



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



Virginia Electronic Child Care

**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**



Virginia Electronic Child Care

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
 - System User Manual, IVR instructions, Portal log in instructions, Help Desk information, FAQs and a Quick Reference card.
- 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.



Frequently Asked Questions - continued

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.



Frequently Asked Questions - continued

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

Virginia.gov Online Services | Commonwealth Sites | Help | Governor

 **Virginia Department of Social Services**

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Virginia ECC
ELECTRONIC CHILD CARE CARD

USER ID
DSS Only

PASSWORD [Forget Password?](#)

www.dss.virginia.gov

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<http://www.virginia.gov/>



Vendor Profile

VA-ECC

[Log-out](#)

[Reports](#) | [Admin](#)

USER INFO

Vendor - Profile

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

POS Information

There are currently no POS devices installed.

Address Information

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

[AUTHORIZATIONS](#)

[TRANSACTION](#)



Vendor Authorizations

VA-ECC

Log-out

| Reports | Admin

USER INFO

Vendor Authorizations Report

Vendor Information

Vendor Information		Address Information	
Vendor Name:	Love, Patience	Address:	56 College Avenue
Vendor ID:	510001291		
Vendor Level:	1	City/State:	Blacksburg,VA
Vendor Type:	UNREGDF	ZIP:	24073
Vendor FIPS:	121-Montgomery County	Email:	
Vendor Phone #:	()- ex	Contact Name:	
Licence #:	0	Contact Phone #:	(540)743-1200
Licence End Date:	12/31/9999		

Authorization Report

20

Case Name	Case #	Child Name	Child #	Client ID	Full Day Balance	Part Day Balance	Last Activity
Acsparentfour, Acs	110015883	Acschildfour, Acs	01	2100040044	0	18	05/22/2011 12:00:00 AM
Acsparentsix, Acs	110015885	Acschildsix, Acs	01	2100040048	0	18	05/22/2011 12:00:00 AM

Results 1 - 2 of 2.

[PROFILE](#)
[TRANSACTION](#)

Case - Profile

Case Information

Case Information

Case Name: Acs, Acsparentfour

Case #: 110015883

Case status: O

Address: 1113 Main Street

City/State: Chase City,VA

Zip: 23924

Case FIPS: Montgomery County

Home Phone:

Work Phone:

Work Ext:

Mobile Phone :

Cardholders

Name	Card #	P/S	Case Access
Acs, Acsparentfour	8047030083308119	P	Y

Authorizations

Child Name	Child #	Client ID	Effective Date
Acs, Acschildfour	01	2100040044	

PROFILE

TRANSACTION



Authorization Screen

VA-ECC

Log-out

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USER INFO

Authorization - Profile

Authorization Information

Person Information

Child Name:	Acs,Acschildfour
Client ID :	2100040044
Case #:	110015883
DOB:	05/09/2007
Child #:	01

Absence Information

Absence Allowed:	2
Absence Used:	0

Address Information

Address:	1113 Main Street
City/State:	Chase City,VA
Zip:	23924
FIPS:	121-Montgomery County
Home Phone:	
Work Phone:	
Work Ext:	
Mobile Phone :	

310001098 Vendor ID : 510001291

Vendor ID : 510001291
Vendor Name # : Monkeyville

Authorization Segments

Start Date	End Date	Status
05/10/2011	12/31/9999	Authorized

Authorization Utilization

Service Month/Year	Authorized		Utilized	
	Full Day Units	Part Day Units	Full Day Units	Part Day Units
May 2011	0	22	0	4

PROFILE TRANSACTION

Vendor Transactions

VA-ECC

Log-out

Reports | Admin

USER INFO

Vendor - Transaction Report

Vendor Information

Vendor Information		Address Information	
Vendor Name:	Love, Patience	Address:	56 College Avenue
Vendor ID:	510001291		
Vendor Level:	1	City/State:	Blacksburg, VA
Vendor Type:	UNREGDF	ZIP:	24073
Vendor FIPS:	121-Montgomery County	Email:	
Vendor Phone #:	()- ex	Contact Name:	
Licence #:	0	Contact Phone #:	(540)743-1200
Licence End Date:	12/31/9999		

Vendor Transaction Search

Report on dates between: - (MM/DD/YYYY)

Start Date End Date

Vendor Transaction Report

Navigation: | 20 | | |

Trans Date/Time	Case #	Child Name	Client ID	Trans Type	Entry Date/Time	Entry Method	Response	Voided
05/20/2011 00:00	110015883	Acs , Acschildfour	2100040044	M/ATTEND	06/01/2011 23:09	POS	(00) SUCCESS/APPROVED	
05/20/2011 00:00	110015885	Acs , Acschildsix	2100040048	M/ATTEND	06/01/2011 23:07	POS	(00) SUCCESS/APPROVED	

Results 1 - 2 of 2.



Vendor Payment Report

VA-ECC Log-out

[Reports](#) | [Admin](#)

USER INFO

Vendor Payment Report Inquiry

Vendor Payment 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)

©EPPIC



Vendor Payment Report

VA-ECC Log-out

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USER INFO

Vendor Payment Report

Vendor Payment Search Results

Payment Date	
05/30/2011	DETAILS
05/30/2011	DETAILS
05/30/2011	DETAILS
05/30/2011	DETAILS

[SEARCH](#) [PROFILE](#)

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Vendor Payment Report - Detail

USER INFO

Vendor - Payment Summary

Vendor Profile

Vendor Information

Vendor Name: Akron, Wein
Vendor ID: 10001218
Vendor Level: 2
Vendor Type: DODCCCC
Vendor FIPS: 159-Richmond County
Vendor Phone #: (993)388-1100
Licence #: 0
Licence End Date: 12/31/9999

Address Information

Address: Usps
City/State: Richmond, VA
ZIP: 45656 - 6354
Email:
Contact Name: Akron
Contact Phone #: (212)137-9452

Vendor - Payment Summary

Payment Date: 05/30/2011
Payment ID: 410000407
Payment Status: Issued

Attendance Amount: \$1,456.20
Absence Amount: \$157.80
Holiday Amount: \$0.00
Registration Fee Amount: \$100.00
Adjustment Amount: \$0.00
Payment Subtotal: \$1,714.00

Vendor Withholding Amount: \$0.00
Tax Amount: \$0.00
Adjustments Subtotal: \$0.00

Total Payment Amount: \$1,714.00

PROFILE



Child Payment Detail

USER INFO

Child Payment Report

Authorization Information

Person Information

Child Name: Man, Super
Client ID : 2100039806
DOB: 04/27/2010

Address Information

Address: 234 Sdf
City/State: adf,VA
Zip: 12312
FIPS: Accomack County
Home Phone:
Work Phone:
Work Ext:
Mobile Phone :

Payment to Vendors for Super Man(Client ID: 2100039806) from 03/01/2011 to 06/01/2011



Case #	Auth ID	Vendor Name	Vendor ID	Payment ID	Payment Date	Service Month	Amount
110015775	310001059	Tiny tots	10001260	410000410	05/25/2011	05/2011	\$563.00
110015775	310001003	Coleman,Terry	10001248	410000409	05/25/2011	05/2011	\$1,360.00
110015775	310001003	Coleman,Terry	10001248	410000409	05/25/2011	05/2011	\$1,360.00
110015775	310001003	Coleman,Terry	10001248	410000409	05/25/2011	05/2011	\$1,360.00
110015775	310001059	Tiny tots	10001260	410000410	05/25/2011	05/2011	\$563.00
110015775	310001059	Tiny tots	10001260	410000410	05/25/2011	05/2011	\$563.00

Results 1 - 6 of 6.

PROFILE



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