

Notice to Child Care Subsidy Program Vendors

Effective February 1, 2013, manual attendance forms for routine attendance may no longer be submitted to the Department of Social Services. All Child Care Subsidy Program vendors except unregulated family day homes and unlicensed local government approved recreation programs must use a Point of Service (POS) device to report attendance in the VA-ECC.

Unregulated family day homes and unlicensed local government approved recreation programs may choose to use either the POS device or the Interactive Voice Response (IVR) phone system to report attendance.

Beginning February 1, 2013, manual attendance reporting will require the submission of a new form as outlined below. Manual attendance reporting will be strictly limited and will not be accepted by the Department of Social Services for entry into the Virginia Electronic Child Care system (VA-ECC) unless one of the following conditions applies:

- VA-ECC Card issues – Attendance recorded prior to the parent's initial receipt of a VA-ECC card may be reported manually. **Parents who lose their swipe card are responsible for contacting their child care worker for a replacement. Failure to report a lost card can result in the parent being required to pay for all services.**
- POS/IVR issues - POS device not installed for the parent to check in/out, or POS/IVR system was not working in order for the parent to check in/out. Vendors are responsible for reporting POS/IVR system issues to the Xerox Vendor Helpdesk at 1-877-918-2776.
- Retroactive Authorization – when a local department of social services issues a new child authorization with an effective begin date that occurs in the past, authorized attendance recorded outside of the nine day back swipe period (current day plus eight) may be reported manually.

Manual attendance reports must be received by DSS within 60 days of the end of the service period that is being reported. **Beginning February 1, 2013, the form that must be used for manual attendance reporting is the *VA-ECC VENDOR ATTENDANCE REPORT*. This is a new form and is available on the Department of Social Services website at**

<http://www.dss.virginia.gov/family/cc/assistance.cgi> .

Child Care Vendor VA-ECC responsibilities include:

- Never being in possession of or using a client's VA-ECC card to record attendance through the POS device or IVR system;
- Requiring DSS families to record attendance through the POS device or IVR system as care is used;
- Never asking or requiring a client to swipe attendance for a day, other than an absent day or a holiday, when the child does not attend;
- Ensuring that claimed attendance submitted via the VA-ECC system is correct and voiding any incorrect transactions within the nine day (current day plus eight) back swipe period, and;

- Never moving the POS device to another site location without receiving prior written approval from the DSS Division of Child Care & Early Childhood Development, Child Care Subsidy Unit. Contact Tom Little, 804-726-7633, to request to move a POS device.

Attendance submitted manually is not guaranteed to be paid by the schedule posted for payments made via attendance recorded using the POS device. Payment for manual attendance may be paid up to one month after complete forms are received. Beginning March 1, 2013, if the Department of Social Services determines that a vendor is submitting manual attendance for non-valid reasons, the vendor's participation in the Child Care Subsidy Program may be terminated.

You will have 30 business days from the receipt of payment to submit a dispute in writing. The reason for the discrepancy and any documentation to support this claim must be included. Vendors with questions about payments may call the DSS CommonHelp assistance line, 855-635-4370. We encourage you to use the vendor web portal, <https://www.vaecc.org/eccpw/> and your daily POS reports to assist you in correcting payment issues before they occur. You can use these reports to assist parents in identifying errors that they can correct using the nine day back-swipe period to enter a Previous Check In/Check Out if needed. If you have questions about accessing the vendor web portal, using the POS device, or printing POS reports, you may contact the Xerox Vendor Help Desk at 1-877-918-2776.

Enclosed you will find a revised VA-ECC Attendance Report form with instructions included on the reverse side. Please start using the new form immediately to report attendance that was not entered through either your POS device or the IVR system.

Please read and follow the instructions on the form to ensure that your payment will be processed in a timely manner. Forms that are not filled out properly will be rejected and sent back to you. To avoid common errors that can prevent payment for manual attendance:

- Fill in all questions and check boxes
- Complete one form per child
- Provide the correct dates/days for the service period
- Calculate hours per day and total hours to the hour and minute; no rounding
- Both Parent and Vendor must sign the form in blue ink
- Submit original forms only; copies will not be accepted
- If the family no longer attends your site, please include a justification letter for missing parent signature
- Please send original forms to the correct mailing address at the bottom of the instructions

We thank you for your dedication in serving the families and children of Virginia. The new VA-ECC system and revised attendance report form will make attendance reporting easier for you and processing your payment more efficient for us.

If you have any questions please call the DSS help desk at 1-855-635-4370.

VA-ECC VENDOR ATTENDANCE REPORT

Service Period: _____		through _____	
Begin Date (mm/dd/yyyy)		End Date (mm/dd/yyyy)	
Vendor ID:		Case Number:	
Vendor Name:		Parent Name:	
Vendor Address:		Parent Address:	
City, State, Zip:		City, State, Zip:	
Administrator:		Parent Phone:	
Vendor Phone:		Child Client ID:	
Vendor Location:		Child's Name:	

Manual Attendance Reason (choose): VA-ECC Card Issues POS Issues Retroactive Authorization
 Attendance Report Details (one child per form):

Date	Day	Code	Time In	Time Out	Time In	Time Out	Hours
			AM	AM	AM	AM	
			PM	PM	PM	PM	
			AM	AM	AM	AM	
			PM	PM	PM	PM	
			AM	AM	AM	AM	
			PM	PM	PM	PM	
			AM	AM	AM	AM	
			PM	PM	PM	PM	
			AM	AM	AM	AM	
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			AM	AM	AM	AM	
			PM	PM	PM	PM	
			AM	AM	AM	AM	
			PM	PM	PM	PM	

Report Totals: Number of Full Days _____ Part Days _____ Amount Owed: _____ Total Hours: _____

I certify that this statement of services provided by this vendor is an accurate and true record of attendance.
 I understand that I can be prosecuted for fraud if this is a false statement.

_____/_____
 Parent Signature / Date

_____/_____
 Vendor Signature / Date

Instructions for Completion of VA-ECC Vendor Attendance Report

Revised 11/29/2012

Each line must be filled out per instructions or the attendance report will be returned to the vendor.

1. Service Period – Must: 1) begin on the first day of the month and end on the fifteenth day of the month, or; 2) begin on the sixteenth day of the month and end on the last day of the month; use date format mm/dd/yyyy.
2. Vendor information
 - a. Vendor ID – your 9 digit Vendor ID number from your Purchase of Service Order
 - b. Vendor Name – your individual or facility name from your Purchase of Service Order
 - c. Vendor Address – street address of the home or center where the care is provided
 - d. City, State and Zip Code where the care is provided
 - e. Administrator – Child Care Director or authorized representative to contact
 - f. Vendor Phone – Child care phone number
 - g. Vendor Location – County or City where the vendor is located
3. Parent information
 - a. Case Number – 9 digit Case Number from your Purchase of Service Order
 - b. Parent Name – first and last name of the child’s parent from your Purchase of Service Order
 - c. Parent Address – Street address
 - d. City, State and Zip Code
 - e. Parent Phone number
4. Child’s Information
 - a. Child Client ID: 10 digit child Client ID number from the Purchase of Service Order
 - b. Child’s Name – first and last name of the child (**one child per form**)
5. Manual Attendance Reason – check the appropriate box to indicate why attendance was not reported using either a POS or IVR system
 - a. VA-ECC Card issues - card related reasons the parent did not check in and out
 - b. POS Issues – POS device was not installed or not working for the family to check in and out
 - c. Retroactive Authorization – Effective begin date on Purchase of Service Order is more than 8 days in the past, authorized attendance recorded outside of the 9 day back swipe period (current day plus 8)
6. Attendance Report Details
 - a. Date – Enter each Date for the service period, 1st through 15th, or 16th through 31st, month/day/year
 - b. Day – Enter each Day of the week, (SUN, MON, TUE, WED, THU, FRI, SAT), for the service period
 - c. Code – Enter a 3 letter code (ATT, AFD, APD, HFD, or HPD – see #8 below) to indicate either Attendance, an Absent Day, or a Holiday; do not enter Time In, Time Out, or Hours for any day that the child was not in care
 - d. Time In – Enter the exact time the care started as h:mm AM/PM (hour and minute, circle am or pm)
 - e. Time Out – Enter the exact time the care ended as h:mm AM/PM (hour and minute, circle am or pm)
 - f. Hours – Enter the total Hours and minutes for each day the child was in care
7. Report Totals
 - a. Enter the Number of Full Days (5 or more hours) and Part Days (less than 5 hours) child was in care
 - b. Enter the Amount Owed for the service period
 - c. Enter the Total Hours (hours and minutes) the child was in care during the report period
8. Codes for Absent days and Holidays (ATT, AFD, APD, HFD, HPD)
 - a. ATT – Attendance; must enter Time In, Time Out, and total Hours and minutes for any day the child was in care
 - b. AFD – Absent (Full Day) child was absent, vendor was open, child was authorized and expected to attend full day (5 or more hours)
 - c. APD – Absent (Part Day) child was absent, vendor was open, child was authorized and expected to attend part day (less than 5 hours)
 - d. HFD – Holiday (Full Day) vendor was closed, vendor charges parents for days they are closed due to holiday, and the child is authorized for Full Day care
 - e. HPD – Holiday (Part Day) vendor was closed, vendor charges parents for days they are closed due to holiday, and the child is authorized for Part Day care
9. Parent and Vendor Signatures and Dates
 - a. Attendance reports must have both a parent and a vendor signature in blue ink on the form. Lack of both parent and vendor signatures may result in rejection of the attendance report
 - b. Asking parents to sign blank attendance forms will result in the vendor’s termination from program participation
10. Maintain a copy of the completed report for your records
11. Mail completed attendance report to:
VIRGINIA DEPARTMENT OF SOCIAL SERVICES
PO BOX 1997, RICHMOND, VA 23218-1997