

Child Care Attendance Help

Do I have to record my child's attendance?

Yes. Workforce Solutions of Central Texas Child Care Services requires the use of CCAA to record a child's attendance at the provider's site through the Child Care Automated Attendance (CCAA) System.

The following information is provided to assist you in recording attendance.

Please call 1-866-960-6496 within 3 days of receiving your CCAA card for activation.

Once your card is activated, you may go back 6 calendar days to record previous attendance.

Parents must ensure their children attend childcare on a regular basis. Meeting standards consist of fewer than: five consecutive absences during the month, ten total absences during the month; or more than 40 absences in a 12 month eligibility period.

Parents using a Licensed Child Care Center must use their card to sign their children in each day on the Point of Service (POS) machine.

Parents using a Licensed or Registered Child Care Home or a Relative Provider must call 1-866-960-6496 to use the Interactive Voice Response (IVR) system to sign their children in each day.

Parents must use the CCAA card to report attendance and absences (including illness, Court-ordered visitation and general absences)

All non-reported days (failure to use the card, improper use of the card) will be counted as an absence.

Parents may request up to three additional cards for anyone 16 years or older (unless the child's parent) who will be dropping off or picking up their children from care.

Parents must ensure the attendance card is not misused by secondary cardholders and inform them of their responsibilities when using the card.

Parents may not designate the owner, director or assistant director as a secondary cardholder.

Parents or secondary cardholders must not give the attendance card or personal identification number (PIN) to another person, including the child care provider.

Parents must contact Workforce Solutions of Central Texas Child Care Services within 3 days when your attempt to record attendance was denied, rejected and cannot be corrected at the provider site.

What happens if I do not record my child's attendance using the CCAA card?

Not reporting attendance will result in an absence.

The provider may end the child's enrollment at the facility if the child does not meet the provider's established policy regarding attendance.

Failure to meet monthly attendance standards may: result in suspension of care, at my option; or result in a finding that a change in work/training schedule occurred and care may be ended.

If a child earns more than 40 absences during their 12-month eligibility period, services will end for that child immediately and they will be ineligible to reapply or be placed on the waiting list for a period of 60 calendar days.

❖ ***Please contact Stacie Carter at 254.200.2009 to request a replacement card if your card is lost, stolen or damaged, failure to do so will result in absences.***