

# Child Care Time, Attendance & Payment (TAP)

## *Frequently Asked Questions*

1. Can I still “back swipe” with the new system?  
Sponsors and caretakers can record time up to four weeks in the past. At the end of the fourth week, all complete attendance will automatically be processed, and no further attendance can be added.
2. What do we do with our Point of Service (POS) device or devices?  
After the conversion to TAP, Conduent will send programs a shipping label and instructions so they can return the devices. Programs will not be able to use the devices after January 5. Back swipes can be recorded with the POS device until January 5.
3. How will I receive my package with the tablet and stand?  
The package will be shipped via U.S. mail. An adult 18 or older must sign for it.
4. How many tablets and stands will I receive?  
Each program will receive one tablet and one stand. Programs are eligible to receive one tablet for every 50 children served with a publicly funded child care authorization. To request additional tablets, programs may contact the TAP Support Center at 833-866-1708.
5. What if I don't want an ODJFS tablet?  
If you prefer to use your own device, you can contact the TAP Support Center at 833-866-1708 to request not to receive one from ODJFS. You can download the KinderSign app on a tablet or the KinderSmart app onto a iPhone or Android smart phone from the Apple App Store or Google Play. If you don't have a tablet, you can record children's attendance via an automated phone system. Contact the TAP Support Center for details.
6. Do you need Wi-Fi to use the new system?  
You need Wi-Fi (wireless internet) to register the tablet when you first receive it, to send attendance, update authorizations and submit attendance for payment in KinderConnect.

KinderSign can be used without a connection, attendance will be stored until the tablet is connected to Wi-Fi. The tablet should be connected to Wi-Fi at least once a week. If you do not have Wi-Fi at your place of business, you can use personal or public Wi-Fi.

KinderSmart requires Wi-Fi to send attendance data to KinderConnect.

IVR does not require Wi-Fi, attendance data will be transmitted via the phone line.

7. How are children and caretakers/sponsors added to the system?

Children who receive publicly funded child care services and their caretakers will automatically be added through an interface with the ODJFS eligibility system. Programs need to add a phone number for each caretaker. All other sponsors (those authorized to check children in or out of care) and their phone numbers must be added by programs after the caretakers approve.
8. Can programs use the system to track the attendance of children who don't receive publicly funded child care?

Yes, programs can use the system to track every child's attendance. Doing so is optional but highly recommended so all families can use the same method to check children in and out of care. Private pay information will not be transmitted to ODJFS.
9. Are caretakers and parents being notified of the upcoming changes?

We will provide information to programs to distribute to caretakers and sponsors. The following website also has information for caretakers and sponsors:  
[ohiocctap.info/caretakers](http://ohiocctap.info/caretakers)
10. When do I submit attendance?

You will continue to be paid on a weekly basis. Attendance can be submitted after the end of the week, starting at midnight on Sunday for the previous week. At the end of the fourth week, all matched attendance will automatically be processed, and no further attendance can be added.
11. When will I be paid for submitted attendance?

Like today, attendance will be processed one week following the end of an attendance week and sent electronically to ODJFS. ODJFS will then process and payment will be sent electronically to the program's bank account within 7-10 business days. Example: December 16-22, the program can submit attendance any time after 12:01 A.M. December 23. Attendance will be available to the program to recall and make corrections during the week of December 23-29. If attendance is recalled and corrected during the review week, the attendance must be resubmitted. Regardless of whether corrections are or are not made, KinderConnect will process the submitted attendance into a payment calculation and send the attendance week data of December 16-22 on December 29 to ODJFS for payment processing. Programs can expect a payment in their bank account 7-10 business days from December 29 for the attendance week of December 16-22 if submitted at the close of that week.
12. How will I be paid if I do not submit attendance?

Programs that don't submit attendance will be paid following the fourth week after the attendance week. KinderConnect will automatically sweep all unsubmitted, matched attendance after the fourth week and will send to JFS for payment processing. Example: December 16-22, the program does not use KinderConnect to click the submit button on this week of attendance. KinderConnect will sweep all unsubmitted

attendance for the week of December 16-22 on January 20 and send to JFS for payment processing. Programs who do not submit the attendance can expect payment for the attendance week of December 16-22 in 7-10 business days after January 20.

13. Who can be a sponsor to check a child in or out of care?

Each primary caretaker, as identified in the ODJFS eligibility system, can work with the program to indicate who they will allow to check their child in and out of care. The program must collect the name and ten-digit phone number of each sponsor, the program will then enter the name and phone number into KinderConnect and link those sponsors to the children of the caretaker.

14. How can I tell if attendance has been swiped by a caretaker?

KinderConnect has an attendance screen that is color coded it will display attendance entered by caretakers and sponsors. If attendance is missing, the program should notify the caretaker to back date the missed attendance and enter it. Programs can enter one part of attendance, either the in or the out, not both. Any attendance entered by the program must be approved by the caretaker. For example, if a caretaker forgets to tap their child in, the program can enter this transaction and the caretaker can approve it when they pick their child up that day and tap their child out of care.

15. What if I do not have access to a computer?

Programs currently are required to access a computer for licensing tasks, Step Up To Quality tasks and attendance tasks. This continues to be a requirement. Programs may be accessing a computer at their home or other location. KinderSign will work off-line by storing the attendance data until it is linked to the internet. If this is how a program chooses to use KinderSign, it is recommended that KinderSign is linked to the internet at least weekly.

16. What if there is an attendance error?

Programs will use KinderConnect to view and manage attendance information. Program staff can void attendance entered if it is incorrect, and notify the caretaker to re-enter the correct attendance. Program staff can enter one part of attendance, either the in or the out, but not both. Caretakers must approve any program entered attendance in KinderSign or KinderConnect.

17. How do I validate attendance?

Programs will use KinderConnect to view and manage attendance information.

18. How do I show an absent day?

KinderConnect has a drop-down menu that allows programs to click to indicate an absent day. Both program staff and caretakers will have the ability to view how many absent days were recorded for a child and how many of the ten absent days remain. Only programs will be able to enter an absent day.

19. Does Kindersign have the capability of a digital clock vs the analog clock for back taps?  
The Kinder products use the default clocks in Android and iOS. There is currently no plan to change the clock.

20. Is it possible to add a child's picture in the circle next to where the parent would tap them in or out?

Program staff can upload a photo on the Child Page in KinderConnect, the picture will display in KinderSign. Pictures of sponsors can also be uploaded in KinderConnect and they will display in KinderSign.

21. When a school has an early dismissal (not a non-school day, just lets out early) or their school normally lets out earlier than 3 P.M., can the time be adjusted in the TAP system and not have the six hours deducted, or does that have to be done via paper/manual correction if their total weekly attendance would change the reimbursement?

This will continue to be a manual adjustment in KinderConnect, but no paper adjustment will be necessary. Requests should only be made when the addition of the time changes the payment category from hourly to Part-time or Part-time to Full-time payment. You can only prevent an entire day from being deducted in TAP, at this time. This is an enhancement ODJFS is considering for the future.

22. How does a program prevent the school hours from being deducted?

There is a 'School Out of Session' option available for each attendance day in the drop-down menu for programs to use for school age children who are in care all day, on a regularly scheduled school day, due to a school break, holiday, calamity day, teacher in-service day or district-wide school event. The button should not be used when a school age child is sick, expelled or for some other behavior/family related reason not attending school; this would be a private pay matter between the program and the caretaker. It also cannot be used if the school operates for a portion of the day due to an early dismissal or late start.