

**Hamilton County Child Care Forum
February 17, 2010**

Time & Attendance/ Swipe cards: Answers provided by ODJFS	
QUESTION	ANSWER
Please explain the cards (time and attendance) in English?	Each family will receive a card that will look similar to a credit card. The cards will be used when dropping a child off at a provider and when picking them up.
Where will the families get the cards from?	We have not chosen a vendor yet so we are not sure of the option they will offer. Either the cards will be mailed to the family or will be issued at the county.
How will the parents receive the card?	
If a family loses their card what is the turn around to get a new card?	We have not chosen a vendor yet so we are not sure of the turn around time, but it should be minimal like a day or two.
How long does it take to get a new card when they lose it?	
What about different people picking up and dropping off kids cards? How will we count those hours without card?	Parents can retroactively enter a child's attendance, thus recording those hours.
Will parents have more than one card so relatives or others can swipe a child in or out? One person swipes the child in and a different parent swipes the child out.	Yes, parents can be issued more than one card.
What if you have a family with more than one child? Will all the children be on one card?	All family information will be contained on one card; the family will enter specific attendance information for each child.
About swipe card: w/ 2 or more children attending, do you swipe that many times according to children?	
What if you pick up and drop off the children you keep, so what if you don't see your consumer everyday?	
What if you drop off and pick up kids for school?	Families will be able to retroactively enter attendance information up to 10 days. Families will be informed that they must go to the provider's location at least each 10 days.
What if your child goes to school from home and you as the provider pick up child after school?	
Half-day children that go to head start how do we swipe them in and out?	Families will be able to retroactively enter attendance information up to 10 days. Families will be informed that they must go to the provider's location at least each 10 days.
If the preschool child attends a center and the school age child from the same family attends a separate half-day after school program, how does that work?	Families will be able to retroactively enter attendance information up to 10 days. Families will be informed that they must go to the provider's location at least each 10 days.

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How can we make sure the correct child is logged in if one is absent?	Each child will have their own ID number and so data will be specific to each child in the family. We expect a web tool to be made available for providers to make adjustments such as absent days.
Can the provider keep card?	Rules will be implemented that will impose penalties to providers for keeping cards and for families if it is discovered that they let the provider keep the card.
Could the caregiver leave the card with the provider to swipe card and keep up with the times?	
Why can't we have 2 cards? (1) provider, (1) parent.	
Are the cards allowed to be left on site?	Providers should not have the card and only parents or other caretakers should be using the card.
What if moms forget to bring card?	Parents can enter attendance information for up to 10 days. If a card is lost the parent should report it immediately so they can be issued a new one within 10 days.
What if a parent loses the card if it's longer than 10 days before it's found?	
If I allow parent 1-2 days without card and they leave, how can I get paid?	
	If the attendance information isn't captured the state will not pay providers. Providers can collect from parents but as a better alternative choose, as a business, not to care for children if they haven't swiped the attendance information.
Because some parents are under the misconception that they have 10 hours a day authorized on their voucher, how is this card going to change that? Ex: 7:30-4:30: Authorized hours (parent comes at 4:50)	Any unauthorized care will be the responsibility of parents to pay. The point of sale devices will display a child's eligibility/authorization for each day.
Time & Attendance/ Point if Service Device: Answers provided by ODJFS	
QUESTION	ANSWER
Is the Ohio system being modeled from the Oklahoma system?	Yes, for the most part. We examined other states as well and also what Ohio needs.
Will the swipe machine be mailed to providers?	Since we haven't chosen a vendor we cannot be sure yet, but our expectation is that the machines will be mailed.
Do we have to pay for the system... point of service device?	We don't expect any expenses to be passed onto providers. The vendor will be responsible for the devices.
Who has to pay for the swipe machine?	
Is the POS device wireless?	Since we haven't chosen a vendor we cannot be sure yet, but our expectation is that the device will plug into a phone.

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<p>What will happen if they're a power outage in the area? How will this affect the machine in calculating the time and attendance?</p>	<p>Since we haven't chosen a vendor we cannot be sure yet, but our expectation is the device will store information for several days, families can retroactively enter attendance information for up to 10 days and a web tool will be available to providers for making adjustments.</p>
<p>What would happen if the swipe card machine isn't working and how long approximately would it take for repair and who would we contact for repair?</p>	<p>Since we haven't chosen a vendor we cannot be sure yet, but our expectation is that a help desk/ phone number available for providers to call in these situations. We also expect that providers will mail a new device and packaging for providers to mail the damaged device to the vendor.</p>