<td>M/ATTEND</td>
<td>06/01/2011 23:09</td>
<td>POS</td>
<td>SUCCESS/APPROVED</td>
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<td>05/20/2011 00:00</td>
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<td>POS</td>
<td>SUCCESS/APPROVED</td>
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</table>

Results 1 - 2 of 2.
Vendor Payment Report Inquiry

Enter a Start Date and End Date for the Payment Date to view the Vendor Payment Report

Start Date: \\
End Date: \\
(MM/DD/YYYY)

SEARCH  RESET  PROFILE
Vendor Payment Report

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<tr>
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<tr>
<td>05/30/2011</td>
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## Vendor Payment Report

### Vendor Profile

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<th>Address Information</th>
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<tbody>
<tr>
<td>Vendor Name: Akron, Wein</td>
<td>Address: Usps</td>
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<tr>
<td>Vendor ID: 10001218</td>
<td>City/State: Richmond, VA</td>
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<td>Vendor Type: DOCCCC</td>
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### Vendor Payment Summary

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<tr>
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<td>Absence Amount:</td>
<td>$157.80</td>
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<tr>
<td>Holiday Amount:</td>
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<tr>
<td>Registration Fee Amount:</td>
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<tr>
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<td><strong>Payment Subtotal:</strong></td>
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<td><strong>Adjustments Subtotal:</strong></td>
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**Total Payment Amount:** $1,714.00
**Child Payment Report**

### Person Information
- **Child Name:** Man, Super
- **Client ID:** 2100039806
- **DOB:** 04/27/2010

### Address Information
- **Address:** 234 Sdf
- **City/State:** sdf, VA
- **Zip:** 12312
- **FIPS:** Accomack County
- **Home Phone:**
- **Work Phone:**
- **Work Ext.:**
- **Mobile Phone:**

### Payment to Vendors

**Super Man (Client ID: 2100039806) from 03/01/2011 to 06/01/2011**

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<tr>
<th>Case #</th>
<th>Auth ID</th>
<th>Vendor Name</th>
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<tbody>
<tr>
<td>110015775</td>
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<td>410000410</td>
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</tr>
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</table>

**Results 1 - 6 of 6.**
What Happens Next?

- Informational mailings to all parents
- Parents will receive instructions on how to report their child(ren)’s attendance
What Happens Next?

Vendors will receive a Vendor Packet which contains:

• Cover Letter with important information
• Equipment Agreement
• Banking Form
• Installation Guidelines

You **must** complete and return the Equipment Agreement and Banking Form to ACS so we can:

• Install the equipment
• Make payments to you
Virginia Electronic Child Care

Obtaining More Information

Questions
How To Get Information or Assistance

• For questions about the Equipment Agreement/Banking Information Form call the ACS Contract Helpline: 1-866-217-1076

• For Program information call your vendor coordinator

• For general information log onto the VDSS Webpage:

  http://www.dss.virginia.gov/family/cc/assistance.cgi
To access the Vendor Web Portal go to:

www.vaecc.org

To email a question about ECC send it to:

VaCMS@dss.virginia.gov