



**State of New Jersey**  
DEPARTMENT OF HUMAN SERVICES  
DIVISION OF FAMILY DEVELOPMENT  
PO Box 716  
TRENTON, NJ 08625-0716

CHRIS CHRISTIE  
*Governor*

KIM GUADAGNO  
*Lt. Governor*

JENNIFER VELEZ  
*Commissioner*

JEANETTE PAGE-HAWKINS  
*Director*  
TEL: (609) 588-2000

May 25, 2012

Dear Provider:

On January 1, 2012, the Department of Human Services' Division of Family Development (DHS/DFD) joined 30 other states in implementing an electronic child care time and attendance system. New Jersey's system is known as e-Child Care (ECC). E-Child Care works with either a swipe card machine, known as a Point of Service (POS) device, or a telephone Interactive Voice Response (IVR) system.

Effective July 1, 2012, all providers and parents must use ECC daily. Since we started ECC, we have allowed for some manual payments as we transitioned to the new automated system. However, after July 1<sup>st</sup>, the child care subsidy paper attendance log will no longer be accepted to generate payment. ECC will be the primary method of payment.

New Jersey's subsidized child care program is a federally funded program to help parents pay for child care services to continue employment or employment-related activities. New Jersey's policy states parents will lose their child care subsidy for failure to comply with e-Child Care policies. As a reminder of this policy, parents will be issued a notice outlining their responsibility to comply with e-Child Care, as stated in their signed agreements. As of July 1, 2012, parents will be subject to losing their child care subsidies if they are not using e-Child Care.

In preparation for July 1, 2012, it is important that all agencies and providers have their ECC POS equipment installed or IVR system activated. All banking information should be submitted to our vendor, Xerox, formerly known as Affiliated Computer Services (ACS). If your banking information has not been set-up, please call 609-588-2163 to quickly get your account activated.

Provider  
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Please contact your Child Care Resource and Referral (CCR&R) agency immediately, if you have any of the following concerns:

- If you have not received either a POS device or your IVR system is not activated;
- If you need a mobile POS device;
- Your agency or staff needs additional training or technical assistance;
- If you need training materials or a manual; or
- Parents do not have a Family First card and need training.

If parents do not have their Families First cards, they should immediately contact their CCR&R or you can also call the CCR&R to find out the status of their card.

We appreciate your efforts over the last few months as we have worked through start-up issues around e-Child Care and thank you for your cooperation with the July 1<sup>st</sup> change.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeanette Page-Hawkins".

Jeanette Page-Hawkins,  
Director

JPH:NJ:MM:rb



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May 25, 2012

Dear Parent:

On January 1, 2012, the Department of Human Services' Division of Family Development (DHS/DFD) joined 30 other states in implementing an electronic child care time and attendance system. New Jersey's system is known as e-Child Care. E-Child Care works with either a swipe card machine or a telephone system, using the Families First card to record attendance and issue payment to your child care provider. All parents receiving help with payment for child care services are required to use e-Child Care daily.

As of July 1, 2012, parents who are **not using e-Child Care every day will be in jeopardy of immediately losing their child care benefits.** It is important that you use e-Child Care daily to continue getting child care assistance.

If you have lost or have problems with your Families First card, or need training on how to use the swipe or phone system, please contact your child care provider or your local Child Care Resource and Referral agency (CCR&R) immediately.

New Jersey's subsidized child care program is a federally funded program to help parents pay for child care services to continue employment or employment-related activities.

The e-Child Care and child care certification agreements signed between you and your child care provider state that you will lose (your) child care subsidy for failure to comply with e-Child Care policies.

Every time your child(ren) attends child care, it is very important that his/her attendance is recorded. In the event, your child is absent, you or your designee is responsible for recording his/her absence, using the back swipe function. When you do not record your child(ren)'s attendance, your provider cannot receive payment.

Parent  
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Again, to continue to be eligible for a child care subsidy, you must use e-Child Care every day, otherwise you will lose your child care subsidy.

Thank you for your cooperation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeanette Page-Hawkins". The signature is fluid and cursive, with the first name being the most prominent.

Jeanette Page-Hawkins,  
Director

JPH:NJ:MM:rb