



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

Important News for Child Care Vendors About Virginia's Electronic Child Care System

The Virginia Department of Social Services (Department) is excited to announce the new Virginia Electronic Child Care (VA-ECC) system. This new system will allow child care vendors to track the attendance of children who are authorized to receive child care subsidy. It will also reduce the reporting requirements and replace the payment processing procedures that vendors currently use. In the fall of 2011, the VA- ECC system will begin to be implemented across the state.

The new system requires parents to record attendance through either a Point of Service (POS) device or an Interactive Voice Response (IVR) system. The POS method requires parents to use a swipe card and a POS device which is like credit/debit cards and readers used in stores. The IVR method utilizes a telephone prompt system. Child care centers and regulated family day homes will receive one or more POS devices depending on client volume. Unregulated family day homes, i.e., family day homes that are not licensed, voluntarily registered, approved under local ordinance in Fairfax, Alexandria or Arlington or approved by a licensed Family Day System, can utilize either the IVR telephone system or the POS device.

The attendance information entered into the POS or the IVR is sent directly to the Department through the telephone line. This significantly reduces the number of invoices that will need to be sent to the Department. Attendance reports, payment reports, as well as other information will be available to vendors on the VA-ECC vendor web portal. A web portal is sometimes referred to as a web site.

The Department has contracted with Affiliated Computer Services (ACS) to develop and to implement this system. Beginning in the summer of 2011, ACS and the Department will facilitate informational meetings to provide training and to answer any questions you might have. Your attendance at these meetings is very important. This is your opportunity to learn about the system and to ask questions.

More information about the VA-ECC system will be posted on the Department's web site, <http://www.dss.virginia.gov>. The Department will continue to provide updates to vendors including the schedule for informational meetings.

Please expect a mailing from the Department regarding the vendor registration process for the Child Care Subsidy Program. Additional mailings will follow containing more details about the POS device, the IVR system and the POS installation process.

The Department and ACS look forward to working with the vendor community as we implement the VA-ECC system.