

Creating a Digital Child Care Attendance System

Making it simple and easy to use, while reducing billing inaccuracies

Tracking attendance of children participating in Washington's child care subsidy program is currently done on paper forms. This is a complicated and confusing process for families, providers, and the state. It can also result in incorrect payments to providers.

Now, the federal government is requiring us to improve our attendance records for child care subsidies.

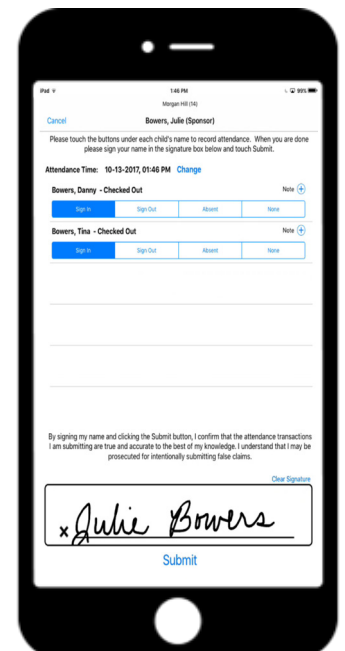
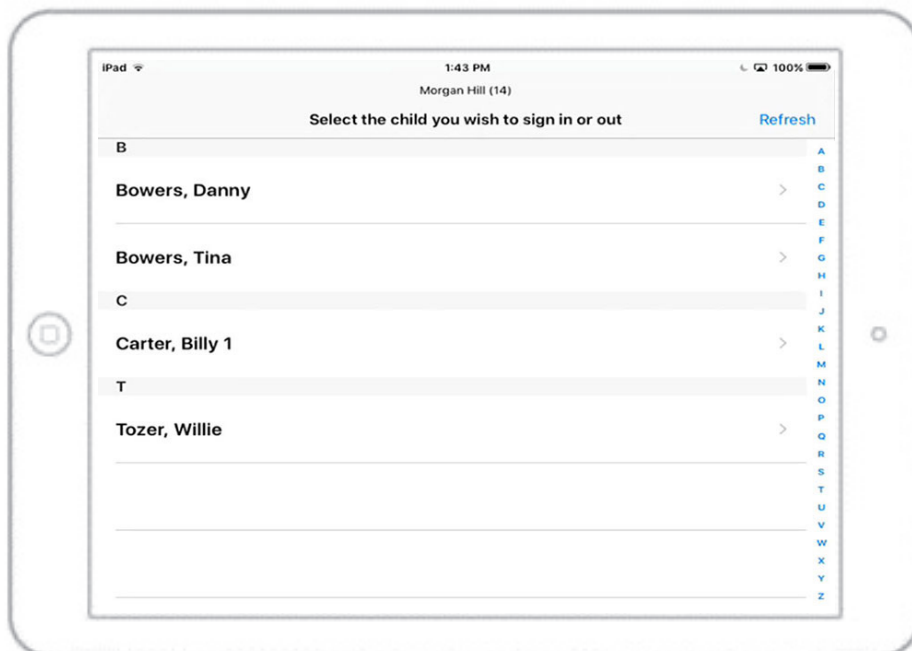
DEL is purchasing a digital attendance system to:

- 👉 Simplify and improve how we track children's participation in child care;
- 👉 Work on smartphones, tablets, and computers in a child care provider's place of business;
- 👉 Track, store, and report on child attendance to support provider billing.

Attendance Project Goals:

- 👉 Replace the manual paper attendance system used by most providers with a modern, off-the-shelf, cloud-based software.
- 👉 Reduce the amount of time that providers and state workers spend tabulating attendance hours.
- 👉 Reduce billing inaccuracies and overpayments with internal controls over child care payments.
- 👉 Implement the new system in a manner that supports providers' different comfort levels with technology.

Check children in/out with a few simple taps!



Learn more about DEL's attendance project by visiting www.del.wa.gov/Attendance-Project



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**Images shown are meant to indicate a sample system and may not correspond to final system design.*

Timing and Major Activities for the Digital Child Care Attendance System

The digital attendance project has three main phases:

Planning and Procurement (Complete)

This included reviewing various off-the-shelf products with child care providers and parents to get a better sense of the options, and surveying providers on their current systems and access to technology. A formal Request for Proposals and procurement process was how the final product was chosen. This included an evaluation of how easy the systems are to use.

Connecting and Configuring the System at DEL (In Progress)

Even though we are not building a new product from scratch, it will take some time to make small adjustments to suit DEL's needs, to connect the digital attendance system with the child care subsidy programs*, and to ensure that DEL staff and trainers understand how to use the program well.

An Early Adopters phase will allow some providers to test out the system in a real-world setting and offer their feedback. This feedback will be used to improve our training and the system before it is deployed state-wide.

Training Providers and Deploying State-wide

DEL understands that a new process and technology can't be simply handed out without any supports. In phases, DEL will train providers on the new system. Training will be available online, in-person, or via self-paced tools. Options for languages other than English will be available. DEL will then make the system available to the providers who have been trained.

Attendance Project Timing

- **May-October 2017: Planning, Procurement, and Configuration**
- **November-December 2017: Early Adopters Recruitment**
- **January-February 2018: Early Adopters Phase**
- **March 2018: System available to all subsidy providers and training options begin**
- **July 2018: All subsidy providers trained, mandatory participation begins**

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**At this time, the attendance system will not connect to SSPS, and billing will remain in that system.*



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