

Responses to Frequently Asked Questions

1. How does the Child Care Time and Attendance system (CCTA) work?

The key steps are:

- Attendance for children is collected as follows:
 - Automated parent check-in/check-out process: If the provider has a computer with internet access that is available to parents, then parents will check-in/check-out their children in CCTA, which automatically records the time in and time out for each child. This can be done using the TimeClock application, or by using a Biometric device.
 - Provider web submittal: If a provider has a computer with internet access, but it is not available to parents, then the provider will input and submit the attendance sheets into CCTA via the web.
 - Provider paper submittal: If a provider does not have a computer with internet access, then the provider will submit the attendance sheets on paper for the district to enter into CCTA.
- CCTA will calculate the appropriate payment amount.
- The district will review and approve payment amounts in CCTA for electronic transfer to the Benefit Issuance Control Subsystem (BICS) for check issuance.

These steps will reduce the time that district staff currently spends manually processing paper attendance sheets and calculating payments.

2. What if a provider does not have a computer?

If a provider does not have a computer or internet access, then neither the automated parent check-in/check-out nor the provider web submittal processes can be used. The provider will have to either access some other computer with internet access if he or she wants to submit attendance via the web or mail the attendance sheets to the district. For paper submittals of attendance sheets, the district will have to manually enter the attendance information. Districts will still benefit from CCTA because payments can be automatically calculated and electronically transmitted to BICS.

3. What are CCTA's supported hours of operation?

In order to accommodate parents and their work hours, the CCTA system will be in operation seven days a week, 24 hours a day.

4. What happens if CCTA goes down?

It is a requirement of the contract that, should the primary site go down, a back-up site is to be operational within one hour.

5. How will parents be enrolled into CCTA and what happens if parents forget their logins or passwords?

If a provider would like parents to use the TimeClock application to check their children in and out, those parents will need to register and create their login. From the Client Portal <https://www.ccta-newyork.com/ClientPortal>, the parent will supply specific pieces of information, along with a unique verification. This verification code is generated by CCTA, and sent to the parent from their district case worker. If parents forget their passwords, they will be able to reset them by answering a set of questions.

6. Whom do I contact if I have a question?

For policy questions, please contact: ocfs.sm.childcare.ccta@ocfs.state.ny.us

For questions regarding the CCTA program itself, please contact the CCTA Support Center: support@controtlec.com, or (877) 369-6106 option 9.

7. We are concerned with active and pending cases in respect to the following:

**Our TA cases become active when we authorize child care. What will we need to do to trigger data to populate CCTA fields?
With pending applications for child care subsidy, will fields CCTA fields be populated after the case is registered on WMS?**

CCTA will be populated with WMS data (via Central SOS) once there is coding on the case related to child care. For services cases that are initially coded for child care, they will come over at case opening. For the TA cases where child care is added later, it will come over at the point (with an overnight lag) in time that the child care codes are entered in WMS.

8. What notices can be generated by CCTA?

The system will generate the OCFS Approval (Initial, Recertification and Transitional Care), Denial, Change in Benefits, Discontinue, and Delinquent Family Share notices. In addition, OCFS has developed a new model notice for Redetermination of Eligibility Coming Due (Recertification) and Notice of Incomplete Case File Information which can be used to notify clients of documents that are needed or outstanding. Notices are generated from CCTA and are printed and sent locally.

9. Is there a listing of reports available? Is there capability for ad hoc reports?

A listing of the reports in the system is available for download under Reports in the Local Department of Social Services (LDSS) section of this website. Ad hoc reporting cannot be done in CCTA.

10. Is there an option for supervisory review/approval, prior to the case being processed?

There are two areas where a supervisor can review and approve actions taken by the system. First, there is a supervisory approval that can be required for the eligibility determination made by the system. Second, supervisors can also review, and approve, the Notices of Action created by staff. In effect, this means that supervisory approval is made for the overall case action being taken.

11. Does the State assign rights to the system as staff changes take place? Is there ability for some staff to have "read only" rights?

Roles and permissions are set at the local district level. It is up to the local district admin, or other designated district staff, to manage district users.

12. Does the State have materials that can be given to providers to encourage them to submit attendance through the web and also to inform the providers about the CCTA feature that would allow the parents to record their child's attendance in CCTA?

Yes, that information is available in a Template format and is located under Templates in the LDSS section of this website.

13. Can you clarify the entering of CCFS numbers into CCTA? This number often is changed whenever a provider moves. This is a manual process that would require monitoring for accurateness. Can CCFS and CCTA be linked for some automation with this?

There is no existing way to automatically link provider records from the start. There is no one unique identifier that can be used reliably to link a CCFS record to a CCTA record. Once the CCFS number is entered into CCTA, then the link to CCFS is established by using the CCFS number.

14. Who manages the provider's access to the system? Does the District choose the user ID for the System?

The districts manage which providers have access to the web submittal part of CCTA. A unique code is generated in CCTA that needs to be sent by the district to the provider. The provider uses this code as part of the credentials that they supply in order to create their own login to the Web Submittal system.

15. How are the deductions for the Child Support Add-on and parent share processed? These fees are not input into WMS.

CCTA has a setting for "Additional Family Fees", where the child support deduction amount can be entered. The system also allows the district to add multiple fee types, for example Overpayment Deduction. These fees will then be taken out of the payment. There is logic in the SOS import to determine whether or not to set the half parent fee flag. Once set, the system only assesses ½ of the calculated family fee.

16. How does the application handle back payments?

CCTA allows you to create an authorization for any period of time in which the case is active. If a case is active from 7/1 – 12/31, you can create and calculate payments for authorizations within that timeframe.

17. How are late authorizations handled?

There is nothing in CCTA that defines an authorization as "late".

18. Is there a way to batch process the payment authorizations?

Once a payment is calculated, authorizing and then setting the payments to a paid status can be done in batch – meaning that multiple payments can be selected and set to authorized and then paid status. There is currently no automated batch process that selects and sets the status of payments.

19. How does the application retrieve the BICS roster information?

Payline files are downloaded from the FTP server per the specifications in the BICS Daycare Interface User Guide document. CCTA then matches Paid payments to the paylines that were downloaded. CCTA does not upload payments without first matching them to a payline.

20. Will the payment FTP process be done within the web application?

Yes, CCTA will interface with BICS per the specifications in the BICS Daycare Interface User Guide document.

21. How much information is provided to the Day Care Vendors and parents?

Vendors (providers) or parents will not have access to the data entered into CCTA. Providers that are using the web submittal software can see a list of children with current authorizations and their scheduled hours (or max hours for varying schedules). Within the Web Submittal application there are screens where a provider can see payment information, the rates the district has on file, and a list of authorized families with recertification date and family share amounts. Providers also have the ability to print attendance reports and individual attendance sheets per child. Parents who have children attending a provider using the CCTA time clock have their own web portal where they can log in to view attendance hours and absences for a period.

22. If necessary, will we be able to extract data from the application?

Not directly, but select districts receive a database extract containing their districts data on a monthly basis.

23. How is the parent work-schedule process handled?

Workers can enter the parent(s) work and or school schedules into the Needs section of CCTA.

24. We have out-of-state providers that do not have Child Care Facility (CCFS) identification (ID) numbers. Can they be processed through CCTA for payment?

Out of State providers cannot be processed through CCTA and must be processed manually. Out of state providers cannot be entered into CCFS; because CCFS ID numbers are required for billing through CCTA, providers without CCFS ID numbers cannot be processed through CCTA.

25. What are the steps that a district must go through to obtain a CCFS ID number for out-of-state providers?

Out of state providers cannot be entered into CCFS thus will not be able to obtain a CCFS ID number and must be processed manually.

26. What is the maximum rate that the out-of-state provider should be paid; NYS or the other state/country's maximum rate?

Whenever child care services are provided by a provider located outside the social services district that authorizes the subsidy, the district must make payments based on the cost of care, up to applicable market rates for the county or state in which the care is provided using the New York State payment rules. Social services districts were informed of this policy in 10-OCFS-LCM-01, under Location of Care.

27. When calculating the Family Share in CCTA, what are the rounding requirements?

Family Share calculations are required to be rounded to the nearest fifty cents, as noted by the New York State (NYS) Office of Children and Family Services (OCFS).

The formula used to calculate the Family Share fee:

(Family's annual gross income - 100% of the State Income Standard for the household size) x (10 to 35% as per county plan) ÷ 52 = Family share (per week)

The set of rules to which the weekly share is rounded:

Weekly Share Total Amount in Cents	Rounds To This Amount in Cents
.01 to .24	Down to .00
.25 to .50	Up to .50
.51 to .74	Down to .50
.75 to .99	Up to the next .00

28. Is there any paperwork required by providers before they can start using CCTA?

Yes, providers that the district has designated as initial CCTA users must sign a Provider User Agreement. The LDSS must print and give the provider the Provider Agreement form to complete. If the Provider User Agreement is completed at the LDSS office the worker must verify the provider's identity. If the Provider User Agreement is completed and sent

to the LDSS via the mail, the provider must sign the form before a Notary Public and have the form notarized. The LDSS should keep a copy of the completed form on file.

29. Since CCTA provides a list of numbered regulations, where can we go to find out information concerning the regulation?

The list of regulations now contains a brief description of the regulatory citation. To see the complete regulatory citation please go to:

http://ocfs.ny.gov/main/childcare/daycare_regulations.asp

30. If a provider claims exactly 3 hours, does CCTA pay hourly or part day?

CCTA pays this as part-day because it falls in the category of at least three but fewer than six hours.

31. How does a provider manage additional staff that needs to access the system?

This information is on the CCTA informational website at <http://info-ccta-newyork.com> > Providers > Training. This section contains various training materials for providers. Providers can also contact the CCTA support center for assistance.

32. Does a worker name have to be assigned to a provider to see the alert?

Yes; for an operator to see an alert they need to be listed in the provider record.

33. On the provider payment page there is a column for check number. Does this column actually capture the check number? From BICS once a check is generated? What other fields are captured after this process?

To date, BICS has not created a reconciliation file that contains this information, so these fields remain blank.

34. When an adjustment is being made, can the operator adjust any of the amounts in the summary? Can they adjust any daily amount in Show Rates?

The worker can adjust the calculated amount, the sibling reduction, family fee, the additional family fee field and the provider levy.

35. When a case is entered into the CCTA system, does it interface with WMS and complete the data or is the data a separate function after case is built?

Data comes over from WMS through the CSOS interface. Reoccurring day care will come over from WMS to CCTA. It is important to note that the Case Number and CIN Numbers are used as the link between WMS and CCTA. If a case or person is entered into CCTA without these numbers, they will not link up with WMS and will most likely cause duplicate entries.

36. If a provider fails to provide rates does CCTA default to the market rate or do we have to input market rate?

CCTA will not default to the market rate. Providers need to give the district (at a minimum) an hourly or daily rate in order to calculate a payment. Providers should give all rates for all ages, to assure that any payment can be calculated in CCTA. Providers should be informed that they cannot be paid until they provide their rates.

37. If a case is closed in WMS do you have to change any page in CCTA to inactive it?

No. The interface will see the case closing transaction in WMS and close the case in CCTA.

38. Can you upload to BICS more than once a day?

No, once the button is pressed it invokes the night run process and the button will disappear until the next day.

39. If we authorize retroactive care in WMS, we will not get a voucher. We currently write a single line in WMS for the retroactive authorization. We do not get vouchers when doing this. Can we write a reoccurring line for retroactive care?

No, WMS will not allow reoccurring retroactive pay lines.

40. Holidays look like they are per child and should not be. Holidays are based on provider. One provider can only have 5 holidays per calendar year regardless of the children they care for. How does CCTA track holidays?

CCTA will pay holidays per provider as long as it is within the proper provider. Holidays need to be setup in the Modified Days section of the Provider Activity, and use an attendance

code that is "Always Paid". Payment workers should not enter Holidays on the Payment screen; they should come over automatically from the Modified Days section.

41. Some providers are on a monthly billing cycle and others are on a twice a month billing cycle. Can CCTA accommodate this?

Yes. Remove the check in the Fixed Billing Cycle checkbox in the District Admin settings. This allows the operator to select the billing cycle based on the child's schedule.

42. We currently run the authorizations on our child care cases for six months. They can end on any day of the month. Are districts required to end pay lines and/or our authorization periods end on the last day of a month?

No, it is not a requirement.

43. We have some Day Care Centers and School Age Child Care (SACC) programs that do not charge an hourly rate. Per 18 NYCRR §415.9 (c) we must then pay the part-day rate. I understand when we enter Provider rates in CCTA we must enter at least a daily and an hourly rate. Their hourly rate would be the part-day rate which exceeds the market rate. CCTA compares this against the market rates and pay the lesser of the two. Will all of these be overrides then, or is there a way to make the market rates for hourly equal the part-day market rate for the centers and SACC that do not charge hourly?

If there is no hourly rate entered in CCTA for a SACC program CCTA will use the part-day rate for care up to 6 hours per day.

44. Is there a payment alert that can be generated that has to be opened before a payment is processed as in KT3? (Payment alerts are generated when a provider submits attendance over the web, but there is no requirement to open it before processing the payment.)

There is not an alert, however there is a payment note that is prominently displayed on the payment screen; this is created from the Family Notes screen.

45. Identify all the pages where the types of family notes appear:

There is an option to enter additional notes on the following screens in the family section:

- Needs

- Child
- Schedule
- Family Notes
- Family Screen
- Notices – There are additional comments that can be added to any notice that will appear on a printed notice.

46. Can the same family be entered twice, as long as they have separate case numbers?

Yes.

47. Why is the calendar field required on the provider page and the Provider Profile page? How does the calendar field impact a provider record?

The calendars can be used to ensure that payments are not made to a provider during a time when they are not operating. For example, an after school program could have a calendar that runs September – June. Or a summer camp could have a calendar for June – August. If a district is not going to use this functionality, they will still need to create a Default Year Round Calendar, and make all days open for the year.

48. When information is coming in to CCTA from WMS can we get as much data as we can from WMS? We do not want to re-enter the information over again.

All case data that can be mapped between the two systems comes over, and is updated when changes are made in WMS. There are two exceptions. Income and purchase of service (POS) information will come over on the initial import, but are not updated.

49. When adding a new Family into CCTA what is the Flag “SOS Application” for?

This means that it was in an application status in WMS when imported.

50. Can alerts go to providers/parents who are using Time and Attendance?

Providers are sent a message when the district returns attendance submitted through the Web Submittal application. This is currently the only alert.

51. Is Web Submittal only for the providers or can parents use it too?

CCTA Provider Web Submittal is only for providers. If a provider chooses, parents can use the TimeClock module for checking children in and out.

52. Is there any report which can be used in a Fair Hearing to show how the Family Fees are calculated with all the relevant data used to get said fee(s)?

There is not a report that shows how the family share was calculated; however, the client notices have been revised to show how the family share is calculated.

53. How do you remove an item from a batch payment once it is batched?

Re-batch it, in other words, do the process again without a batch number.

54. Please clarify what a district should do in terms of using CCTA and obtaining parent signatures on timesheets.

The district has to establish procedures to monitor the attendance for providers receiving a child care subsidy payment for child care services. Such procedures should address the need to prevent and detect fraud and misuse of funds.

It is important that districts seek guidance from their legal department when establishing monitoring procedures so that criminal and civil legal actions brought against fraudulent claims are not compromised.

Districts have established different procedures to monitor attendance and claims processed through CCTA. Some districts:

- Require paper time and attendance sheets to be signed by both the parent and provider and returned to the district before the district will process the web submittal of time and attendance.
- Require that the provider retain the time and attendance sheet signed by the parent and provider for audit purposes.
- Require paper time and attendance sheets to be signed by both the parent and provider and returned to the district; but the district will not hold up processing the claim while they wait for the signed attendance sheets.
- Have providers sign an agreement attesting that the time and attendance that they will be submitting on-line is true and accurate. A model agreement is on the CCTA website (<http://info-ccta-newyork.com>) and can be modified by districts.

The CCTA web submittal process includes an on-line certification by the provider that the time and attendance submitted is true and accurate.

55. When do districts have to implement the change in the state income standard?

The change in the state income standard is effective June 1st. The Office of Children and Family Services policy has been to allow districts the option of implementing the change in the state income standard to all of their cases on June 1st, or the next case action but no later than recertification. Districts will need to evaluate, which families are affected by the change in the state income standard and send the appropriate notice to those families.

56. If we are paying the parent/client is there a tax obligation to the parent? As I understand it, issuing a vendor ID will result in the issuance of a 1099. Or perhaps if appropriate, an eligible client is exempt from tax liability and that issuance of a 1099 can be prevented via BICS, somehow? Either way, if they are exempt, could you refer me to something that will confirm that?

Child care benefits are not considered income to the family and thus are not a tax obligation. Per NYS regulation 404.5 (b) (6) (xvii) exclusions from monthly gross income "payments made for child care services, or the value of child care services provided to a recipient of child care services provided under the New York State Child Care Block Grant Program and under title XX of the Social Security Act who is applying for or receiving any other services funded under any Federal or federally assisted program that bases eligibility for such services upon need or the amount of benefits upon need;"

When a district does not want to issue a 1099, they should go to the BICS Vendor Maintenance screen leave the field "REPORT INCOME ON IRS-1099" blank. This will prevent a 1099 from being produced for the vendor (in legally exempt in home care the vendor may be the parent).

57. What does the district need to do with the Provider Contact ID (formally Verification Code)?

After the Provider information is entered into CCTA, type the Provider's **Child Care Facility (CCFS) identification (ID) number** and **Provider Contact ID** in a copy of the CCTA Registration Letter for Providers <http://info-ccta-newyork.com> > LDSS > Templates. Mail the letter to the Provider.

58. Can the district e-mail the CCTA Registration Letter to the Provider?

No, for security purposes this letter must be mailed to the Provider.

59. Does the provider information in Child Care Facility System (CCFS), such as name, address and phone number need to match the vendor information as

we have it in BICS? Will errors be generated if the information does not match?

No. The CCTA system only checks the status of the provider in CCFS to determine if care can be authorized for a child at that provider, and also checks at payment time to ensure the provider is in a payable status.

60. Do the Child Care Facility System (CCFS) numbers have to match the Vendor numbers we have in WMS? We have *not* been using the state assigned CCFS numbers as vendor numbers for Legally Exempt providers and will have to change them if they need to match. Also, will the system automatically check the Child Care Facility System for Legally Exempt providers and the OCFS system for registered providers to make sure the providers used have not been withdrawn, revoked/closed or terminated/closed?

The CCFS number is the OCFS identifier for each site. It is really the license/registration number for licensed and registered facilities, and the enrollment number for legally exempt providers. It is not necessarily the BICS vendor number. From a regulatory standpoint, the license, registration or enrollment is issued to a provider for a specific location. If the site moves, the license/registration/enrollment may not be transferred to the new location; a new application would be submitted and a new license, registration, or enrollment issued. Vendor numbers seem to have been issued to the operator when one agency/owner operates multiple sites. So, for example, a YMCA that operates ten different school-age child care (SACC) programs could have one vendor number. However, each of those ten SACC programs would have its own registration document and CCFS number.

CCFS is the OCFS database of record for all licensed, registered and enrolled legally exempt providers. CCTA will check the CCFS database for information on the payable status of ALL providers.

61. Is there the ability within the CCTA system to post information for providers – for example at Holiday time we adjusted our production schedule so that the provider’s checks would be sent to them early due to the Holidays? Would there be a way to notify them within the system as opposed to doing separate mailings?

Yes, messages can either be statewide (entered by OCFS), or the district can enter a message that only their providers will see. This is done in Web Submittal under Admin > Region Settings.

62. Is there the capability within the CCTA system to do a mail merge for either the providers or the parents if there was information that we wanted to send out to them? For example – we sent the providers and the parents the informational letters that were developed regarding CCTA and had to create

a database so that we could print mailing labels. Would there be a way to do this within the CCTA system as opposed to keeping separate databases?

There is no mail merge ability, but the system can print listings and labels based on search results. From the Family or Provider Search screen, search for the providers or families that you want to send a mailing to. From this search mailing label links are available in the Report section.

63. How do counties authorize and pay preventive and child protective cases?

Preventative and child protective cases are brought over if reoccurring purchase of service (POS) lines are created for the childcare payments. If payment for these cases is a onetime payment for a district, then CCTA is typically not used. The only way the system knows how to identify cases with childcare is either by the case type, or by finding reoccurring POS lines with childcare codes. Districts will need to determine how they will handle these types of cases.

64. A provider in our district would like to know if they will be able to export their time-in, time-out from their internal system into the new system. They use EZ Care 2 Version 7.1n. They also wondered if they would have access to view Notice of Intent to Discontinue Childcare (for example) for current information.

An API was developed to allow other attendance capturing systems (EZ Care, ProCare, COMET, etc.) to export attendance data to CCTA Web Submittal. Interested providers should contact their software vendors, and have them obtain the spec from Controltec.

Presently there is no way to view the Notice of Intent to Discontinue Childcare and other notices from CCTA. The Cases screen in Web Submittal does display the family recertification date, along with the authorization dates for care.

65. Where do I find the Provider Contact ID (formally Verification Code) that a Provider needs to register in CCTA?

The Provider Contact ID (formally known as the Provider Verification Code) is created when a district worker enters Provider Contact information into CCTA. Once the Provider Contact information is entered, the Provider Contact ID can be located under the Provider Contact information. See the picture below:

KinderTrack™
by Controltec

< Provider Contacts >

- Home
- Family
- Provider
 - Alerts
 - Search
 - Summary
 - Provider
 - Contacts**
 - Type Of Care
 - Rates
 - Profile
 - Payments
 - Notes
 - Attributes
 - Modified Days
 - Families
 - RFI

Provider: No record selected
 Provider ID:
 Contact:
 Provider Contact ID
 Verification Code:
 Effective Date: 4/21/2011

First Name: Care Address 1:
 Last Name: Care Address 2:
 Initial: City:
 Maiden Name: State:
 Other Name: Zip Code:
 Phone: Role:
 Birth Date: Relationship:
 Age: Status:
 Email: Other states resided:
 Alternate Phone:

66. Our district pays for absences. How should providers record absences in CCTA?

Providers must enter the "claimed" hours for an absence. These are the hours that they expected the child to be in attendance on the day they were absent. The system will use these hours when calculating the payment.