Programs
for Parents
Comprehensive Services for Families and Children

Dear Parent/Guardian,

Beginning January 1, 2021, you will be required to resume using the Electronic Child Care (ECC) attendance system. However, the POS (swipe machine) will not be enabled. Therefore, all attendance will have to be recorded by using the Interactive Voice Response (IVR) system, via a landline or cell phone. See attached notices with additional information.

In an effort to assist you with this transition, we will be conducting virtual trainings. These trainings will provide you with instructions for using the IVR telephone system. Below find a list of sessions. If you would like to attend select the date/time and register by visiting the link. After registering you will receive an email confirmation containing information about your training session.

English:

- **12/12/20 - 9:30am**
  https://us02web.zoom.us/meeting/register/tZUsdeqvqj0uE9SqH8IvnEk32Fv2TEN4ysoy
- **12/12/20 -11am**
  https://us02web.zoom.us/meeting/register/tZIkfuusqDMoH9QYKu7bOpAzmg5k5C_G1Zpx

- **12/15/20 - 6:00pm**
  https://us02web.zoom.us/meeting/register/tZYsceygqzkjGt0JHMn0MwapncV1lJ5TMMAg
- **12/17/20 - 10am**
  https://us02web.zoom.us/meeting/register/tZMldOuhqD8pHtNhhjBvcfbaFl012_vaAttP
- **12/19/20- 9:30am**
  https://us02web.zoom.us/meeting/register/tZYlc-moqTkrHd3ZEnwJH2IwytDy6JDlUmja
- **12/22/20 - 6:00pm**
  https://us02web.zoom.us/meeting/register/tZArduGhrzgpGt2dpCcwjnvqenvEQ_spRPn5
- **12/23/20 - 10am**
  https://us02web.zoom.us/meeting/register/tZMrcu6upjstEtIa_O9socyjRankPSXrb7WU
- **1/05/21 - 4:00pm**
  https://us02web.zoom.us/meeting/register/tZUufumvqzwrGtC2lqNiNsGo0L6SN23Y-_ba
- **01/06/21 - 10am**
  https://us02web.zoom.us/meeting/register/tZItdOqrrjMoE9fpDcZ1GpPk1uTz6ZELYJ_m
- **01/09/21 - 9am**
  https://us02web.zoom.us/meeting/register/tZEkcO-rqj8iGdAs9DjBCY67IvlPbj3L5kXO
- **01/12/21 - 6:00pm**
  https://us02web.zoom.us/meeting/register/tZIpdemqrTotEtA27WwdpLxCs7gtIPwT4Yg5
- **01/13/21 - 10am**
  https://us02web.zoom.us/meeting/register/tZMtceisrz8rHtY7zD4Y9bgVsV00rX3QMPEt

Thank you,
Subsidy Programs Department

PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF FAMILY DEVELOPMENT
PO BOX 716
TRENTON, NJ 08625-0716

CAROLE JOHNSON
Commissioner

NATASHA JOHNSON
Assistant Commissioner

Re: **Starting January 1, 2021 Changes to How You Check Your Child in and out of Child Care**

Dear Parent/Guardian:

You are receiving this notice because you participate in New Jersey's Child Care Subsidy Program. As part of the subsidy program rules, families are required to report their child's attendance through the state's electronic attendance system using either a Point of Service (POS) swipe machine or calling in using the provider telephone. This requirement was temporarily put on hold due to the COVID-19 public health emergency.

Beginning January 1, 2021, you will need to use the state's electronic attendance system once again. To meet COVID-19 health and safety standards, we will use telephonic check-ins through the Interactive Voice Response (IVR) system so you can report your child's attendance and absences each day. This system will prompt you on how to record your child's attendance when you call in.

Please complete the enclosed form to confirm the contact information that you will use to report your child's attendance. You can submit up to three phone numbers that will be verified to be used to report your child's attendance. The phone numbers can be landlines or cell phones of the people responsible for dropping off and picking up your child(ren) from care. Designees can use their own telephone number to report your child's attendance and must have their own Families First card and PIN number (this maybe someone you have already assigned and already has a card). If you need a new or a replacement card, please indicate that when you fill out the form and your local CCR&R will send you a card. As a reminder, the Designee cannot be a staff person from your child care provider.

In December, your local CCR&R will have technical assistance sessions to help you learn how to properly use the phone system and answer questions. We have also prepared these Frequently *Asked Questions (FAQ)* and a *Parent IVR Quick Reference Guide*.

Please note that you need to complete and return to your local CCR&R the *IVR System Contact Update* form no later than 12/10/2020, in order to start using the IVR system.
E-mail the form: documents@programsforparents.org or fax: (973) 297-5976

If you have questions about this notice or need help, please contact CCR&R Agency: Programs for Parents at (973) 297- 5976 or email customerservice@programsforparents.org

State of New Jersey

PHILIP D. MURPHY *Governor*	DEPARTMENT OF HUMAN SERVICES DIVISION OF FAMILY DEVELOPMENT PO BOX 716 TRENTON, NJ 08625-0716	CAROLE JOHNSON *Commissioner*
SHEILA Y. OLIVER *Lt. Governor*		NATASHA JOHNSON *Assistant Commissioner*

NJ CHILD CARE SUBSIDY PROGRAM
IVR System Contact Update Form

Case ID Number:

Parent/Applicant First / Last Name:

Telephone number to link this card to: Phone Type: Landline   Cell Phone

Applicant Families First Card or E-Child Care ID Number (16 Digit):

    Check Box if a new or replacement card is needed

Co-Parent/Applicant First / Last Name:

Telephone number to link the card to: Phone Type: Landline   Cell Phone

Co- Applicant Family First Card or E-Child Care ID Number (16 Digit):

    Check Box if a new or replacement card is needed

> *Instructions: Only **three** Family First Cards can be issued per Family. Applicant plus two other individuals over 18 years old authorized to pick up and drop off children*

Designee (Alternate) First / Last Name: **D.O.B.**

Primary Telephone Number:

Designee Family First Card or E-Child Care ID Number (16 Digit):

    Check Box if a new or replacement card is needed

NOTE: *A Second Designee can be added if there is no Co-Applicant*

Designee (Alternate) First / Last Name: **D.O.B**.

Primary Telephone Number:

Designee Family First Card or E-Child Care ID Number (16 Digit):

    Check Box if a new or replacement card is needed

Policy

- The above authorized user number is authorized to check your children in and out of care
- Under no circumstances can the child care provider or the child care provider staff be identified as a designee or have access to your card or pin number.
- Designees will be required to follow the same E-Child Care program rules.

Parent /Applicant Signature: **Date:**

Co-Applicant/Applicant Signature: **Date:**

Please Return this Form to Your Child Care Resource & Referral Agency:

Frequently Asked Questions About IVR

Starting January 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 January 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 I*VR 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.

If you have questions, you may contact your CCR&R or visit, *www.ChildCareNJ.gov*.

New Jersey e-Child Care (ECC) Interactive Voice Response (IVR) Parent Quick Reference Guide

This guide outlines the most common functions for the New Jersey ECC Parent IVR. You will use the IVR to check-in/out your child or care and to call in previous check-in/out, sick days and absences.

Check-In/Check-Out Call Prompts

Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN.
If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed. For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2.
If this is a current child check-in, press 1. If this is a current child check-out, press 2.
Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
After you have successfully checked-in/out, this child, if you need to check-in/out another child press 1. The system will ask for another 2-digit child number and you will repeat the check-in process.
If you are finished checking in/out all your children, press 2 to finish and end the call.

To Change Your PIN Call Prompts

Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN followed by #.
To change your PIN, press 4.
You will be prompted to enter the 2-digit month, 2-digit day and 4-digit year of birth of the card holder. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter a new 4 digit PIN.
You will be asked to verify and renter the new PIN.
After you have successfully changed your PIN, press 1 to return to the main menu, or press 2 to end the call.

Previous (Back-Swipe) Check-In/Out Call Prompts

Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN.
If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed. For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2.
If this is a previous child check-in for earlier on the same day or a previous day, press 3. If this is a previous child check-out for earlier on the same day or a previous day, press 4.
Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter the date for the previous check-in/out. Please enter a 2-digit month and a 2-digit day. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter a 2-digit hour number from 01 to 12. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
Enter a 2-digit minute from 00 to 59. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
For AM, press 1. For PM, press 2. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
After you have successfully checked-in/out this child, if you need to check-in/out another child press 1. The system will ask for another 2-digit child number and you will repeat the check-out process.
If you are finished checking out all your children, press 2 to finish and end the call.

Sick Day or Absences Call Prompts

Call 1-800-997-3333
Select your preferred language • For English, press 1. • Para Espanol, oprima 2.
When prompted, select 2 for child care (ECC).
Please enter your 16-digit card Families First card number.
Enter your PIN.
To record a sick day, press 2. To record an absence, press 3.
Enter the 2-digit child number, followed by the # sign. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
If your child has more than one provider, the IVR will prompt the parent to select one of the provider numbers listed. For child care provider, [Facility Name], press 1. For child care provider, [Facility Name], press 2.
Enter a 2-digit month and a 2-digit day to record the sick day/absence. The system plays back the entry. If correct press 1, if incorrect press 2 to change.
After you have successfully recorded the sick day/absence for this child, if you need to record a sick day/absence for another child press 1. The system will ask for another 2-digit child number and you will repeat the check-out process.
If you would like to return to the main menu, press 2. If you are done and would like to end the call, press 3.