KinderProduct Overview

Ohio Child Care TAP Program Webinar Script –

for

Ohio Department of Job and Family Services

Version 3

Prepared by

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1   Introduction

- Hello, welcome to the demonstration of Ohio's new Child Care Time, Attendance, and Payment system referred to as TAP. My name is Allison, I am a Training and Client Support Specialist for Ohio's TAP system.
- This training should take about 30 minutes, let's get started.

- Today we will be presenting an overview of the TAP tools that can be used. We will introduce each tool and explain how each tool works and how they are connected to each other.
- There is an individual webinar and various training material for each TAP tool. Additional training materials are available on the TAP website, www.ohiocctap.info.
- Before reviewing the different TAP tools, following is a brief description of each:
    - **KinderConnect** is the new program portal, similar to the Ohio Electronic Child Care (OH ECC) or P-Web. This does not replace the JFS Provider Portal that you use now to enter your Provider Agreement, rates, and banking information. Using Kinderconnect, program staff can review attendance and record absent, professional development, and school out of session days. At the end of each week, program staff will submit attendance for publicly funded child care (PFCC) services for reimbursement using KinderConnect.
    - **KinderSign** is a mobile tablet application that caretakers and sponsors will use to check their children in and out of care. They can use this application to view messages and PFCC case information. This application works on all Android and Apple based tablets.
    - **KinderSmart** is a smartphone application that caretakers and sponsors will use to check their children in and out of care from their smartphone. They can use this application to view messages and PFCC case information. This application works on all Android and Apple based smartphones.
    - **Interactive Voice Response,** commonly known as **IVR** is an interactive phone-based system that caretakers and sponsors can use to record attendance and programs can use to record absent, school out of session, and professional development days. There are some limitations of IVR that will be reviewed later in this webinar.

2   Overview

2.1   KinderConnect – Program Portal

The first tool we will review is KinderConnect. This is the portal that program staff will use to view and submit attendance along with other functions such as managing caretaker and sponsor information, reviewing attendance, recording absent, school out

of session, and professional development days, as well as, submitting PFCC attendance each week for reimbursement. Caretakers and sponsors will record attendance using either KinderSign, KinderSmart or IVR. All these tools interface to KinderConnect in real-time if they are connected to internet. Once time is recorded with any one of these tools, and they are connected to internet, the time will automatically be sent and appear in KinderConnect for review.

2.2   Requirements of KinderConnect

To use KinderConnect, you must have internet access. KinderConnect is accessed from a browser and can be used on any device. KinderConnect will work with most browsers, for example, Internet Explorer, Edge, Chrome, FireFox and Safari. We recommend using a computer or a tablet for best performance. The website to access this portal is www.ohiocctap.com/kinderconnect.

2.3   Overview of KinderConnect

KinderConnect provides programs with tools to manage their business.

- Review and manage attendance, absent, school out of session, and professional development day information on the Attendance Detail page.
  - On the Attendance Details page, programs will be able to see all attendance recorded from KinderSign, KinderSmart and IVR. If there are missing times, the boxes display in yellow. If the times were not recorded correctly, the box displays in red.
  - KinderConnect will automatically display the current week, but you can navigate to previous weeks by clicking the back arrow or by using the calendar.
  - You can record an absent or school out of session day for a child by clicking the drop-down menu and making your selection.
  - If a caretaker or sponsor forgets to record an in or out time, you can enter the missing time in KinderConnect. The primary caretaker must approve any time entered by a program staff using KinderConnect. Program staff are only permitted to enter one in or out time per time pair. Program staff cannot enter both an in and out time for one pair.
- Submit attendance on a weekly basis on the Attendance Submit page.
  - On the Attendance Submit page, program staff can review attendance that has been submitted and attendance that is ready to submit as well as incomplete attendance records.
  - To submit attendance, all time pairs must be valid and complete.
  - It is recommended that programs submit attendance every week to expedite payment. If attendance has not been submitted by the end of the fourth service week, KinderConnect will automatically submit all valid and complete time pairs.
  - Attendance is submitted for each service week. Attendance can be submitted for all children or for individual children.

- Review attendance information on the Reports-Reports page.
  - You can review attendance information for a specific date-range on the Daily Detailed Attendance Report.
  - Select Daily Detailed Attendance from the Report drop-down menu. Enter a start date and an end date. These date parameters are for the service dates of attendance. There are some additional filters that can be used for this report and will be covered later in this webinar and in more detail in the KinderConnect webinar. Click View to generate the report.
  - A pop up may display saying Open, Save, or Cancel. Click Open.
  - On my browser, the PDF reports opens in a new tab, this may look different on your computer, depending on the browser you are using.
  - The Daily Detailed Attendance Report with the attendance information will display. Click close to close this tab to return to the Reports page in KinderConnect.
- Manage Caretaker and Sponsor information on the Sponsor Search and Details pages.
  - Search for all caretakers and sponsors at your program by clicking on Sponsor then Search. Click Clear to clear any previously entered search criteria, then click Search. All caretakers and sponsors will appear.
  - All primary and secondary caretakers will automatically be added to KinderConnect from an interface with the Ohio Department of Job and Family Services (ODJFS') eligibility system. Caretaker information will not include a phone number, so it is important that you add all caretaker phone numbers. You will need to add the names and phone numbers of any additional sponsors in KinderConnect.
  - A phone number is required for caretakers and sponsors to use KinderSign and IVR to record attendance.
  - Add a phone number to a caretaker by clicking on their name from the search results. Type the phone number in the Phone Number field and click save. View the KinderConnect webinar to learn how to add a new sponsor.
- View payment information on the Provider Payment screen.
  - On the Provider Payment screen, you can review the payment status of submitted attendance and the breakdown of each payment.
  - Enter the dates of the service week you would like to review in the start date and the end date fields. Click search to find the payments that meet your search criteria.
  - Click on Details beside each payment to review the detailed payment information. Scroll down to review all the details of the payment information.
  - Once you are finished, click the close button to exit the payment detail screen.
- Review the KinderConnect webinar to learn about more of the features of KinderConnect.

2.4   KinderSign – Tablet Application

KinderSign is a mobile tablet application that caretakers and sponsors will use to check their children in and out of care. They can use this application to view messages and PFCC case information. This application works on all Android and Apple based tablets. This free application can be downloaded from the Apple App Store or the Google Play Store.

ODJFS will provide programs with an android tablet active if the program has an active ODJFS Provider Agreement and at least one child receiving PFCC services. The KinderSign application will be pre-installed on tablets provided by ODJFS.

Programs choosing to use their own tablets can download the free application from the app store.

2.5   Requirements of KinderSign

KinderSign requires an Android or Apple based tablet and requires wireless internet access. KinderSign can be used to record attendance off-line, but must connect to Wi-Fi to sync attendance, caretaker and sponsors and PFCC authorization information in KinderConnect. We recommend connecting the tablet to Wi-Fi no less than once per week. If internet access is not available at the program site, public Wi-Fi can be used.

2.6   Overview of KinderSign

The tablet with KinderSign should be placed in a public area where caretakers and sponsors can quickly check children in and out of care. Once you have set up the caretaker or sponsor in KinderConnect with a phone number, caretakers and sponsors can sign into KinderSign with their phone number. Each caretaker and sponsor should set up their own account and phone number. Following are the steps a sponsor or caretaker will follow to check a child in/out of care.

- Enter their phone number on the KinderSign keypad and click the Next button.
- Enter the four-digit PIN number and click the Verify button. This PIN number is set up the first time the caretaker or sponsor logs on to KinderSign.
- Click Attendance on the Activity Screen.
- The camera will automatically open. The caretaker or sponsor will click Authenticate to take a photo.
- Click Allow to allow KinderSign to access this device's location.
- Click Sign In beside each child being signed in. Click Submit.
- An authentication message will appear confirming that the check-in or check-out was recorded successfully.
- KinderSign will return to the keypad for the next caretaker or sponsor to sign in.

KinderSign has several other features that are explained in the KinderSign Webinar. These features include:

- Reviewing messages sent from ODJFS.
- Approving attendance transactions entered by the program staff in KinderConnect.
- Entering back-dated attendance transactions.
- Reviewing case information.

2.7   KinderSmart – Smartphone Application

KinderSmart is a smartphone application that caretakers and sponsors will use to check their children in and out of care from their smartphone. The KinderSmart free application can be downloaded from the app store. Caretakers and sponsors can use this application to view messages and PFCC case information. This application works on all Android and Apple based smart phones. KinderSmart does require access to the phone's camera to scan QR codes and access the phone's location. The phone's location must be turned on for each check in/out.

KinderSmart can be used together with KinderSign or in place of KinderSign, depending on the program's preference.

2.8   Requirements of KinderSmart

To use KinderSmart, caretakers and sponsors will need to have an Android or Apple smartphone with data or access to wireless internet at the program to be able to check children in/out of care. The program must print the QR code and display it for sponsors to scan with their phone each time a child is checked in and out of care.

2.9   KinderSmart – Overview

Before use, the program must register each caretaker and sponsor's smartphone. The registration process is explained in detail in the KinderSmart webinar. Once the registration process is complete, caretakers and sponsors can sign children in and out of care from their own smartphone. Following is the process for caretakers and sponsors to sign a child in or out using KinderSmart:

- Open the KinderSmart application on your phone.
- Click the Attendance tab on the Activity Screen.
- Click the Scan link to open the phone's camera.
- Scan the QR Code posted by the program.
- Click sign in or sign out beside the name of each child.
- Click Submit.
- Click Allow to allow KinderSmart to access this device's location.
- A pop-up will appear confirming your successful check-in or check-out. Click OK.

KinderSmart has several other features for caretakers and sponsors that are explained in the KinderSmart Webinar. These features include:

- Reviewing messages sent from ODJFS.

- Approving attendance transactions entered by the program in KinderConnect from anywhere with a wireless internet connection.
- Entering back-dated attendance transactions.
- Reviewing PFCC case information.

2.10   Interactive Voice Response (IVR) – Telephone Attendance

IVR is an interactive phone-based system that caretakers and sponsors can use to record attendance, program staff can use to record absent, school out of session, and professional development days. Attendance information is recorded by caretakers or sponsors in IVR. Absent, School Out of Session, and Professional Development Days can be recorded by program staff in IVR.

Following are the steps a caretaker or sponsor would take to check a child in or out using IVR from the program's designated IVR phone.

- Dial 833-599-6670
- Press one for English, two for Spanish
- Enter the phone number as listed under Sponsor-Detail and press the pound (#) sign.
- Enter the 4-digit PIN and press the pound (#) sign. The first time a caretaker of sponsor signs into IVR, they will be prompted to create a 4-digit PIN.
- Press 1 to check all children in.
- Press 2 to check all children out.
- Press 3 for separate attendance options.
    - o Press 1 for check in.
    - o Press 2 for check out.
    - o Press 4 to skip.

Your program IVR phone number will automatically come over from OCLQS and display in KinderConnect. Kinderconnect requires access to the internet. If you need to change your program IVR phone number, you will need to contact the TAP support center at 833-866-1708, option 9.

- Caretakers and sponsors can only record real time attendance with IVR.
- Program staff can only record real time absent, school out of session and professional development days with IVR.
- IVR does not support backdating attendance.
- Program staff cannot review entered attendance information with IVR.
- Program staff cannot submit attendance with IVR.

Just like KinderSign and KinderSmart, IVR attendance will appear in KinderConnect in real time. IVR can be used in combination with KinderSign and KinderSmart to record attendance.

- The program must have a designated phone number to be used as the IVR.
- The phone can be a touch-tone landline or cell phone.
- The phone number cannot be a blocked phone number.

3   Conclusion

This concludes our TAP system overview webinar. For training materials and videos, please visit www.ohiocctap.info.

For additional TAP tool related issues and questions, contact our Ohio TAP Support Center at 833-866-1708 and select option 9 or email supportOH@controltec.com.

This webinar was only meant to be an overview of all available TAP tools, not a full tutorial. It is important that you watch the additional webinars that explain each product in detail. The available webinars include: KinderConnect, KinderSign, KinderSmart and Interactive Voice Response (IVR).