

Child Care Time, Attendance & Payment (TAP)

Frequently Asked Questions

1. 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 type 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 associate the sponsor to the children the caretaker has approved.

2. 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, enter the name and phone number into KinderConnect and link those sponsors to the children of the caretaker.

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

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.

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

Children who receive publicly funded child care services and their primary caretaker will automatically be added through an interface with the ODJFS eligibility system. Programs need to add a phone number for each caretaker. All other sponsor's names (those authorized to check children in or out of care) and their phone numbers must be added by program with the caretaker's approval. See the 'Adding or Editing Telephone Number for Caretaker' QRC located at: <https://ohiocctap.info/programs/quickreference-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-qrcprogram/kinderconnect-qrcs-for-programs/>

5. How will I receive the tablet and stand?

Once a program has an authorized publicly funded child the tablet and stand will be shipped via U.S. mail. An adult 18 or older must sign for it.

6. 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 (PFCC) authorization. To request additional tablets, programs may contact the TAP Support Center at 833-866-1708.

7. 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 an 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.

8. Do I need Wi-Fi to use TAP?

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 the tablet is not ever connected to Wi-Fi attendance stored in the tablet cannot be uploaded and paid. 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.

9. A child is in KinderConnect but is not showing for a caretaker or sponsor in KinderSign.

This can be resolved by refreshing the KinderSign Application on your tablet. Restarting your tablet will also resolve the issue. To refresh your tablet, see the 'Refreshing Your Android Tablet QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kindersign-qrcs-for-programs/>

10. A child is incorrectly authorized to my program. How can I remove the child's name and schedule from the Attendance Details page in KinderConnect?

Programs cannot remove a PFCC authorization from KinderConnect. If a child has an incorrect authorization in KinderConnect, contact your county JFS to request to have the child's authorization ended.

11. How do Sponsors enter backdated attendance in KinderSign?

Backdated attendance can be recorded by sponsors for up to four weeks in the past if attendance has not yet been submitted. For more information, see the 'Backdated Attendance Transactions' QRC located at: <https://ohiocctap.info/caretakers/quick-reference-cards-qrcs-for-caretakers-sponsors/kindersign-qrcs-for-caretakers-and-sponsors/>

12. How do Sponsors reset their PIN in KinderSign?

Sponsors can reset their PIN in KinderSign by clicking the 'Gear' icon after entering their phone number in the upper right-hand corner of the tablet next to the instruction line. The sponsor must correctly answer their secret question to reset their PIN. For more information, see the 'Resetting Sponsor PIN' QRC located at: <https://ohiocctap.info/caretakers/quick-reference-cards-qrcs-for-caretakers-sponsors/kindersign-qrcs-for-caretakers-and-sponsors/>

13. Can I 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.

14. What is an example of when data should be refreshed?

Tablets should be refreshed daily and when you enter new information into KinderConnect, for example, adding a new sponsor, editing sponsor information (such as updating a phone number), when there is a new authorization or redetermination.

15. Is there information about TAP available to caretakers and parents?

The following website contains information for caretakers and sponsors: ohiocctap.info/caretakers

16. 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 or submitted for payment.

17. When will I be paid for submitted attendance?

Attendance is processed the Sunday after submission and sent electronically to ODJFS. ODJFS will then process and payment is 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.

18. 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.

19. How do I reset a parent phone number who has been locked out of TAP tablet?

If a parent has been locked out of the tablet, you will need to contact the TAP Support Center. We will need your license number and the name of the sponsor.

20. 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.

21. Do I have to submit attendance for all children at the same time, or can I submit those that are approved and pending attendance once it is done?

You do not have to submit attendance altogether. You can submit child by child

22. I have families that need to approve times that the program has entered, but they don't have the option to approve the times. I've refreshed tablets, etc. and nothing is working. Calls and emails have been sent and no responses.

Only primary caretakers can approve attendance.

23. School Session Out Days, I service more than one school district, they will have different Break Days. Can I select School Session Out for just the children who are attending my program full time that day and leave the other children to normal after school hours and ODJFS will just pay us accordingly correct?

Select School Session Out only for the children that had a school closure. The system will calculate payment for all other school age children with the school deduction.

24. What does a gray box mean?

On the Attendance screen, the gray box means that day is not available for attendance because the day has already been paid or it is a date prior to the beginning date of the authorization.

25. When care is provided while waiting for approval, how do I send billing once child is denied?

If a child is denied PFCC benefits and the program is eligible for payment, the program will receive an alert that they have a new case. You will be able to merge the private pay child with the denied application for payment. It will appear as an authorization, the authorized period will be from the time of the application through five days after the denial date.

26. On the Provider Payments screen, what is "Send Alert" used for?

When you believe a payment is incorrect click on the "Send Alert" button by the payment in question and the payment will be reviewed by the JFS Business Unit. In your communication include the child's name, service week, and your program ID along with a message of why you believe the payment is in error. See question #28 below

27. Where is the payment ID?

The payment ID is in left hand column of the payment page. It is the first column of information.

28. I believe something was calculated incorrectly with my payment. How do I correct the payment?

Locate the payment on the Provider Payments page in KinderConnect and press 'Send Alert' beside the payment in question. Type a detailed message and click 'Send.' See the

‘Sending a Payment Alert for Paid Payments’ QRC located at:
<https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/>

29. I found a mistake after I submitted my attendance. How can I correct the mistake?

Attendance can be recalled if it has not yet been processed (Paid) by JFS. Attendance is always processed at midnight on the Sunday after attendance is submitted. Once attendance has been recalled, you can make the necessary corrections and re-submit the revised attendance. See the ‘Recall Attendance’ QRC located at:
<https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/>

30. 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 via Wi-Fi. If this is how a program chooses to use KinderSign, it is recommended that KinderSign is linked to the internet at least weekly.

31. 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. The primary caretaker must approve any program entered attendance in KinderSign or KinderConnect.

32. How do I validate attendance?

Programs will use KinderConnect to view and manage attendance information.

33. 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.

34. 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-cardsqrc-program/kinderconnect-qrcs-for-programs/>

See the 'Adding Operator' QRC: <https://ohiocctapinfo.files.wordpress.com/2018/12/KC-QRCOperator-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.

35. 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.

36. 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-qrcprogram/kinderconnect-qrcs-for-programs/>

37. Does Kindersign have the capability of a digital clock vs the analog clock for back dating attendance?

The Kinder products use the default clocks in Android and iOS. There is currently no plan to change the clock.

38. 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.

39. If a school age child in my care 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 at: <https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/>

40. 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 a payment alert correction if their total weekly attendance would change the reimbursement?

This can be submitted as a Payment Alert in KinderConnect. 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.

41. How do I 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.

42. 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 at: <https://ohiocctap.info/programs/quick-reference-cards-qrcprogram/interactive-voice-response-qrcs-for-programs/>

43. 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.