

## Using your Automated Attendance Card to Record Attendance

Child Care Services uses an automated attendance system to pay for child care. If you do not record your child(ren)'s attendance **EVERY-DAY**, those days not recorded properly will be counted as absences. If your child has more than 40 unexplained absences, your child care services can be denied.

**ATTENDANCE CARD:** Once you have been approved for child care assistance, an attendance card will be mailed to the mailing address you provided. When it arrives, the card must be activated (same as a credit or debit card) before it can be used. **If you do not receive your card within 10 business days, you must contact your Child Care Advisor immediately. If you lose your card OR it stops working, you MUST report within three (3) days to your Child Care Advisor so a new card can be issued immediately. To request a replacement card online, please go to [www.dfwjobs.com/child-care](http://www.dfwjobs.com/child-care).**

### RECORDING ATTENDANCE:

#### Licensed Centers

Swipe your attendance card through the machine at your center. Follow the prompts to record your child (ren)'s attendance.

#### Home-Based Providers and Relatives

Call (866) 960-6496 **using your provider or relative's phone** and enter the number on your card. Follow the prompts to record your child (ren)'s attendance. **You cannot call in attendance from your personal phone.**

You can record attendance up to six days in the past.  
Attendance must be recorded every day.

**REPORTING ABSENCES:** You can report explained absences up to three days in advance and up to six days in the past. This may be done by swiping the attendance card at the center or you may call the 1-866-960-6496 number listed on the back of your card. You are required to report explained absences when your child does not attend as for the following reasons:

- **General Absence:** Child is not in attendance but is not ill or on court ordered visitation. This includes days the child is on vacation, visiting grandparents, home with you, etc. These will be counted towards your absence total.
- **Illness:** The child is out ill. This includes days the child is absent due to doctor appointments, injuries or medical procedures. These will be counted towards your absence total. If your child has a chronic medical condition please contact your Child Care Advisor.
- **Court ordered visits:** The child is not present because they are with their non-custodial parent on a 'court ordered' visit. **Note:** documents showing the court ordered visit dates must be on file with CCS BEFORE the child is absent or the absence may count as a general absence. The court ordered visit dates will not be counted as absences if the court ordered documents are on file.

**ADDITIONAL ATTENDANCE CARDS:** You can request up to three (3) additional people to pick up and drop off your children and record attendance for you. Additional cardholders may not give their pin or swipe card to anyone else. To request additional cardholders, contact CCS at (800) 234-9306 or request online to [www.dfwjobs.com/child-care](http://www.dfwjobs.com/child-care).