

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 227

Program: Child Care

Subject: Child Care Attendance Automation Service Invoices

Date: August 5, 2010

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on Child Care Attendance Automation (CCAA) service invoices provided by the Texas Workforce Commission (TWC)-designated vendor, Affiliated Computer Services (ACS).

TWC allocates Child Care and Development Fund (CCDF) grant funds to local workforce development areas for the provision of attendance tracking services through the statewide CCAA network. Exhibit 1 of Boards' CCDF contracts provides a high-level summary of CCAA network services. Exhibit 2 of Boards' CCDF contracts provides a chart of the service-level agreements between TWC and ACS.

The following charges and credits may be included in each CCAA service invoice:

- **Charges for initial system set-up, maintenance, equipment, software, attendance recording and reporting, Web sites, and overall service provision**

These charges are based on the following formula: \$2.79 per month for each child with an active referral and at least one swipe for the month.

To ensure the accuracy of these charges, use Report 30 (Number of Children in Care) in the Child Care Service Delivery system for all funding sources for the service month. The number of children on the invoice cannot exceed the unduplicated number of children in Report 30.

- **Charges for value-added enhancements, if any, to the CCAA service**

Charges for value-added enhancements, if any, authorized by TWC, will be prorated for each Board based on the total cost divided by the number of children with active referrals and at least one swipe. TWC will notify Boards of any value-added enhancements and their approved costs per Board prior to receipt of charges for this line item.

- **Charges for additional point of sale (POS) devices, if any, authorized for Licensed Child Care Centers (LCCC) with more than 50 subsidized children or providers with special facility circumstances**

ACS provides one POS device for each LCCC with TWC-subsidized children. TWC also authorizes ACS to provide an additional POS device for every 50 subsidized children and may approve additional POS devices to accommodate special facility circumstances. The cost of each POS device recommended by Boards and approved by TWC in excess of those indicated in the contract will be charged each month to the Board in whose area the provider is located. Any POS devices authorized for Boards with more than 50 subsidized children or providers with special facility circumstances are billed at a rate of \$5.50 per month for a Verifone VX 510 (telephone-connected POS device) and \$8.50 per month for a Verifone VX 570 (Internet-connected POS device).

- **Credits for service-level agreements that were not met during a contract period**

Throughout the contract period, TWC monitors service-level agreements, as listed in Exhibit 2 of the Board contract. Upon completion of the TWC internal review and authorization process, ACS prorates any agreed credit to each Board, based on the total credit divided by the number of customers with active referrals and at least one swipe. TWC will notify Boards of any service-level agreement violations and their approved credits per Board for this line item.

For more information on the CCAA service, see:

- WD Letter 60-09, issued December 29, 2009, and entitled “Notice to Child Care Providers regarding New Child Care Automated Attendance System Responsibilities and Reporting Requirements”;
- WD Letter 05-10, issued February 9, 2010, and entitled “Parent Requirements for Child Care Automated Attendance”; and
- Fiscal Year 2009 American Recovery and Reinvestment Act of 2009 CCDF Direct Care contract (contract alpha “XCC”).

Attachment 1 is a sample ACS invoice.

Please distribute this information to appropriate staff. Direct all inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.