Child Care Automated Attendance - Desk Aid

Provider website

The provider web portal was developed to help providers review attendance recorded by CCS parents each month. Providers are required to view the web portal at least once every 3 days.

Log onto the web page

Website: www.workforcesolutionschildcare.com

Login: use your license number for child care licensing

Passwords:
- Initial password: the first time you log into the website, use your seven digit zip code as your password. The system will prompt you to change your password.
- Setting your password: passwords must be at least 8 characters and must include at least one number and at least one letter
- Security question: the system will ask you to set up a security question. Choose a question and answer that you remember easily.
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Main Page

The main page has your basic information. There are three areas that you need to review and keep updated:

1. License number with child care licensing—this is your login and must be kept current with CCS.
2. Holidays—these are the days we will pay you. If you need to make changes to these dates, this must be done BEFORE the holiday occurs.
3. Phone number—this is the number the system uses to send attendance and referral information for each child.

- click on this button to see a list of children who are authorized to receive child care assistance at your center/home.
- click on this button to see a list of today’s activity for each child.
- click on this button to search transactions for a specific time period.
- click on this button to see the attendance for all children in care.
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**Referral Screen**

This screen shows a list of children who are authorized to receive child care assistance.

**Referral Report**

If you click on a child’s name, it will pull up details on that child’s authorized days/times for care and the start and end date for child care assistance.

This screen will also show the “Child #” parent’s need to check their children in/out each day.

**Referral Profile**

This gives you all the information about the days and times care is authorized in the CCAA system.

The main referral line in blue gives the start and end dates for child care by month.

When you click on the “Referral”, the details about the child’s care will drop down.

**Referral Information**

- **Status**: “Open” means the referral is current. “Closed” means the referral is no longer valid.
- **Effective Date**: the day this referral begins
- **End Date**: day the referral ends (care is not authorized past this date)
- **Care Days**: shows the days of the week care is authorized. The “weeks” starts on Sunday and ends on Saturday.
  - “N” - care is NOT authorized
  - “Y” - care is authorized
  
  In this example, (NYYYYYN) care is authorized Monday—Friday. Care is not authorized on Sunday or Saturday.
- **# of Days**: shows the number of days care is authorized each week.
  
  In the example to the right, care is authorized all 5 days of the week.
- **Full/Part Time**:
  
  - “F” - care is authorized for more than 6 hours per day
  - “P” - care is authorized for up to 6 hours per day
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**Activity Screen**

The Activity Screen shows a list of today’s activity listed by case number. This allows children in a family to be listed together.

**Transaction Types:**
- **IN**—child checked in
- **OUT**—child checked out
- **P/IN**—child checked in for a previous day
- **P-OUT**—child checked out for a previous day
- **ABSENT**—parent reported child out with a general absence
- **ILLNESS**—parent reported child out ill
- **COURT**—parent reported child out on court ordered visitation

**Transaction Screen**

This screen allows providers to search transactions for a range of dates.

Put in the start and end dates you want to review.

If you are looking for transactions for a particular family, you can enter the Case # to narrow your results.

Results display in the following order:
1. Date
2. Time
3. Case Number
4. Child Number

**RESPONSE CODES**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Action Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>(00)</td>
<td>S/A Success/Approved</td>
<td>None - action was successful</td>
</tr>
<tr>
<td>(A4)</td>
<td>Card not Active</td>
<td>Parent needs to call 866-960-6496 to activate care</td>
</tr>
<tr>
<td>(DB)</td>
<td>No Auth For</td>
<td>Parent needs to call CCS to find out why care is not authorized</td>
</tr>
<tr>
<td>(55)</td>
<td>Inv PIN</td>
<td>Re-try—if PIN # is still showing invalid, call 866-960-6496 to reset PIN #</td>
</tr>
<tr>
<td>(DD)</td>
<td>Check In First</td>
<td>Go back to main menu and select Prev In to complete a previous check in, then check out</td>
</tr>
<tr>
<td>(CC)</td>
<td>Check Out First</td>
<td>Go back to main menu and select Prev Out to complete a previous check out, then check in</td>
</tr>
</tbody>
</table>
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Attendance Screen

This screen allows providers to view attendance for CCS children for an entire month. The screen defaults to the current month.

To change the month of attendance to view, enter the month and year and click “search”.

ATTENDANCE CODES

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>Holiday</td>
<td>One of the provider’s holidays requested for payment</td>
</tr>
<tr>
<td>P</td>
<td>Present</td>
<td>Parent reported the child present at the facility</td>
</tr>
<tr>
<td>A</td>
<td>Absent</td>
<td>Parent reported the child absent</td>
</tr>
<tr>
<td>I</td>
<td>Ill</td>
<td>Parent reported the child is out ill</td>
</tr>
<tr>
<td>C</td>
<td>Court Ordered Visitation</td>
<td>Parent reported the child is out on court ordered visitation</td>
</tr>
<tr>
<td>R</td>
<td>No attendance reported</td>
<td>Child is authorized for care but the parent has not reported any attendance for this day</td>
</tr>
<tr>
<td>X</td>
<td>Care not authorized</td>
<td>Child care assistance is not authorized on days that are “blank” (example: weekends when the facility is not open will be blank)</td>
</tr>
</tbody>
</table>

Note: any days marked ❌ indicates a day of non-payment by CCS unless the provider has contacted CCS within 3 days of the parent’s failure to report attendance.