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. See the 'Backdated Attendance Transaction' Quick Reference Card (QRC) located at: https://ohiocctap.info/caretakers/kindersign-qrcs-for-caretakers-and-sponsors/

2. What do we do with our Point of Service (POS) device or devices?

   After the conversion to TAP, programs must send the POS Device to Conduent, they will send programs shipping materials and instructions upon request. Call 1-888-516-4776 to request the shipping materials. Programs will not be able to use the devices after December 29, 2018. Back swipes can be recorded for services between December 2 and December 15 with the POS device until December 29, 2018.

3. What is the difference in the terms caretaker and sponsor?
   A caretaker is the parent as defined in policy. Within the TAP system a caretaker is also referred to as a kind of sponsor.
   A sponsor can be a caretaker or any other person the caretaker approves to check their child in and out of care. The program will enter the sponsor into KinderConnect along with a ten-digit phone

number and associated them to the children the caretaker has approved.

4. How will I receive my package with the tablet and stand?

   Tablets were shipped via U.S. mail to all programs with a JFS Provider Agreement and authorized publicly funded children. **An adult 18 or older must sign for it.** If you did not receive your tablet, contact the TAP Support Center at 833-866-1708.

5. How many tablets and stands will I receive?

   Each program will receive one tablet and one stand. To request additional tablets, programs may contact the TAP Support Center at 833-866-1708. Programs are entitled to one tablet and stand for every 50 enrolled children who receive publicly funded child care services. For example, if a program has 52 enrolled children who receive publicly funded child care services, the program would be entitled to two tablets and two stands.

6. What if I don't want a JFS tablet?

   If you do not want to be responsible for a JFS tablet and stand, you can contact the TAP Support Center at 833-866-1708 to request not to receive them. You can download the KinderSign or KinderSmart app on your tablet 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 at 833-866-1708 for more details.

7. Do you need Wi-Fi to use TAP?

> You need Wi-Fi (wireless internet) to configure the tablet when you first receive it and to send attendance and update authorizations. We recommend connecting the tablet 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.

8. 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. Programs simply 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 the program with the caretaker's approval. See the 'Adding or Editing Telephone Number for Caretaker' QRC located at: https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/

> To Add a sponsor as identified and approved by the primary caretaker, see the 'Adding Caretakers/Sponsors to a Child' QRC located at:
> https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/

9. Can programs use the system to track the attendance of children who don't receive publicly funded child care services?

> Yes, you can use TAP to track all children'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. See the 'Adding private Pay Children' QRC located at: https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/

10. Are caretakers being notified of the upcoming changes?

Much information is available on the following website. Programs can direct caretakers to this website or print and distribute to caretakers. ohiocctap.info/caretakers

11. 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 or any day after for the previous week. For example, attendance for Monday through Saturday can be submitted any time after midnight throughout Saturday midnight and the payment for that service week will process for payment on Sunday after midnight. See the 'Submit Attendance' QRC located at: https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/

12. Can my staff access KinderConnect?

Yes, there is no limit to the number of operators a Program System Owner can add to KinderConnect. See the 'Operator Search' QRC located at: https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/
See the 'Adding Operator' QRC: https://ohiocctapinfo.files.wordpress.com/2018/12/KC-QRC-Operator-Add-and-Account-OH-1218.pdf

Note: Programs do not need to set up an account for caretakers or sponsors in Kinder Connect, and should never give caretakers or sponsors the role of Program System Owner.

13. Can I link multiple programs to a single operator account in KinderConnect?

Yes. First, you should complete the self-registration process for one of your programs. Next, contact the TAP Support Center at 833-366-1708 and request to have your additional programs linked to your username. You will need to provide the support center with the program phone number, program email address, CCP Number and Program Number for each site.

14. How do I track overnight care?

Update your Program detail with the Overnight flag. See 'Overnight Care' QRC located at:

https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/

15. If my school age child receives care before and after school, do I need to check the child out to go to school and back in once the child returns from school?

No, school hours will automatically be deducted from the attendance. School hours are from 9:00 AM to 3:00 PM Monday through Friday. If school hours should not be deducted from a school age child, refer to the KinderConnect 'How to Record School Session Out' QRC located: https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/

16. How do I update my IVR phone number?

Your IVR phone number will default to the phone number from OCLQS. If you need to update the IVR phone number, you will need to contact the TAP Support Center at 833-866-1708. All IVR phone number changes are recorded in history. To check your IVR phone number, see the 'Provider Setup (KinderConnect) QRC located: https://ohiocctap.info/programs/quick-reference-cards-qrc-program/interactive-voice-response-qrcs-for-programs/

17. I provide transportation can the tablet be taken with me?

Yes – the tablet works in off-line mode. Any attendance tracked while in off-line mode will be uploaded when the tablet is again connected to WiFi.

18. Can a school age child be their own sponsor?

Yes – Policy allows a program to add a school age child as a sponsor to their own case with permission of the caretaker. School age children can check themselves in and out of care and any siblings who are also school age. School age children are not permitted to check siblings in and out of care if they are younger than school age.