

Beginning July 1, 2018, the Department of Early Learning will become the Department of Children, Youth, and Families (DCYF). After June 30, 2018, this webpage will no longer be updated. You can find up to date FAQs at:

http://www.dcyf.wa.gov/sites/default/files/pdf/Electronic_Attendance_System_Provider_FAQs.pdf



Electronic Attendance System Provider FAQs

Requirements

Question: *Why is DEL doing this project?*

Answer: We know that child care providers don't go into business dreaming about administrative red tape. Storing paper attendance records, submitting requested records via fax, making sure parents actually sign in and out, reconciling attendance and subsidy billing, these are all headaches that take time to untangle...and none of it is really helping our real customers: the children.

The federal government is requiring us to improve our attendance records for child care subsidies. We are taking the opportunity to modernize this process in order to make providing child care easier for providers, easier on program administrators, less expensive to tax payers, be accurate and take less time for everyone involved.

Question: *Will I be required to use an electronic attendance system?*

Answer: Yes, if you serve Working Connections and/or Seasonal Child Care children. As a condition of receiving WCCC or SCC subsidy payment you will need to use either the state-provided electronic system DEL has purchased or an approved third-party electronic attendance system. If you are not a Working Connections (WCCC) or Seasonal Child Care (SCC) provider, you can continue to use an attendance record keeping system that complies with licensing rules.

Question: *Will I have to use the electronic attendance system that DEL has purchased, or can I use another company's electronic attendance system?*

Answer: A provider may use the system purchased by DEL or other companies' systems that DEL determines meets specific requirements. DEL will work with these companies to evaluate if they meet the requirements. If approved, the company will be added to the list of approved systems on our website. If the system is not approved, the provider can use the system offered by DEL in order to remain eligible to receive subsidy payments.

Question: *Will I have to pay to use the electronic attendance system DEL has purchased?*

Answer: No; the software is free. However, providers will need to supply their own tablets, computers, and/or laptops to use the system.

Question: *Is there a grace period for providers adopting the system?*

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Answer: The rules requiring the use of an electronic attendance system go into effect on July 1, 2018. We highly recommend that providers get trained and use the system as soon as possible so they are familiar with how to use it by July 1.

Question: *Do I have to wait until July 1, 2018 to start using the electronic attendance system?*

Answer: We highly encourage providers to start using KinderConnect as soon as possible so that they can increase their skills with using the new system prior to July 1st.

Data Collection

Question: *Once DEL collects the information from an electronic attendance system, where does that data go and how will the department use it? How do I know it is secure?*

Answer: DEL will contract with a third-party to maintain attendance data. Strict encryption and data retention requirements will be in place to ensure the security of the data being held. Several state agencies have a stake in making sure that this data remains secure and this issue has been made known to our contractor from the beginning of this process. This data will be used by program administrators to facilitate current audit processes. Personally identifiable data won't be sold or given to external entities, including other government agencies.

Question: *How can I access the attendance data collected from my child care facility?*

Answer: You will be able to access your current and historical attendance data through the system being purchased by DEL. We are working to ensure that attendance reports will comport with requirements from other stakeholders like DEL licensing and the USDA food program. If you choose to use another attendance system which DEL has determined meets requirements, you'll be able to access your attendance data through that system.

Question: *Is DEL getting the attendance information on private pay children?*

Answer: No, DEL will only receive attendance information on subsidy children.

Training and Resources

Question: *How can I get free training for myself on the new system?*

Answer: Training is available in-person, online, or by self-paced workbook. If you need hands-on support after taking the training, join a learning lab. More information on training and learning labs is available at: <http://del.wa.gov/Attendance-Support>.

Question: *Will the electronic attendance system that DEL purchases be available in languages other than English?*

Answer: Yes. At this time the attendance system will be available in English and Spanish. Also, interpreter services will be available for users who contact the system's help desk for support.

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Question: *Who will be providing IT support if something goes wrong with the electronic attendance system?*

Answer: The service desk is available to assist by phone or by email:

eas.servicedesk@del.wa.gov

1-844-704-6777

Question: *As a provider, what tools can DEL offer to help me explain this project to my parents/guardians?*

Answer: A brochure for families is available on our website in English, Spanish, and Somali:

[https://del.wa.gov/sites/default/files/public/Attendance How To/EAS Brochure Families.pdf](https://del.wa.gov/sites/default/files/public/Attendance_How_To/EAS_Brochure_Families.pdf)

Families not on Working Connections or Seasonal Child Care Subsidy

Question: *Can I use the electronic attendance system for Children's Administration's children?*

Answer: At this time, the children who receive child care from Children's Administration (CPS, Foster, FRS, etc.) are not part of the electronic attendance system. Only Working Connection Child Care (WCCC) and Seasonal Child Care (SCC) are the subsidy programs included. Providers can add all Children's Administration (CA) children as a full pay child. If the provider does not have any children that are WCCC or SCC, they cannot get registered to use the electronic attendance system.

Question: *Will I have to use an electronic attendance system to track attendance of private pay children?*

Answer: Subsidy providers may choose not to use an electronic attendance system to track attendance of private pay children. Because it is a condition of receiving subsidy payments, only children/families using subsidy payments must use the electronic attendance system. However, attendance for all children in a provider's care may be taken on a electronic attendance system if the provider chooses.

Question: *How can this program be implemented at my site without singling out subsidy families?*

Answer: Ensuring equitable check-in/out processes for families who receive subsidy and families without subsidy was a core consideration when considering which system to pursue. The system DEL has purchased allows for the check in/out both private-pay and subsidized families without singling out either.

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Technology

Question: *What type of tablet do I need?*

Answer: The KinderSign application is officially supported on Android 5.0+ devices or Apple IOS 9.0+ devices. The tablet must also have a rear facing camera. Note: The Kindle and Kindle Fire usually will not work with the system since they do not have access to the Google Play store by default.

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Question: *What if I don't have easy access to the internet?*

Answer: An internet connection will be required to use the electronic attendance system. We understand that some providers face barriers to technology and the agency is considering options to address the issue.

Question: *What if I don't have an email address?*

Answer: You can sign up for one from many free web-based services such as Gmail and Yahoo! Mail.

Question: *What if I don't have access to a smartphone, computer, or tablet?*

Answer: A device that connects to the internet will be required to use the electronic attendance system. We understand that some providers face barriers to technology and the agency is considering options to address the issue.

Question: *Will the electronic attendance system be part of MERIT?*

Answer: No, the attendance system will stand alone and will not be part of MERIT.

Question: *You say that the system will be "cloud-based." What does that mean?*

Answer: Like the internet, the data will be stored on servers (specialized computers) that you can access from anywhere. You will be able to log-in to the secure system from wherever you can access the internet.

Early Achievers

Question: *Do I get points in Early Achievers for using an electronic attendance system?*

Answer: Early Achievers does not currently award points for use of electronic attendance systems.

Use of Other Approved Electronic Attendance Systems

Question: *For organizations that already use systems like ProCare, how do they submit attendance to DSHS?*

Answer: At this time, providers using an approved attendance system will need to continue their current practices for submitting their records to DSHS or DEL, when requested. A future phase of the project will address how to get the data from that approved system to DEL.

Question: *Has DEL identified electronic attendance systems that CANNOT be used in place of KinderConnect? Or are all systems ok to use?*

Answer: Providers using electronic attendance systems not offered by DEL need to notify the department with information regarding which system they are using. In the future, providers

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will be able to update WA Compass with the system they are using. Once approved for using their electronic attendance system, they can begin to use it as their primary attendance system of record. DEL continues to evaluate reported systems to determine if they meet the requirements. Instructions for how to report the system used is available here:

https://del.wa.gov/sites/default/files/public/Attendance_How_To/DEL_Approved_EAS.pdf

The instructions include a list of systems that have been approved; this list continues to be updated regularly.

Billing: Invoices, Schedules, Attendance

Question: *Will providers still receive invoices?*

Answer: Yes, providers will still receive invoices. At this time the electronic attendance system doesn't change the way that billing is done. Providers will still need to claim their invoices as they do now. Collecting attendance and claiming payment remain separate.

Question: *Why do we still have to invoice if DSHS is already receiving attendance info? Is this because of two separate departments? Will this change?*

Answer: Billing is a separate system than attendance. We hope to link the two systems in the future.

Question: *If the authorization is incorrect, should providers email the DSHS provider line?*

Answer: Yes, the provider should contact the DSHS provider line for questions or corrections to authorizations.

Tribes

Question: *Is it possible for tribes to bill for a tribal holiday or bereavement day?*

Answer: Current rules allow providers to claim federally recognized holidays. The Department is exploring how this rule may be amended to support tribal holidays and/or bereavement days.

Question: *If certified for payment only, are tribal family homes eligible for the \$200 incentive once they complete training?*

Answer: Family homes must be licensed and covered under the Collective Bargaining Agreement with SEIU 925 to be eligible for the incentive. Certified tribal family homes are not eligible.

Question: *Does the electronic attendance contract language require tribes to waive their sovereign rights?*

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Answer: The contract with between DEL and the EAS vendor does not require that tribes waive their sovereign rights. Using the DEL-offered system is optional; providers can choose to use a different DEL-approved electronic system.

DEL \$200.00 Incentive

Question: *How do providers qualify?*

Answer: For Licensed Family Home Child Care or Family, Friend and Neighbor Providers, the elements needed to qualify include having an active authorization, completed training, and being enrolled in MERIT. With these items being met, providers should apply by using the survey located on the website: <https://del.wa.gov/Attendance-Project>

Question: *What can I use the incentive for?*

Answer: There are no requirements around what the incentive can be used for. Many providers are using the incentive to purchase devices or cover the cost of internet service.

Question: *Can I qualify for the \$200 incentive if I provide subsidy care for Children's Administration?*

Answer: No, only Licensed Family Home Child Care or Family, Friend, and Neighbor providers authorized for Working Connections Child Care or Seasonal Child Care subsidy are eligible for the incentive.