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| **TAP Program Webinar**  **August 16, 2019**  **FAQs** | |
| What is the purpose of a Customized Schedule? | **School-Age Children:** All children indicated as school-age in the JFS eligibility system must have a customized schedule. TAP will no longer automatically deduct six hours each school day. A customized schedule must be entered to create the customized deduction of school hours for a child. The school start time should be the time the child leaves your care each day and the school end time should be the time the child arrives back into your care at the end of the school day. **Non-School-Age Children:** Programs can choose to use Customized Schedules for younger children not attending school. These could be for hours children are attending programs such as PreK or Head Start, etc. The purpose of this functionality is to ensure the accurate count of the number of hours the child is receiving PFCC so that the provider is paid correctly. |
| When can we begin putting in schedules? | The functionality will be available in KinderConnect on September 1, 2019 |
| Can this be done on the tablet as well or only a computer? | Customized schedules can be created in the tablet or computer. This feature is available in KinderConnect which can be accessed in any internet browser. |
| Does this need to be done for children only attending child care while caretakers work 2nd or 3rd shift or on the weekend? | TAP requires a school schedule for all school-age children. The hours entered should be the actual hours the child attends school, even if they are not during times they are in your care. Because the care you provide is outside the school schedule hours, no deduction of hours would occur, and you will be paid for all hours of care provided. |
| Do you need to enter each Elementary school or is a District ok? | The schedule must represent the actual time the child is not in the care of your program. If the district has the same school times for all school locations, you could enter at a district level. |
| What about when a child is out of school for the day and will attend my program instead of school, i.e., suspension, illness, doctor appointments? | Per federal law and Ohio’s rules, PFCC funding cannot be paid for a school-age child for any period the child is scheduled to be in school. You would need to treat this situation as a private pay issue with the caretaker. |
| What if the early release time is the same throughout the school year? Can I enter this early release time in my schedule? For example, my school lets out an hour early every Wednesday. | Yes, you should create a Customized Schedule for the actual hours of each school day. In this case, every Wednesday the end time is earlier than other days in the week. |
| We provide care to children who attend multiple schools. Is it our responsibility to locate the hours they are in school? | Yes, enter the begin time of the Customized Schedule to when the children leave your care and the end time to when they arrive back into your care. You can create a Customized Schedule for each school schedule and assign children to the appropriate schedule. |
| Can we also use the customized schedule if a child receives speech, occupational therapy, tutoring, etc.? | Yes, you can use Customized Schedules for these situations too. You can create schedules under “Other” and assign only the child/children the time(s) they are participating in that activity. |
| If a child moves from one school to another part-way through the school year how do we change the times for that child? | If a child changes schools part-way through the school year, unassign the child from the previous Customized Schedule and assign the child to the new Customized Schedule. |
| What happens with the schedules during holidays or school breaks such as Christmas break? | The "school not in session" button should continue to be used for days a school-age child is not in school due to an official school closure, such as holidays and breaks during the school year. |
| If the children only come to the child care provider in the afternoon after school does the provider enter the customized schedule and then the caretakers would only have to TAP out for the day? They don't have to back TAP in because it should be included in the customized schedule. Is that correct? | No, in this case the caretaker would need to back tap the time the child arrived at the child care program. Only complete transactions (in and out) will process for payment. For example, if the Customized Schedule for this school/child is 9:00am-3:00pm and mom signs the child in as having arrived at 2:30pm to the program, 2:30pm-3:00pm would be deducted from the payment because the child was scheduled for school until 3:00pm. If mom, however, taps the child as having arrived at your program at 3:15pm and leaving with her at 6:00pm, the payment would calculate as 3:15pm-6:00pm with no deduction. |
| My school year begins on August 21, 2019. Do the parents TAP in and out for school until September 1? | Yes, until September 1there is no automatic deductions and caretakers will need to continue to enter multiple in/out times to track attendance accurately. Beginning September 1, a customized schedule can be added. |
| What about homeschooled children? | Federal law does not allow for the payment of PFCC to child care programs for any time that school is in session. Therefore, for homeschooled children, this would be the time of their home school district’s school schedule. |
| How do we handle late school start and early dismissals? | For late start times and early dismissal times due to an official school closure, providers should use the "school not in session" button. The parent will have to enter attendance for when the child entered care, went to school, returned from school, and then left your care at the end of the day. |
| If a child attends multiple programs such as school, tutoring, and piano lessons for example, can they have more than one customized schedule assigned to them? | Yes, a child can have multiple customized schedules assigned to them to reflect each of the different programs’ schedules each week. |