

# Electronic Attendance System New Provider Overview

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*Does the State Pay You to Care for Children Through Working Connections or Seasonal Child Care?*

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## Did You Know?

- You are required to keep track of attendance with an electronic attendance system.
- You must use an electronic attendance system prior to the last day of your third full month after the month you are authorized for payment.
  - Example: You start to care for a child on October 10, 2019. You are authorized in the month of October and your three full months are: November, December and January. You must use an electronic attendance system by January 31, 2020.
- You can use the Department of Children, Youth & Families (DCYF) system, KinderConnect, at no cost or a DCYF-approved third party system at your own cost.

## How Do You Do This?

### CHOOSE ONE OF THE FOLLOWING:

- Use the DCYF system: Complete Electronic Attendance System **training** and then log check-in or check-out attendance in the system; **or**
- Report the use of a **DCYF-approved third-party system**.

### THEN:

- Keep track of attendance by having families check children in and out of care in one of the electronic attendance system options.
- Electronically "submit" attendance records using **KinderConnect**.

If you don't meet this requirement, you will no longer be authorized to provide child care through Working Connections or Seasonal Child Care.

Don't wait to ask for help! Depending on when you ask for help, you may qualify to have 10 more days added to meet the requirement. If you think you may qualify for an **exception to rule**, you can apply.

## Get Training on the DCYF Attendance System

- Training can be completed in-person, online or by mailed packet.
- You can also get one-on-one help, called Technical Assistance. For more information about training or Technical Assistance, visit the **Electronic Attendance Training and Support page**.



## Using the DCYF System

When using the DCYF system, KinderConnect, you can choose how you have families check children in and out of care.

I Am Required To:	I Must Use:	This is An:
Keep track of and submit attendance using <b>any device with internet access</b> (e.g., laptop, tablet, smartphone)	<b><u>KinderConnect</u></b>	Internet Site
I Can Collect Attendance Records By:	I Can Use:	This is A:
Having parents log a child in and out with a <b>tablet*</b>	<b><u>KinderSign</u></b>	Tablet App
Having parents log a child in and out with their own <b>smartphone</b>	<b><u>KinderSmart</u></b>	Phone App
Having parents log a child in or out by <b>phone</b> , including a landline	<b><u>Interactive Voice Response</u></b>	Phone Number
<b>Learn how to set up your selected option in the <u>Electronic Attendance User Manual</u>.</b>		

*\*Tablets must have access to Google Play or the Apple App Store*

## More Information

For Questions About:	Visit:	Website:
Getting Started	Electronic attendance main page	<a href="https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system">https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system</a>
Training and Help	Training web page	<a href="https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/training">https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/training</a>
How to Use the DCYF System	DCYF Electronic Attendance System User Manual	<a href="https://www.dcyf.wa.gov/sites/default/files/pdf/EASManual.pdf">https://www.dcyf.wa.gov/sites/default/files/pdf/EASManual.pdf</a>
Do I Qualify for an Exception?	Exception to rule: information and application	<a href="https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/exception">https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/exception</a>
Other Attendance Systems I Can Use	DCYF approved third-party systems	<a href="https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/approved-systems">https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/approved-systems</a>

## My Subsidy Authorization Was Closed – How Do I Get It Reopened?

Your service is important to us and to Washington children and families. You can follow the steps below to get payment reopened:

### STEP 1: LOG A CHECK-IN OR CHECK-OUT TRANSACTION ONLINE IN KINDERCONNECT

- You can sign a child in and out on a past day where care was provided and authorization was active, or

- Sign a private pay child in and out using KinderSmart on the parent’s phone, KinderSign on a tablet or by having the family use Interactive Voice Response (IVR) with a touch-tone phone.

**STEP 2: CALL THE PROVIDER LINE AT 1-800-394-4571 TO HAVE YOUR SUBSIDY AUTHORIZATION REACTIVATED**

- While on the phone: Your transaction will be confirmed and your authorization will be backdated to same date you made the “check-in or check out transaction” in KinderConnect.
- If you are an FFN (Family, Friend and Neighbor) provider, the provider line staff will coordinate with the license-exempt team to reopen payment.

For more information, visit our website at: <https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system>.

### **I Am Using a Third Party System – What Now?**

Record all attendance activity in the approved system and be prepared to respond to records requests with copies of records generated from that approved system. DCYF will use the normal audit process starting at 90 days from authorization.

### **Who Do I Contact If I Have Questions?**

If you have questions, you may contact the Electronic Attendance Team at 360-725-4685 or [electronic.attendance@dcyf.wa.gov](mailto:electronic.attendance@dcyf.wa.gov).

If you are already using the DCYF system and need help, you may contact the Electronic Attendance System Service Desk at 1-844-704-6777 or [eas.servicedesk@dcyf.wa.gov](mailto:eas.servicedesk@dcyf.wa.gov).