

**Revised September 14, 2010**

## **Tracking of Time Services (TOTS) - Frequently Asked Questions By Child Care Providers**

The responses to the following questions apply once TOTS begins.

### **ABSENCES**

#### **WHAT HAPPENS IF A CENTER CLOSES FOR FIVE DAYS VACATION THE FIRST WEEK OF A MONTH? WILL THE CENTER GET PAID FOR THESE ABSENCES?**

A maximum of five days absences will be paid for full-time care two weeks after the end of the month in which care was provided. No payments will be paid for absences for part-time care.

#### **WILL I CONTINUE TO GET PAID THE SAME WHEN A PART-TIME CHILD IS ABSENT FOR PART OF THE DAY?**

Payments will not be made for anytime a part-time child is absent.

#### **WILL CENTERS RECEIVE REIMBURSEMENT FOR ABSENT DAYS? IF SO, HOW MANY ABSENT DAYS WILL BE REIMBURSED?**

There is no change in the way absences are paid for full-time care. A maximum of 23% of full-time authorizations will be paid two weeks after the end of the month in which care was authorized. If a child is authorized for 22 days of care, a maximum of five days absences will be paid.

### **CCAP PAYMENTS**

#### **CAN PROVIDERS OPT TO CONTINUE RECEIVING MONTHLY PAYMENTS RATHER THAN WEEKLY PAYMENTS?**

Payments will only be made weekly once TOTS begins.

#### **WILL FULL-TIME PAYMENT BE RECEIVED IF FULL-TIME CARE IS AUTHORIZED BUT THE CHILD ACTUALLY ATTENDS ONLY 3 HOURS ON ONE DAY?**

If the child is in care less than four hours, this is considered a half-day and half of the daily rate will be paid. This will count as a half-day absence. There will be a half-day authorization left.

#### **ARE THERE ANY PLANS TO MAKE CHANGES TO THE CURRENT DETERMINATION OF AUTHORIZATIONS AND THE WAY PAYMENT IS DETERMINED FOR FULL-TIME CARE (THE 22 DAYS)?**

There are no plans to make changes in how the number of hours or days are authorized.

#### **SOME CHILDREN ENTER THE PROGRAM BUT DO NOT GET APPROVED RIGHT AWAY. WHAT AND HOW DO YOU GO BACK AND GET PAID FOR THAT? EX. IT IS JUNE BUT APPROVAL GOES BACK TO APRIL. HOW TO GET BACK PAY?**

Payments will no longer be retroactive to the date when the parent applies for CCAP. Until the child has been determined eligible and you have received notification of the child's eligibility, the parent/guardian is responsible for making payments to you for the time their child is in care.

**WILL FAMILY CHILD DAY CARE HOME PROVIDERS GET PAID WEEKLY?**

All providers will be paid weekly.

**I CHARGE LATE FEES. WILL THIS NEW SYSTEM CAPTURE TRANSACTIONS FOR LATE FEES?**

TOTS tracks the time that a child spends in care, it does not track payments. It is up to the provider to determine the amount, if any, of late fees to charge a parent.

**WILL PROVIDERS BE ABLE TO CHARGE THE PARENTS IF THE PARENTS FAIL TO CHECK-IN THE CHILDREN ON THE POS DEVICE?**

Parents are responsible for paying the difference between what the provider charges and what CCAP pays. If a child was not properly checked in and out of care, CCAP will not make payment for this time and the parent is responsible for making that payment. However, a previous check-in and check-out may be completed within 7 days of day the child was not properly checked in or out.

**THE LETTER STATES THAT “DSS WILL NOT PAY FOR CHILD CARE ANYTIME THE PARENT/GUARDIAN OR THEIR HOUSEHOLD DESIGNEE DOES NOT PROPERLY CHECK THE CHILD IN AND OUT OF CARE”. BY SAYING THIS, WILL DSS NOT PAY FOR ANY ABSENCES? ARE THERE ANY CIRCUMSTANCES WHERE CENTERS WILL BE ABLE TO RE-BILL THE STATE FOR PAYMENT? IF SO, HOW WILL THEY GO ABOUT DOING THIS?**

Providers will “bill” DSS automatically through TOTS. DSS will not make any payments for time a child was not properly checked in or out of care. A maximum of 5 days absences will be paid for fulltime care. A provider cannot “re-bill” DSS.

It is recommended that providers use the TOTS Provider Portal or POS Device to run reports daily to ensure children who are in care have been checked-in and out of care using TOTS. If a child is in attendance who has not been checked in using TOTS, the parent or Household Designee would need to do a previous check-in using TOTS to track that attendance.

**WILL TOTS JUST BE REPLACING MANUAL BILLING THAT PROVIDERS ARE REQUIRED TO SUBMIT FOR PAYMENT OF SERVICES RENDERED?**

Providers will no longer receive paper invoices each month. Care is “billed” through TOTS.

**PROVIDERS WILL STILL RECEIVE VOUCHERS FROM DSS AUTHORIZING CARE?**

Clients will still bring a “voucher”, now called a CCAP Rate and Availability Verification Form (CCAP 7B), to the provider for completion. The provider completes this form to verify the rate and availability of care for the child. This form is not an authorization. When the parent or Household Designee checks a child in care, TOTS will indicate at that time if there is a valid authorization for the day. A provider may view all authorizations for children in their care using the TOTS Provider Portal or POS device.

**CAN PROVIDERS BE PAID ON DEBIT CARDS THAT WERE PREVIOUSLY ISSUED?**

There is no change in the way a provider will receive payment. If payment is currently made through Direct Deposit into a bank account or on a Stored Value Card, payment will continue to be made the same way.

**WILL WE BE RECEIVING A STATEMENT OR REMITTANCE ADVICE FOR THE CHILDREN INCLUDING THE AMOUNT PAID IN ORDER TO ADVISE PARENTS OF THEIR CO-PAYMENT?**

Yes, a remittance advice will still be issued each time a payment is made.

**OFS MAKES SEVERAL MISTAKES EACH MONTH ON MY INVOICE AND REMITTANCE ADVICE. IN 12 MONTHS I HAVE HAD ONLY ONE MONTH THAT EVERYTHING WAS CORRECT. EXAMPLE: CHILDREN LEFT OFF INVOICE, A CHILD LISTED AS PART-TIME INSTEAD OF FULL-TIME. HOW WILL I KNOW I AM NOT GETTING CHEATED OUT OF MY PAYMENTS?**

A provider may view all authorizations for children in their care using the TOTS Provider Portal. It is important to ensure the POS device is plugged in each day so any change in authorizations is downloaded. If there is a mistake, please contact the appropriate DSS office to discuss the authorization with the worker. If there is not an authorization for a child, TOTS cannot be used to check the child in and out of care, therefore, payments will not be made for this child. Sometimes a child is only authorized for part-time care to be paid. This is based on the number of hours that the parent is engaged in an approved Employment and Training activity. If the parent chooses to have their child in care full-time, they must pay the difference in what CCAP pays and what the provider charges.

**IF THE WORKER SAYS "WE WILL PAY" TO THE CHILD CARE PROVIDER BY PHONE, BUT THE CHILD IS NOT IN THE SYSTEM, THEN WHAT DOES THE PROVIDER DO TO OBTAIN PAYMENT?**

Payment is not guaranteed until you receive a Notice of Payment (CCAP 12) notifying you of the date payments will begin and the maximum amount of payment to be received. Once a client's case is certified, service authorizations will be on TOTS which will allow the parent/guardian or Household Designee to check the child in and out of care. If there are no service authorizations on TOTS, the child will be unable to be checked-in or out of care. Therefore, the parent/guardian is responsible for payment to you.

**IF A CHILD IS SENT HOME SICK AFTER ONLY 2 HOURS DO YOU GET PAID FOR THE DAY?**

If a child authorized for full-time care attends child care less than four hours in one day, this will be counted as a half-day absent, and half the daily rate will be paid and a half-day will be deducted from the child's available service authorizations. Therefore, if the child is only in care for two hours, you will be paid half the daily rate.

**IS DSS STAFF BEING TRAINED TO PROCESS PAYMENTS WITHIN 7 DAYS?**

Payments will be automatically computer generated based on service authorizations and the attendance of the child.

**EQUIPMENT/CONTRACTOR QUESTIONS**

**HOW DO I FILL OUT THE SETTLEMENT AGREEMENT FORM IF I DO NOT HAVE A CHECKING ACCOUNT?**

Class A Providers, Centers licensed by the Department of Defense, and School Child Care Program Providers are required to have a bank account to be an eligible CCAP provider and receive payments from DSS. Family Child Day Care Homes and In-Home Providers who do not have a bank account are not required to complete the Settlement Agreement Form.

**IF A CLASS A PROVIDER, FAMILY CHILD DAY CARE HOME PROVIDER, OR CENTER LICENSED BY THE DEPARTMENT OF DEFENSE IS CURRENTLY LICENSED AND REGISTERED TO KEEP CCAP CHILDREN BUT HAS NO CCAP CHILDREN CURRENTLY ATTENDING, WILL THEY RECEIVE THE FINGER IMAGE SCANNER AND POINT OF SERVICE DEVICE (POS)?**

There must be at least one service authorization for a provider in order to receive the finger image scanner and POS device. Once a valid service authorization has been entered on our system, Media Riders (ACS Subcontractor) will contact the provider to schedule an appointment to install the equipment. The equipment will be installed within (7) seven calendar days.

**IF A CLASS A PROVIDER, FAMILY CHILD DAY CARE HOME PROVIDER, OR CENTER LICENSED BY THE DEPARTMENT OF DEFENSE CONTINUES TO BE LICENSED AND REGISTERED TO KEEP CCAP CHILDREN BUT AFTER RECEIVING THE FINGER IMAGE SCANNER AND POS DEVICE ARE TEMPORARILY WITHOUT CCAP CHILDREN, WILL THEY NEED TO RETURN THE EQUIPMENT?**

The equipment will be picked up 60 days after the last service authorization.

**IF A FAMILY CHILD DAY CARE HOME PROVIDER PROVIDES TRANSPORTATION FOR THE CHILDREN THEY KEEP, WILL THEY RECEIVE A PORTABLE POS DEVICE FOR THE PARENT OR HOUSEHOLD DESIGNEE TO RECORD ATTENDANCE WHEN THE CHILDREN ARE PICKED UP FROM AND DELIVERED TO THE PARENT'S OR HOUSEHOLD DESIGNEE'S HOME?**

No. Currently only Class A providers who provide transportation will receive a portable POS device to check the child in and out of care. An attendance log must be kept to record the time the child is picked up and dropped off from care. The parent or Household Designee must go to the provider's home and complete a previous check-in and check-out for each time care began and ended when TOTS was not used to record the actual attendance.

**WILL PROVIDERS BE REQUIRED TO HAVE INSURANCE FOR THE FINGER IMAGE SCANNERS AND POS DEVICES?**

No, providers will not be required to have insurance for the equipment. However, a Provider Agreement between ACS and the Provider must be signed specifying that the equipment will be cared for by the Provider.

**WILL FACILITIES THAT PROVIDE TRANSPORTATION BE PROVIDED EQUIPMENT FOR THE TRANSPORTATION VEHICLE AND THE CENTER?**

Only Class A providers who provide transportation from the child's home and back again will receive a portable POS device. A POS device will be issued for every 40 CCAP children in care.

**IF A CHILDCARE CENTER HAS MULTIPLE VANS, WILL THEY RECEIVE EQUIPMENT FOR EACH VAN?**

There will be one portable POS device for every 40 CCAP children in care if transportation is provided.

**A CLASS A CENTER CARES FOR CHILDREN IN 2 DIFFERENT BUILDINGS BUT CARES FOR LESS THAN 40 CCAP CHILDREN. IS IT POSSIBLE FOR THE CENTER TO OBTAIN 2 POS DEVICES (RATHER THAN THE ONE THEY QUALIFY FOR) SO THEY WOULD HAVE ONE FOR EACH BUILDING?**

No, there will be only one POS device provided to a provider who has service authorizations for less than 40 CCAP children.

**WE HAVE 2 DROP OFF POINTS DURING THE SUMMER. WILL WE RECEIVE EQUIPMENT FOR BOTH POINTS EVEN THOUGH WE ARE SLIGHTLY UNDER THE 41 AUTHORIZATION LIMIT?**

Only one POS device is issued for every 40 CCAP/OCS authorizations.

**I HEARD THAT DSS MAY IMPLEMENT A PORTABLE POS DEVICE FOR THOSE PARENTS WHO DO NOT VISIT THE PROVIDER SITE. WILL THIS DEVICE BE AVAILABLE WHEN IMPLEMENTATION BEGINS IN AUGUST?**

Class A centers that have been identified as providing transportation to and from the child's home will have portable POS devices upon implementation for parents or Household Designees to use to check children in and out of care.

**HOW ACCURATE IS THE "STORE AND FORWARD" MODE WHEN BAD WEATHER PREVENTS TRANSACTIONS FROM BEING PROCESSED USING THE POS DEVICE?**

The "Store and Forward" mode on the POS device will accurately capture all check-ins and checkouts done while the POS device is not plugged in. All transactions will be accurately sent once the POS device is plugged in. Your backup is always your attendance log.

**I AM A FAMILY CHILD DAY CARE HOME PROVIDER. YOU REQUIRE ME TO USE THE POS DEVICE. I ONLY HAVE SIX KIDS; I WOULD RATHER USE THE IVR SYSTEM. MAY I REQUEST TO USE THE IVR SYSTEM INSTEAD OF THE POS SYSTEM?**

The Louisiana Administrative Code requires that all Family Child Day Care Home Providers use the POS device. There is no option to use the Interactive Voice Response (IVR) instead.

**WHY DO CLASS E CENTERS HAVE TO HAVE PHONE CONNECTION AND NOT FINGER IMAGING?**

At this time, the Louisiana Administrative Code requires that School Program Providers (Class E) use the IVR.

**IF YOU HAVE LESS THAN 40 CHILDREN ON CCAP BUT 45 CHILDREN IN CARE, DO YOU GET TWO POS DEVICES?**

Only providers who have authorizations for more than 40 children will receive more than one POS device. Children who do not have CCAP authorizations will not be checked into care using the POS device.

**SINCE I CARE FOR MORE THAN 40 CHILDREN AND WILL BE ISSUED MORE THAN ONE POS DEVICE, WILL I BE REQUIRED TO HAVE MORE THAN ONE PHONE LINE OR A CERTAIN SPEED OF INTERNET SERVICE?**

More than one phone line or internet connection is not required if there is more than one POS device in the center; However, if a splitter is used on the phone line for two POS devices, only one POS device will be able to be on line at a time. The other POS device will have to be used in "Store and Forward" mode. If the POS devices share a phone line, it is very important to "plug" each device in daily to download new authorization information and send check-ins and check-outs to DSS.

**IF I RECEIVE MORE THAN ONE POS DEVICE, MAY MY PARENTS USE ANY OF THE POS DEVICES TO CHECK IN AND CHECK OUT THEIR CHILD OR WILL THEY BE RESTRICTED TO USING A PARTICULAR DEVICE EACH DAY OF SERVICE?**

Parents may use any POS device in the center to check children in and out of care.

**HOW CAN I BE REIMBURSED FOR PAPER FOR THE POS DEVICE IF I DO NOT HAVE A BANK ACCOUNT?**

Family Child Day Care Home providers who do not have a bank account may have paper delivered by calling the ACS Provider Help Desk at 1-888-281-0326 and requesting paper. Providers who do have a bank account will be reimbursed for supplies; they will not have the option of having paper delivered to them.

**FINGER IMAGING**

**SOME OF MY PARENTS AND/OR THEIR HOUSEHOLD DESIGNEES LIVE 30 OR MORE MILES FROM THE PARISH OFFICE WHERE MY CASE IS. WILL THERE BE SOMEWHERE CLOSER THEY CAN GO TO HAVE THEIR FINGER IMAGED FOR THIS NEW SYSTEM?**

During June, parents and Household Designees may go to any OFS or OCS Parish Office located in one of the following parishes to be finger imaged: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, or Vermilion. Beginning July 12, parents and Household Designees may go to any OFS or OCS Parish Office to be finger imaged.

**HOW LONG WILL IT TAKE FOR ME TO GET MY FINGER IMAGED ONCE I GET TO THE PARISH OFFICE WHEN THE SCHEDULE IS ANNOUNCED? WILL THERE BE LONG LINES?**

It should take approximately five minutes for the finger imaging to be completed. There are two weeks scheduled for parents and Household Designees to be finger imaged. The schedule is broken down by last name of the parent so everyone is not scheduled on the same day. However, please expect that there will be a line.

**DO MY HOUSEHOLD DESIGNEES HAVE TO COME IN ON THE SAME DAY I COME INTO THE PARISH OFFICE TO GET MY FINGER IMAGED?**

Yes, we are encouraging Household Designees to be finger imaged on the same day the parent does their finger imaging. However, they do not need to go together to be finger imaged. There will be make-up days on Saturdays and Sundays if anyone cannot be finger imaged on the scheduled date. If a Household Designee does not go to the office to be scanned on the same day as the parent/guardian, they must present identification prior to being finger imaged.

**CAN THE CHILDREN BE FINGER IMAGED INSTEAD OF THE PARENTS, ALLEVIATING THE NEED TO DO A PREVIOUS CHECK-IN FOR AFTER SCHOOL CHILDREN RIDING THE SCHOOL BUS TO THE PROVIDER?**

No. Only the parent and Household Designees will be finger imaged. It is difficult to get good finger images of children younger than age 5 since their fingers continue to grow and change; Therefore, it was decided that only adults would be finger imaged.

**WHAT EXACTLY IS FINGER IMAGING?**

Finger imaging is a way that measures physical characteristics and converts this into a numeric code to identify a person. A finger image is not a finger print.

## **DUE TO THE 30-DAY CERTIFICATION PROCESS, WHEN WILL A CLIENT BEGIN THE FINGER IMAGING PROCESS?**

An applicant will complete a finger image scan before their CCAP case may be certified. CCAP policy has been revised. Once the applicant has submitted all necessary verification, the CCAP worker must process the case within five (5) workdays. Service authorizations will be done from the date of certification rather than the date of application.

## **HOUSEHOLD DESIGNEES**

### **WILL THE NUMBER OF PEOPLE ALLOWED TO BE HOUSEHOLD DESIGNEES INCREASE?**

There are no plans to increase the number of people who may be a Household Designee for a case.

### **MAY A WORKER EMPLOYED WITH THE OFFICE OF COMMUNITY SERVICES (OCS) BE A HOUSEHOLD DESIGNEE?**

Yes, an employee from OCS may be a Household Designee.

### **MAY THE DIRECTOR'S CHILDREN BE ON CCAP AND ATTEND THE SAME CENTER THAT THE DIRECTOR RUNS?**

Yes, the Director of a center may have CCAP payments made for time their own child is in care at the center. The Director may check her own children in and out of care. The Director may not be the Household Designee for any other child at the center where she works other than her own children. However, if the Director is also the owner of the center, no CCAP payments will be made for the time her child is in care at the center.

### **WILL PROVIDERS KNOW THE NAMES OF THE 3 HOUSEHOLD DESIGNEES SELECTED BY THE PARENT TO SIGN THE CHILDREN IN & OUT? IF NOT, HOW WILL THE PROVIDER KNOW IF THE PARENT HAS NOT SHARED HER IDENTIFYING INFORMATION WITH SOMEONE WHO IS NOT A HOUSEHOLD DESIGNEE? ALSO, THE PROVIDERS WOULD LIKE TO KNOW HOW TO ALIGN THEIR "PICK UP" AUTHORIZATIONS ON FILE WITH THE TOTS HOUSEHOLD DESIGNEES.**

No, DSS will not provide a list of Household Designees to each provider. This would be a good opportunity for each provider to update their list of individuals who are approved to pick up a child from care. Class A providers, providers licensed by the Department of Defense, and Family Child Day Care Home providers will know if someone has been authorized as a Household Designee when that individual attempts to check-in or check-out the child when they scan their finger using TOTS. Someone other than a Household Designee may still drop off or pick up a child if they are on the provider's approved list of persons who may drop off or pick up a child; however, the manual attendance log must be completed and the head of the household or a Household Designee must complete a previous check-in or check-out to record the child's attendance using TOTS.

## **PREVIOUS CHECK-INS/CHECK-OUTS**

### **HOW MANY PREVIOUS CHECK-INS AND CHECK-OUTS ARE ALLOWED?**

There is no limit to the number of times a previous check-in or check-out can be done. However, if previous check-ins and check-outs are done on a regular basis, these will be flagged and investigated for potential fraud. Anytime TOTS is unavailable to check the child in and out of care, an entry must be made on an attendance (sign in and out) log to track the time the care began and ended for the child. The attendance log must support previous check-ins or check-outs. The attendance log may be requested at any time to compare the attendance with previous check-ins and check-outs. It is recommended as a best practice to continue to keep an attendance log even when TOTS is available to track care to ensure all children are accounted for. This will be especially helpful any time an audit is conducted. When transportation is provided, this must be tracked. In addition, Licensing requires that Class A centers keep an attendance log.

**A SINGLE PARENT WORKS OFFSHORE 7 AND 7 AND THE GRANDMOTHER KEEPS THE GRANDCHILD 24 HOURS A DAY AT HER HOME. THE PARENT WILL COMPLETE THE FINGER IMAGE SCAN WHEN HE DROPS THE CHILD OFF. HE RETURNS HOME ON THE SEVENTH ALLOWABLE DAY FOR PREVIOUS CHECK-INS BUT DOESN'T ALWAYS PICK UP THE CHILD THAT DAY SINCE IT IS LATE AT NIGHT. WHAT IS THE CORRECT SCAN PROCEDURE FOR THIS TYPE OF SITUATION?**

The time frame to complete previous check-ins and check-outs is the current day plus six days in the past. The parent or Household Designee must complete a check-in and check-out for each day (24 hour period) that the child was in care. For example, if the child is checked into care on Monday (Day 1) the last day to do a previous check-out for Tuesday (Day 2) is 11:59 pm on Monday (Day 8). If the child is not checked out by this time, the check-in for the previous Monday is cancelled. Previous check-ins and check-outs must be completed for each day the child was in care (Tuesday - Day 2 thru Monday - Day 8). If the parent is unavailable to complete the previous check-ins and check-outs timely, it is recommended that a Household Designee complete this for the parent.

**AN IN-HOME PROVIDER PICKS UP A CHILD FROM SCHOOL IN THE AFTERNOON AND BRINGS THE CHILD TO THE CHILD'S HOME. THE PARENT WORKS AND IS NOT AVAILABLE TO CALL (CHECK IN) USING THE IVR. HOW SHOULD THIS SITUATION BE HANDLED?**

The Household Designee would complete a previous check-in for the time that the provider picked the child up from school when the child is checked out of care.

**IF A CHILD CARE CENTER VEHICLE PICKS THE CHILD UP FROM SCHOOL, WHAT TIME WILL THE PARENT RECORD FOR THE PREVIOUS CHECK IN? IS IT THE TIME THE CHILD BOARDS THE CHILD CARE VEHICLE OR THE TIME THE CHILD ARRIVES AT THE CENTER?**

An attendance log must be kept to record the time the child boards the child care vehicle. The parent or Household Designee must do a previous check-in for when the child boarded the vehicle.

**A SCHOOL PROGRAM PROVIDER STATED THAT SOME SCHOOL CHILDREN ATTEND MORNING CARE ONLY AND ARE NEVER SIGNED OUT BY THE PARENT BECAUSE THEY GO DIRECTLY TO THE CLASSROOM. WHAT PROCEDURE SHOULD BE USED?**

A manual attendance log must be kept anytime TOTS is unable to be used to check a child in or out of care. The head of the household or a Household Designee must complete a previous check-out when they check the child in the next day.

**REGARDING SCHOOL AGE CHILDREN WHO ARE PICKED UP AT SCHOOL BY OUR VAN DRIVERS AND THEIR PARENTS ONLY COME TO THE CENTER TO PICK THEIR CHILD UP, HOW DO WE GO ABOUT GETTING PAID FOR THOSE CHILDREN SINCE THE PARENTS WILL NOT BE SIGNING THEIR CHILD IN?**

An attendance log must be kept to record anytime TOTS is unavailable to check a child in our out of care. Additionally, Licensing requires Class A centers to maintain an attendance log and a transportation log. The parent or the Household Designee must do a previous check-in each time the child is picked up at school so that care may be paid for this time.

**SOME OF MY PARENTS NEVER VISIT THE PROVIDER SITE, HOW WILL THEY CHECK IN AND OUT THEIR CHILD USING THE POS DEVICE?**

Parents or their Household Designee must visit the provider site to use the POS device to do previous check-ins and check-outs within 7 days care was provided anytime TOTS is not used to check their child in and out of care. Payment will not be made for any time that TOTS is not used to check children in or out of care.

**A FCDCH PROVIDER PICKS UP AND DROPS OFF TWO CHILDREN THAT SHE CARES FOR. HOW DO THEY SIGN-IN AND OUT?**

The parent or Household Designee will need to do previous check-ins and check-outs at least once a week to record attendance. The provider must keep an attendance log to track when she picks up the child and when she drops off the child. The parent or Household Designee should sign the log when picking up the child. If the parent, guardian, or Household Designee does not sign the provider must enter the first and last name of the person who picked up the child and sign the form.

**WHAT WILL HAPPEN DURING A POWER OUTAGE AND CAREGIVERS CANNOT SCAN THEIR CHILD IN AND OUT?**

An attendance log must be kept anytime TOTS is unavailable to be used to check a child in or out of care. The parent/guardian or Household Designee must complete a previous check-in or check-out for when TOTS was unavailable.

**A CHILD CARE CENTER HAS CHILDREN THAT CHECK IN AT 9 A.M. AND OUT AT 10 A.M. AND BACK IN AT 11 A.M. AND THEN GO HOME FOR 5 P.M. WILL THEY GET PAID IF THE CHILD LEAVES? HOW WILL THEY HANDLE THESE CHILDREN?**

DSS will only pay for the time that a child is in care at the center. Each time the child arrives and leaves the center, the child should be checked-in and checked-out out of the center. However, if a child is not checked-in and checked-out of child care and the parent/guardian or Household Designee does not complete a previous check-in and check-out, DSS will not pay for care and the parent/guardian will be responsible for payment to you.

**WHAT HAPPENS IN THE CASE OF AN EVACUATION?**

Follow the evacuation procedures you now have in place. If TOTS is unavailable, when the child leaves your care, use an attendance log to track attendance. A previous check-out can be completed

to check the child out of care when TOTS is available.

## **MISCELLANEOUS**

### **IS THERE A POLICY OR RULE THAT STATES THAT THE SAME SIGN-IN PROCESS MUST BE UTILIZED FOR BOTH CCAP AND NON-CCAP?**

There is no policy that says there must not be a distinction between CCAP and non-CCAP children during the sign-in process.

### **WILL DSS CONDUCT TRAININGS ON HOW TO USE TOTS?**

DSS will provide posters and brochures providing information on how to use TOTS. Training will be provided on the finger imaging process during the initial finger imaging scan. Tip Cards will also be provided giving clients a step-by step process on finger imaging and use of the IVR. Providers will receive training on the POS device during installation and the IVR gives instructions and has assistance available.

### **WHAT SUPPORT LANGUAGE WILL TOTS ACCOMMODATE?**

Both English and Spanish will be supported languages.

### **WILL DSS OR ACS ISSUE THE PROVIDER LOGON TO USE ON THE PROVIDER PAGE?**

There will be a link to the provider portal user guide on the DSS website. Providers will use their 9 digit TIPS provider number as their user ID when completing their first login. ACS will give providers a temporary password which the provider will be required to change when completing their first login.

### **IF A PARENT HAS MORE THAN ONE CHILD AT A CENTER, WILL SHE HAVE TO ENTER EACH CHILD SEPARATELY AND START THE ENTIRE PROCESS OVER EACH TIME FOR EACH CHILD?**

Each child must be checked in and out of care. The Time and Attendance Number and the Household Designee number will not be required to be reentered.

### **CAN THE PROVIDER STILL USE THE AUTHORIZED LIST OF PERSONS GIVEN BY THE PARENT TO PICK UP THEIR CHILDREN OR WILL THEY BE RESTRICTED TO ONLY THOSE THREE OTHER HOUSEHOLD DESIGNEES?**

Providers may continue to use the authorized list of people given by the parent to pick up their children, however, only individuals parents and those who have been designated as a Household Designee will be able to check children in and out of care using TOTS. If someone other than the parent or Household Designee picks up or drops off a child, a previous check-in or check-out will need to be completed to account for that time.

### **WHAT WILL HAPPEN IF SOMEONE WHO IS NOT AUTHORIZED TO CHECK A CHILD IN OR OUT TRIES TO DO SO?**

Only the parent or Household Designee can check a child in or out of care using TOTS. If the person is on the authorized list of people given by the parent to pick up the child, that person may pick up the child. The parent or Household Designee will need to complete a previous check-in or check-out to account for this time.

**MY CHILD CARE CENTER IS OPENED 7 DAYS PER WEEK? WILL THE SYSTEM ALLOW A CHECK IN ON THE WEEKEND?**

Yes, TOTS is available 24-hours a day, seven days a week.

**IS TOTS MANDATORY FOR ALL PROVIDERS?**

Yes, TOTS is mandatory for all providers who wish to receive payments through CCAP or OCS.

**WHY WEREN'T PROVIDERS INVOLVED IN THE DECISION MAKING OF THIS NEW TOTS SYSTEM? WE'RE AFFECTED MOST BY THE DECISIONS MADE BUT HAD NO INPUT IN THE MATTER. WHY WEREN'T PROVIDERS POLLED TO SEE IF THEY WISHED TO HAVE THIS SYSTEM PRIOR TO IMPLEMENTATION?**

A group of providers was invited to participate during several points during development of TOTS. Input received from these providers was considered in the decision making process. Many providers are pleased that they will be paid more quickly and automatically without having the time consuming burden of completing manual invoices. The public was also invited to submit their input and comments during a public hearing that was held when the rule regarding TOTS was published.

**WITH THE PARENTS HAVING TO CHECK-IN AND CHECK-OUT THEIR CHILDREN ON THE POS DEVICE, PRIVACY AND RESPECT OF THOSE ON CCAP WILL BE COMPROMISED. ARE THE PROVIDERS RESPONSIBLE FOR MAINTAINING PRIVACY AND CONFIDENTIALITY?**

Yes, providers are still responsible for maintaining privacy and confidentiality.

**WHY DON'T DSS COME OUT AND GIVE CENTER DIRECTORS A QUESTION AND ANSWER SESSION?**

DSS conducted a Question and Answer Session with the Child Care Association of Louisiana (CCAL) on behalf of providers regarding TOTS. Specific questions may be sent to [childcare@dss.state.la.us](mailto:childcare@dss.state.la.us) or the DSS webmaster at [ofs\\_webmaster@dss.state.la.us](mailto:ofs_webmaster@dss.state.la.us). All questions submitted are posted on the DSS website. Child Care Resource and Referral (CCR&R) Agencies act on behalf of DSS and are available to provide assistance and answer questions you may have regarding TOTS.

**WHY DID DSS PAY "ALL THIS MONEY" (TO ACS) FOR THE SYSTEM INSTEAD OF "GIVING US A RAISE"?**

TOTS is being implemented to support modernization efforts of DSS and will automate the manual invoice process which will reduce staff time currently spent processing manual invoices. This will result in increased efficiency and frequency in which providers will be paid and is anticipated to reduce fraud. TOTS is expected to pay for itself within the first year of operation. In fact, due to these expected savings, it is anticipated that there will not be a need for a CCAP waiting list. Although, DSS would like to increase the rates we pay for child care services rendered, due to budget

constraints, we are unable to do this. Providers may choose to charge any rate they would like for child care services, but they must charge CCAP children the same rates they charge private pay children.

**WILL THERE BE A CUT OFF TIME FOR CHILDREN TO ENTER THE CENTER FOR THE DAY?**

DSS does not mandate a cut off time for children to enter a center. This is strictly up to the center whether a cut off time is mandated.

**IS IT ILLEGAL FOR KIDS TO STAY AT THE CENTER FOR OVER 10 HOURS?**

There are no Licensing or Child Care regulations to restrict the number of hours a child can be in care.

**WHAT HAPPENS WHEN A CHILD MOVES FROM ONE FACILITY TO ANOTHER? WILL THE PROCEDURE CHANGE?**

The procedure remains the same. New service authorizations are available on TOTS daily.

**WHAT DO WE DO IF WE TAKE THE CHILDREN ON A FIELD TRIP AWAY FROM THE CENTER? DO WE HAVE TO CHECK THE CHILD OUT WHEN WE LEAVE THE CENTER AND CHECK THE CHILD IN WHEN WE RETURN TO THE CENTER?**

The child will not be checked out until the child leaves your care. Children who are on a field trip are considered to be in your care