

Frequently Asked Questions About IVR



Starting February 1, 2021, all parents, guardians or alternates responsible for dropping off or picking up children from child care will once again need to use the state's electronic attendance system, e-Child Care. To meet COVID-19 health and safety standards, instead of the POS swipe system, you will be able to report attendance conveniently using your own phone through the e-Child Care Interactive Voice Response (IVR) System. The system will prompt you on how to record your child's attendance when you call in. Below are answers to some frequently asked questions.

Can I still use the Point of Service (POS) swipe machine to report Child Care Time and Attendance?

No. As of February 1, 2021 all parents, guardians or alternates responsible for dropping off or picking up children from child care are required to use their own phone to call in attendance.

What do I do if I need help using the IVR System?

Refer to the *Parent IVR Quick Reference Guide*. If you still need assistance, you can call your local Child Care Resource and Referral Agency (CCR&R).

Can I use my cell phone to report my child's time and attendance on the e-Child Care IVR System?

Yes. You can now use your cell phone to report your child's time and attendance on the IVR. You cannot use the child care provider's phone. Please keep in mind, only phone numbers that are listed on your *IVR Contact Form* can be used to report attendance.

Other than my phone, what else do I need to record my child's time and attendance through the IVR system?

You will need your Families First card number and PIN in order to report your child's time and attendance.

What if I need a new Families First card for a new designee or a replacement card?

Please indicate in the form if you need a new or a replacement card. Your local CCR&R will print and mail you a card once your request is received.

I already used the e-Child Care IVR system to report my child's time and attendance, are there changes that apply to me?

Yes. You can now call from your own cell phone or home phone number instead of using the provider's telephone. Please keep in mind, only phone numbers that are listed on your *IVR System Contact Update Form* can be used to report attendance.

How do I check to make sure I am able to report my child's time and attendance on the e-Child Care System using the IVR?

Complete the following steps:

- Make sure you complete the *IVR System Contact Update Form* and submit it to your CCR&R. This will provide us with your current telephone number to link to your Families First card. Only the phone numbers that are listed on your *IVR System Contact Update Form* can be used to report attendance.
- Make sure you have your Families First card.
- Remember, you can always call your CCR&R to help walk you through the process.

Are there any other changes, such as to the Back Swipe Period and Families First card rules?

No, there are no changes. You can use the IVR System to back swipe.

My phone number has changed since I submitted my IVR System Contact Update Form, how do I update?

You can update your numbers at any time by calling your local CCR&R.

What do I do if I lost my Families First card or forgot my PIN number?

You can contact the e-Child Care customer service help line at 1-800-997-3333 to request a replacement card or reset your pin.

Helpful Tips and Reminders:

It is important that you call in your child's attendance every day they are scheduled to be in care – including sick days and absences.

You can call in your child's attendance right before you enter the facility or during drop off/pick up. If you forget, you can call when you get home.