



Child Care Services  
 P.O. Box 130  
 Denton, TX 76202  
 Toll Free: 800-234-9306 | Fax: 940-323-4394  
 www.dfwjobs.com  
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## Child Care Attendance Automation – IVR Desk Aid

### CHECK “IN”

Parents receiving child care assistance with a home-based provider (Licensed child care home, registered child care home, Relative-Listed home or Relative in the child’s home) must use the Interactive Voice Response (IVR) system to record attendance.

Parents must:

- Call from the phone listed as the provider’s home phone number with CCS to record attendance (note: if care is provide in the child’s home, the child’s home phone must be used)
- Record the time the parent drops off the children each day
- Record the missed attendance within 7 days (this includes the current day plus the 6 days previous)

IVR PHONE MESSAGE	PARENT ACTION
You’ve reached the Texas Workforce Commission home-based child care attendance automation tracker. For English, press 1. Para espanol oprima dos.	Select language.
Please enter your 16 – digit card number.	Enter the number on the front of your attendance card
To enter your PIN, press 1.	Press 1.
If you have <b>forgotten</b> your PIN	Press 2.
To change your PIN	Press 3.
For information on child numbers	Press 4.
To check your child “IN” of this child care facility, press 1	Press 1.
To report an “ABSENCE”	Press 2.
Enter the child number for the child you are checking “IN”	Enter the child number for the first child you are checking “IN”.
You have succesffully checked “IN” this child	
If you would like to check “IN” another child	Press 1.
If you are finished checking “IN”	Press 2.

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### PREVIOUS CHECK “IN”

- Record the missed attendance within 7 days (this includes the current day plus the 6 days previous)

IVR PHONE MESSAGE	PARENT ACTION
You’ve reached the Texas Workforce Commission home-based child care attendance automation tracker. For English, press 1. Para español oprima dos.	Select language.
Please enter your 16 – digit card number.	Enter the number on the front of your attendance card
To enter your PIN, press 1.	Press 1.
If you have <b>forgotten</b> your PIN	Press 2.
To change your PIN	Press 3.
For information on child numbers	Press 4.
To report an “ABSENCE”	Press 2.
If this is a child Check “IN” a day other than today	Press1.
You entered <plays back number you entered> for this child check “IN”. If this is correct	Press 1 for correct Press 2 for not correct
Enter the date for the previous day check “IN”. Please enter a two digit month and two digit day	Enter the full month and day previous check “IN” Example: for August 5 <sup>th</sup> , enter 0805
You entered <plays back the date you entered> for this child check “IN”. If this is correct	Press 1 for correct Press 2 for not correct
Enter the hour number from 1 – 12	Enter the two digit hour for check in Example: checking in for 9:15 am, enter 09
Enter the minute from 1 – 59	Enter the two digit minute for check in Example: checking in for 9:15 am, enter 15
For AM	Press 1
For PM	Press 2

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### PREVIOUS CHECK “IN” Cont...

You entered <plays back time> for this child check “IN”. If this is correct	Press 1 for correct Press 2 for not correct
Enter the child number for the child you are checking “IN”	Enter the child number for the first child you are checking “IN”
You entered <plays back child number> for this child check “IN”	Press 1 for correct Press 2 for not correct
You have successfully checked “IN this child	
If you would like to check “IN” another child	Press 1.
To complete the check “IN” process	Press 2.
If you are finished checking “IN” your children for today	Press 2.

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### ABSENCES

Parents report when their child is scheduled to attend but does not due to illness, court ordered visits, or other reasons.

Parents:

- Can call to report the absence from any phone,
- Must report the absences within 7 days (current day plus the 6 previous days)
- Can call to report the child’s absences up to 3 days in advance.

Dial 1-866-960-9496 to report absences

**NOTE: Relative providers are not paid for absences.**

IVR PHONE MESSAGE	PARENT ACTION
You’ve reached the Texas Workforce Commission home-based child care attendance automation tracker. For English, press 1. Para espanol oprima dos.	Select language.
Please enter your 16 – digit card number.	Enter the number on the front of your attendance card
To enter your PIN, press 1.	Press 1.
If you have <b>forgotten</b> your PIN	Press 2.
To change your PIN	Press 3.
For information on child numbers	Press 4.
To check your child “IN” of this child care facility,	Press 1.
Enter the child number to report an absences. The available child numbers are <system lists the child number for each child receiving care>	Enter the child number who is absent

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### ABSENCES Cont.

You entered <plays back child number>	Press 1 for correct. Press 2 for not correct.
Enter the two digit month and two digit day representing the date of absence for this child	Enter the full month and day previous check "IN." Example: for August 5 <sup>th</sup> , enter 0805.
You entered <plays back the date you entered> for this absence.	Press 1 for correct. Press 2 for not correct.
To select this as a general absence	Press 1.
If there are additional considerations to this absence	Press 2.
<b>Reporting Absences due to Illness or Court Ordered Visits</b>	
Report an illness	Press 1.
To report a court ordered visit	Press 2.
You have successfully reported a child absence	Press 1 to report another absences for THIS child.
If you would like to report another day of absences for the same child	Press 1.
If you would like to report an absence for another child	Press 2 to report an absence for a DIFFERENT child.
To return to the main menu	Press 3 to report attendance
End call	Press 4 to end the call.
<b>Reporting a General Absence</b>	
If you have successfully reported a child absence.	Press 2 to report another absence for THIS child
If you would like to report another day of absence for the same child	Press 1.
If you would like to report another child	Press 2 to report absences for a DIFFERENT child
To return to the main menu	Press 3 to report attendance
End call	Press 4 to end the call.

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### COMMON ERROR MESSAGES

<b>ERROR MESSAGE</b>	<b>DESCRIPTION</b>	<b>RESOLUTION</b>
The child is not authorized for care on this day.	The caseworker did not approve care for this child on the date entered.	Make sure the check "IN" is for the correct day. Contact the CCS caseworker if care is needed for this day.
You have entered an invalid card number, please try again.	The attendance card number was entered incorrectly.	Re-enter the card number slowly to make sure you enter all 16 digits in the right order.
The card number you entered has been cancelled.	The attendance card is no longer active. Usually it has been reported lost, stolen or never received.	If a new attendance card has been requested, wait until the new card arrives. If a new card has not been requested, contact the CCS caseworker to request a new card.
We are temporarily unable to access your account, please call again at a later time.	This is a problem with the IVR phone system.	Hang up and try again. If the problem persists, contact the CCS caseworker to report the problem.
The card number and PIN do not match. To create a new PIN, press 1 to re-enter your PIN, press 2.	The parent entered the PIN incorrectly.	Try to re-enter the PIN again or create a new PIN.
We are sorry but you are not calling from a number registered as a Texas Child care provider. Please contact your local child care board for registration information.	The phone used to record attendance is not the phone listed as the provider's home phone number with CCS.	Use the provider's home phone to record attendance or have the provider contact their PSS to change the phone number of their correct home phone number.
Your child has an outstanding check "IN".	The parent did not record a check "IN" for this child.	Return to the main menu and completed a previous check "IN" for the child.

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