

Dear Child Care Assistance Program (CCAP) Participant:

**** IMPORTANT ** ** IMPORTANT ** **** You may have already received letters informing you that on August 1, 2010, the Department of Children and Family Services, (formerly the Department of Social Services) will begin using an electronic time and attendance process called Tracking of Time Services (TOTS) to keep track of the time and days your child is in child care.

CCAP will NOT make ANY payments to your child care provider for the time your child spends in care BEGINNING August 1, 2010, if you or your Household Designees DO NOT have a finger image scan done and your child is cared for in a Class A center, a center licensed by the Department of Defense, or a Family Child Day Care Home. If your child is cared for by a provider in your home or a School Program Provider, you do not need to have a finger image scan done.

The schedule below lists the date that you AND your Household Designee(s) MUST go to the address listed below to have a finger image scan done. FINGER IMAGE SCANNING WILL BE DONE BETWEEN THE HOURS OF 4:00 P.M. AND 7:00 P.M. This schedule is based on the first letter of YOUR last name as it appears on this letter, not the first letter of the last name of your child or your Household Designee. It is important that you and your Household Designee get scanned.

Head of Household's Last Name Begins With:	Scan Date
A-B	Monday, July 12, 2010
C-D	Tuesday, July 13, 2010
E-G	Wednesday, July 14, 2010
H-J	Thursday, July 15, 2010
K-L	Friday, July 16, 2010
M-N	Monday, July 19, 2010
O-R	Tuesday, July 20, 2010
S	Wednesday, July 21, 2010
T-V	Thursday, July 22, 2010
W-Z	Friday, July 23, 2010

Your Household Designee must go to the address listed above to have a finger image scan done on the SAME DAY you are scheduled to have a finger image scan done. You do not need to go together.

If you have not returned a completed Household Designee Authorization form, it is very important that you complete, sign, and return the form BEFORE the date you and your Household Designees are scheduled to have a finger image scan done. By doing so, the agency will know ahead of time who you have authorized as your Household Designees and they will already have been entered into our system.

Make-up Sessions:

If you or your Household Designees are unable to go to the address listed above to have a finger image scan done on your scheduled date, make-up sessions will be held from 8:00 a.m. to 4:00 p.m. on the following dates at the address listed above:

Saturday, July 17, 2010

Saturday, July 24, 2010

Sunday, July 18, 2010

Sunday, July 25, 2010

****IMPORTANT**:** If you or your Household Designees do not have a finger image scan done, you will not be able to begin checking your child in and out of child care using TOTS beginning August 1, 2010 and CCAP will NOT pay for child care for your child. You and your Household Designee must have a picture ID to be scanned.

If your child is cared for by a provider in your home or a School Program Provider, use the Interactive Voice Response (IVR) instructions at the end of this letter to check your child in and out of child care beginning August 1, 2010.

For more information, please visit our website at www.dss.louisiana.gov/TOTS

IVR INSTRUCTIONS - How to Report Daily Attendance for Child Care:

Step 1 - You or your Household Designee must use the landline telephone at the child's home or School in order to record the attendance. You may not use a cell phone.

Step 2 - Dial the TOTS telephone number 1-888-281-1093

Step 3 - Select Spanish or English

Step 4 - Enter the 11-digit Time and Attendance Number

Step 5 - Enter the 3-digit Person Number

Step 6 - Enter the 2-digit Child Number

Step 7 - Select one of the following four attendance options:

- Check-In
- Check-Out
- Previous Check-In
- Previous Check-Out

Step 8 - Repeat Step 6 if you need to report attendance for additional children

Step 9 - Follow the prompts in the automated phone system.

Beginning August 1, 2010, in order for CCAP to make payments to your child care provider for the time your child spends in care, your child must be checked in and out each time your child is in care using TOTS. Your Household Designee represents you, and you must instruct your Household Designee that if they do not properly check your child in and out of child care or your child care facility's vehicle every time care has started or ended using TOTS, CCAP will not pay for child care for your child.

If you or your Household Designees are unable to check your child in or out of child care using TOTS, a Previous Check-In or Previous Check-Out must be completed. A Previous Check-In and Previous Check-Out can be used for up to 7 days in the past (current day plus 6 previous days).

If attendance is recorded incorrectly, your provider has the ability to void a transaction. Please talk with your provider directly about correcting any errors. All errors must be corrected within 7 days of the day the child was in care.