**KinderConnect**

**Ohio TAP Program Webinar Script**

**for**

**Ohio Department of Job and Family Services**

**Version 8**

**Prepared by**

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**December 16, 2019**

# Revision History

| Name | Date | Reason for Changes | Version |
|------|------|--------------------|---------|
| Eddie Bell | 5/17/18 | Initial design | 1.0 |
| Eddie Bell | 5/29/18 | Updated based on feedback from JFS | 2.0 |
| Eddie Bell | 7/16/18 | Updated based on feedback from JFS | 3.0 |
| Eddie Bell | 7/23/18 | Updated based on feedback from JFS | 4.0 |
| Eddie Bell | 8/2/18 | Updated based on feedback from JFS | 5.0 |
| Eddie Bell | 8/14/18 | Updated document name | 6.0 |
| Eddie Bell | 10/2/18 | Updated based on feedback from JFS | 7.0 |
| Eddie Bell | 12/16/19 | Updated Functionality | 8.0 |
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# 1. Introduction

- Hello, welcome to the demonstration of Ohio's Child Care Time, Attendance, and Payment system referred to as TAP.
    - This video is one of five webinars outlining the various tools available with TAP system. We will focus on KinderConnect in this webinar
    - KinderConnect is theprogram portal where programs can manage attendance and review payment information. This does not replace the JFS Provider Portal that programs use now to enter an Ohio Department of Job and Family Services (ODJFS) Provider Agreement, rates, and banking information.
    - KinderSign is a mobile tablet application that works with KinderConnect and that caretakers/sponsors will use to check their children in and out of care. They can also use this TAP tool to view messages and publicly funded child care (PFCC) case information.
    - There are other TAP tools that also work with KinderConnect used to record attendance including a mobile application called KinderSmart and a phone number to record attendance called IVR. Webinars and Quick Reference Cards (QRCs) specific to these tools and other topics are located on the TAP informational website at [www.ohiocctap.info](www.ohiocctap.info).
    - ODJFS will provide programs with an Android Tablet if the program has an active ODJFS Provider Agreement and at least one child receiving PFCC services. The KinderSign application will be preinstalled on tablets provided by ODJFS.

# 2. Part 1 - Overview

## 2.1 Navigation

- We are going to review how to navigate KinderConnect.
    - An Internet connection is required to access KinderConnect. You can access it on your computer, laptop, or tablet.
    - You will open KinderConnect using a browser, such as Chrome, Safari or Edge. For the best experience, we do not recommend using Internet Explorer.
    - The URL for KinderConnect is [www.ohiocctap.com/kinderconnect](www.ohiocctap.com/kinderconnect). You should see it on screen right now.

## 2.2 Logon Screen

The login screen:
- When you get to the login screen, you will have the option to change the language from English to Spanish by Clicking the language in the drop-down menu in the top right corner of the login screen.

## 2.3 Self-Register (Program/Provider)

Now we will review how to self-register as a program. For more information on Self Registering, view the KinderConnect Provider Registration QRC available on the information site.

- To begin using KinderConnect, you will have to self-register to create an account.
- To self-register navigate to the login page and, click **Click here if you do not have an account** link.
- Click **Yes** to answer the question **Are you registering as a provider? Then click continue.**

On the next page you will begin the Self-Registration by following these steps:

- Enter the program email address and phone number. These should match what is documented in the Ohio Child Licensing and Quality System (OCLQS) on the program detail page.
- Enter your first and last name. You will be assigned as the Program System Owner Operator role.
- Enter your CCP Number.
- Enter your Provider Number. This is the license number of the program.

Once you have finished entering the information press verify

Each program staff using Kinder Connect and other TAP tools is referred to as an Operator. There are different access rights defined by a role. The Program System Owner Operator is the first person to create an account and is matched against the credentials above. The Program System Owner Operator will create other program users by adding them as either a Program System Owner or Program Attendance Operator. For more information on operators, view the Adding Operators and Searching Operators QRCs available on the informational site.

- The Program System Owner Operator will have responsibility for the fiscal tasks of the program. If you own more than one program, you will need to do this step for every program you own or contact the TAP Support Center for additional options at 833-866-1708 option 9. On the next screen:
  - Create a username and password.
  - When you create a password, it must be: 12-15 characters, It must include upper-case letter, a lower-case letter, a symbol and a number.
- Choose a secret question from the drop-down menu. Enter the answer to the selected question. This will be used to verify the program staff's identity if their password is forgotten in the future. It is important to use an answer that is easy to remember. Be careful not to add an extra space at the end of the answer. Once you have entered the information required click create account.

## 2.4 Logging On

- After creating the username and password, you will be directed to the Logon screen to re-enter the information just created.

- If you forget your password, click **Click here if you forgot your password**. Enter your username and click **Retrieve Secret Question**. Enter the answer to your secret question, then click **Validate Secret Question**.

- On the next screen you will then be able to create a new password. The new password must be between 12 to 15 characters long and must contain one uppercase letter, one lowercase letter, one symbol, and one number. You will also have an option to choose a new secret question and answer or you can use the same one that was selected before.

- When you have finished entering the required information click the reset password button.
    - After more than three attempts with a wrong password, the account will be locked, and you will need to call the TAP Support Center at 833-866-1708 option 9 for support and they will help you unlock it.

- Enter your username and password and click the **Logon** button. The browser may ask you if you want to save your password. It is recommended that you do not save the password.

## 2.5   Home Screen

- Basic Navigation of the home screen:
    - At the top of the screen, you will see the navigation bar.
    - If the print is too big, it may cause some of the display to be off the screen. You can view your menu options in the button in the top corner here. Or To reduce the size, click **Control** (**Ctrl**) and tap the minus (**-**) key on your keyboard You should see the font size reduce as the browser zooms out.
    - The **Logout** link is in the top right corner. You should always logout when you are finished using KinderConnect.
    - The **Help** link is in the top right corner, next to the **Support Chat** link.  Click on the **Help** link to search the table of contents for any issues you are having.
    - The **Support Chat** link opens a window that allows you to chat directly with the TAP Support Center.
    - In the top right corner, you will see an envelope icon, this will bring you to the Message Center. Any messages you have will appear on the Home screen. Urgent messages will appear in red text, all other messages appear in black text.
    - Click on **Attendance** and then click **Detail**. This is where all attendance will be collected. All attendance data submitted in any of the TAP tools will appear on this page for review.
        - Each child is listed, one week at a time.
        - Click on arrows next to the date or on the calendar icon itself to change the weeks.
    - We will discuss this page in more detail later on. Quick note, do not use the browser forward and back arrows to navigate in KinderConnect.
    - If you are inactive for 20 minutes, the system will log you out and you will have to log back in to carry on what you were doing.

## 2.6   Operators

Next, we will discuss operator roles and how to add and search for operators. For more information on operators, view the Adding Operators and Searching Operators QRC available on the informational site.

- There are two different roles for operators: Program System Owner and Program Attendance. A Program System Owner has access to everything, a Program Attendance Operator has limited access.
- You can search for Operators of the KinderConnect tool by clicking on *Operator* in the menu bar at the top of the screen and then pressing search.
- If you want to add an Operator, make sure to search for that person first, to ensure they are not already in the system and to avoid creating duplicate Operators.
  - o Once you are on the search screen Click *Clear* button to clear out any options that may have previously been selected or entered.
  - o Click *Search* button All Operators in KinderConnect will display. If the Operator you would like to add was not included, continue with the next step and add them as the new Operator.
- To add a new Operator, click *Operator*, in the menu at the top of the screen then click *Detail* from the drop-down menu that appears then click *New*.
- Complete required fields notated by a red asterisk (*).
  - o First name of the operator.
  - o Last name of the operator.
  - o Operator type. Select appropriate Operator Type from the drop-down menu.
  - o Your region should already be set to Ohio.
  - o Click *Add Provider* link at the bottom of the page.
  - o Leave all the fields blank in the pop up that appears and click *Search*. You should see the name of your location appear in the search results.
  - o Click the check box next to the program name for each program to which this Provider/Operator should have access.
  - o Click *OK*.
- Click *Save* button A message will display indicating the record was saved successfully.
  - o Repeat the previous steps to add additional Providers/Operators. There is no limit to the number of providers/operators you can add.

## 2.7   Customized Schedules

Customized schedules are used to increase the accuracy of hours deducted from care provided when submitting to ODJFS for payment.

All children indicated as school-age in the JFS eligibility system must have a customized schedule.  TAP will no longer automatically deduct six hours (9:00am-3:00pm) each school day.  A customized schedule must be entered to create the 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. We will discuss the start time and end time of customized schedules later in today's webinar.

In addition, customized schedules can be used to deduct hours for children attending other programs such as PreK, Head Start, or extracurricular activities. The purpose of this functionality is to ensure the accurate count of the number of hours the child is receiving Publicly Funded Child Care (PFCC) so that providers are paid correctly.

I am now going to review how to add a customized schedule in KinderConnect.

- Navigate to the Customized Schedule Detail page, from the blue menu at the top of the screen.
- Press New.
- Enter a schedule name. You will need to enter a new customized schedule each school year and for each school that has different hours. We recommend using something like [School Name [ School Year]. An example would be Ohio City Elementary 2019-2020. Ensure the Active box is checked.
- Choose a category. Options include Kindergarten – AM, Kindergarten – PM, Kindergarten – Full Day, School Age – Full Day, Head Start, ECE Program, Early Learning Program, After School Activity, Enrichment Activity, and Other.
  - All school age children must have a customized schedule with a category of Kindergarten AM/PM/Full Day or School Age Full Day. You will not be able to submit attendance without a Kindergarten or School Age category customized schedule.
  - Note that once you save the customized schedule, the category cannot be changed. You can either inactivate or delete the customized schedule and create a new customized schedule with the correct category.
- Enter the start date and end date for the customized schedule.
  - The dates should reflect the start date and end date of the child's school. This is the date range that school hours will be deducted for.
  - If the child's school starts after September 1, enter September 1 as the start date and select School Session Out on the dropdown on the Attendance Details page for any day the child did not attend school.
  - You will create a new customized schedule each school year, so it is important not to use an end date far in the future.
- Enter start times and end times for each day of the week.
  - I entered the In time and Out time for Monday. I will now use the Fill Monday-Friday button to fill in the rest of the week. If the times are different for any day, you can enter the In and Out times individually for each day if needed.
  - The start time should reflect the time the child normally leaves your care, it does not have to be the school start time. For example, if the child gets on a school bus from your care you should enter the normal time the bus picks up the child as the start time.
  - The end time should reflect the time the child normally returns to your care.
  - If you don't watch the child when they leave or return for school, enter the child's actual school start or end time.

- o Remember, these are the hours that will be deducted from your payment for PFCC. The start and end times should reflect the time the child is not normally in your care.
- Next, you will need to assign children to the customized schedule. Click on a child's name and use the arrow pointing to the right to assign the child to this customized schedule. The double arrow pointing to the right will assign all children to the customized schedule. You can also hold down the Control key while clicking on more than one child name to select, then press the single arrow to assign those particular children to the customized schedule.
  - o If you have selected the category Kindergarten AM/PM/Full Day or School Age Full Day, only school age children will appear in the unassigned box. There is a known issue causing some Kindergarten children to not be listed as school age. You can simply click on the Filter button and click Pre School. Press OK and these children should appear. You can now assign the customized schedule to these children.
  - o If you assigned the wrong child, you can click on the child's name in the Assigned box and press the arrow pointing to the left to unassign the child. The double arrow pointing to the left will unassign all children currently in the Assigned box.
- Once you have finished the changes you needed to make press save.
- You will need to enter a reason for adding or changing the customized schedule. Type the reason and press OK. The customized schedule has been saved.
- Press History to see a summary of all changes made to the customized schedule. You can see who added or modified the record and the date and time when it was done, in addition to the reason. Press close to exit the history.

## 2.8  Searching and Exporting Customized Schedules

You can search for your customized schedules by navigating to Customized Schedule Search.
- Enter your search parameters. You can search by:
  - o Customized Schedule Name
  - o Category
  - o Start Date
  - o End Date
  - o Status (Active or Inactive)
  - o School (School or Non-School)
- I will do a wide-open search which means I will not enter any search criteria we will just Press Search.
- The search results display at the bottom of the screen.
- Click on the Customized Schedule Name to open the selected Customized Schedule record. You can make changes to the customized schedule if needed.

- Let's go back to the search page. Press export generate an Excel report. A pop-up message will appear asking if you want to include child names in your report. Press yes or no depending on what you wish to show.
- The file will now generate. On my computer it starts downloading automatically in the bottom left corner your browser may be different. It may ask you to Open or Save it, select open. And you should see the spreadsheet start downloading. Once it finishes downloading click on it to open it.
- From here you can save or print the file if needed. Close when you are finished.

## 2.9   Caretakers/Sponsors

Next, we will review Caretakers/Sponsors. For more information, view the Adding Sponsors and Searching Sponsors QRCs. Available on the info site.

- A sponsor is a primary or secondary caretaker or any other person authorized to check a child in or out of care. This could be a parent/neighbor/family friend/older sibling, etc.
- A primary and secondary caretaker are types of sponsors for Publicly Funded Child Care (PFCC) cases. All primary caretakers will automatically be added to KinderConnect from an interface with the ODJFS eligibility system.  Caretaker information will not include a phone number. You are required to add all caretaker phone numbers. You will need to add the names and phone numbers of any additional sponsors besides the primary ones in KinderConnect before they can check children in and out of care using one of the TAP tools.
  - From the Navigation Menu at the top of the screen click *Sponsor,* then click *Search*.
  - Ensure all fields are blank by selecting the *Clear* button, then press Search
  - This will return all sponsors already in your system
- Click on a sponsor's name to display the sponsor detail page. Enter the phone number that the sponsor wants to use to sign in and out every day.and press the save button.
- Continue adding phone numbers for all sponsors.
- In addition to primary and secondary caretakers of PFCC cases, you will need to add names and phone numbers of all sponsors the primary caretaker has authorized to check their children in and out of care.
- From the Navigation Menu click *Sponsors,* then *Detail* *in the drop-down meu that appears*, then *New*.
- Add all required information as marked by red asterisk (*). A phone number is required for the sponsor to be able to check children in and out of care using the TAP tools.
  - Enter the sponsors First Name.
  - Enter the sponsors Last Name.
  - Select the Sponsor Type.
  - Enter the Phone Number.
  - The region will automatically be set to Ohio.
  - Click *Add Children*.
  - Search for the children to whom the sponsor is associated. You can enter the first or last name of the child, then click *Search*.

- o To view all children in your program, leave all the fields blank and click ***Search***.
- o When you see the results click the check box next to all the children you wish to add to this sponsor.
- o Click ***OK***.
- o Click and select the ***Relationship to Child*** from the drop-down menu for the child that was added.
- o Click ***Save***.
- o This will tell the system that this sponsor is responsible for these specific children, and they will be the only ones that they will see when they get to the sign in sign out process.
- • Continue this process to add all sponsors.

## 2.10 Child Search

We will now review how to search for children in KinderConnect. Click on child from the menu that runs across the top of the screen, then click on search from the drop-down menu that appears.

- • Enter the desired search criteria.
  - o First and Last name of the child.
  - o Child Identification Number or CIN.
  - o Child's Phone Number.
  - o Schedule Date. This field will restrict your search to children who have an authorization on the selected day. This field always defaults to the current day, but it can be either deleted or modified. This includes a PFCC authorization and a private pay schedule. I will leave this field set to the default date.
  - o Region.
  - o Case Number.
  - o Customized Category. This will search for children with certain types of customized schedules assigned. Such as:
    - ▪ After School Activity.
    - ▪ Early Learning Program.
    - ▪ ECE Program.
    - ▪ Enrichment Activity.
    - ▪ Head Start.
    - ▪ Kindergarten AM (School).
    - ▪ Kindergarten Full Day (School).
    - ▪ Kindergarten PM (School).
    - ▪ Other.
    - ▪ School Age – Full Day (School).
  - o Age Group. The child's age group. You can select one or multiple options.
    - ▪ Infant.
    - ▪ Toddler.
    - ▪ PreSchool.

▪ School Age.

There are several criteria you can use to narrow down your search for a child

- Once you have the set criteria, Press **Search**
- Your search results will display below.
- Click on the child's name to open the Child Detail Page.
- If a Customized Schedule has been assigned to a child, the Customized Schedule name will appear in the Customized Schedule column. Click on the Customized Schedule name to open the Customized Schedule page.

## 2.11 Review PFCC Child Record

You can review a PFCC Child Record by clicking on a PFCC Child's name in the Child Search. On the Child Details page, you can perform various functions.

- Add a picture of the child. This picture will appear beside the child's name on KinderSign.
  - o First, be sure to have a picture of the child saved on your computer.
  - o Press **Upload Picture** Button
  - o Locate the picture on your computer and click on the file.
  - o Press Open.
  - o You can remove the picture by pressing **Delete Picture.**
- Press **Merge** to merge the PFCC child record with a Private Pay child record. We will discuss this later in the webinar.
- Press **Add Customized Schedule** to assign a customized schedule to this child. This button will only appear if customized schedules have been set up and if there are any customized schedules not already assigned to this child.
  - o All available customized schedules will appear in a drop-down menu. Select the customized schedule you wish to assign.
  - o The default start date and end date will be used. You can modify the dates as you wish. Any modifications to the customized schedule on the Child Details page will not impact other children assigned to this customized schedule. It is specific to this child.
  - o The default start time and end time will be populated. You can modify the start and end times as needed.
  - o When all information is correct and complete, press the **Save** button.
- Add a child phone number.
  - o Enter the child's phone number in the Phone Number field.
  - o Press **Save.**
- All other information cannot be modified as it is imported from ODJFS' eligibility system.
  - o If the data is incorrect, you should reach out to your county JFS offices to make corrections.

## 2.12  Private Pay Children

In this next section, we will review options for Private Pay Children. For more information on how to search or add children review the Adding Private Pay Children and Searching Children QRCs on the informational site.

- TAP allows programs to record private pay child attendance. This is optional, except when used to track attendance for a pending PFCC eligibility application. ODJFS cannot see private pay family information and their attendance will never be submitted to ODJFS, however, if a pending application is completed, it will be merged with the application and the attendance will be visible.

- The benefit of adding private pay children is to allow all programs to use the same method for checking in and out and to have attendance reports available for all children in KinderConnect for program use.

- If you have a family with a pending PFCC eligibility application, the child will need to be added as private pay first so that attendance can be tracked during the pending period.

- To add a new child, click *Child* in the navigation menu and then click *Detail* on the drop-down menu that appears, on the Child Detail page select *New*.
  - o  Enter the First name for the child.
  - o  Enter the Last name for the child.
  - o  Enter the Date of birth for the child.
  - o  Click *Add* to create a Non-Subsidized schedule.
  - o  The start and end dates are required.  If the end date is not known, choose a date far in the future. We recommend using the same end date for all children if an end date is not available.
  - o  Click *Save*.
  - o  You can assign a customized schedule to a Private Pay child. This is done the same way we assigned a customized schedule to a child receiving PFCC benefits as demonstrated earlier in this webinar.

- Adding Sponsors for a private pay child is done the same as adding sponsors for a child receiving PFCC care.
  - o  From the Navigation Menu at the top of the screen click *Sponsor*, then click on *Detail* from the drop-down menu that appears, then click *New*. Fill in all the fields with the red asterisk (*)
    - Enter the sponsor First name.
    - Enter the sponsor Last name.
    - Select the Sponsor type.
    - Enter the Phone number.
    - The region should automatically be set to Ohio.
    - Click *Add Children* at the bottom of the page.
    - Search for the children to whom the sponsor is associated with. You can do this by entering a first or last name, then click *Search*. To view all children in your program, leave all the fields blank and click *Search*.
    - Select the check box next to all children you wish to add to this sponsor.

- Click *OK*.
- Click and select the appropriate *Relationship to Child* for all children you just added to the sponsor.
- Press *Save*.

## 2.13 Pending Authorizations and Payment after Denial

- If you have a child whose PFCC eligibility application is pending, add the child as a private pay child to track their attendance until the authorization is approved or denied. This information will be sent via an interface with the ODJFS eligibility system.
- Record the attendance normally for the private pay child.
- Once the child is approved for PFCC benefits and is authorized to your program, the private pay attendance can be merged to the PFCC authorization.
- Once the attendance is merged, it can be submitted to ODJFS for payment.
- To merge the child's records:
  - Click *Child Search* to locate both the private pay and PFCC records for the child.
  - Click the PFCC record. Click *Merge*.
  - Choose the private pay child from potential matches, if the child is not listed, click *Show All Children*.
  - Click *Match* beside the name of the private pay child record, then click *Next*.
  - Click *Merge* to merge the two child records together.
  - Review the Attendance Detail screen, you will notice that only one child is now listed. You should also only see one child listed in the search results on the child search screen.
  - For more information on how to Merge, view the Merge QRC available on the informational website.


# 3.   Part 2 – Managing and Submitting Attendance

## 3.1   Attendance Detail

Let's review the attendance detail page.

This is where all the attendance will be available for review. Here, program staff will be able to see the attendance of all children receiving PFCC services, and also be able to see any private pay children added to KinderConnect.

As a program staff, you will be able to enter or change only one of the times in a time pair. A time pair is considered a check in and a check out time. Since program staff are only able to enter or change one of the times in a pair, a caretaker/sponsor must enter at least one in or an out time for each pair, using one of the available tools.

- All times that are entered or modified by program staff must be approved by the primary caretaker. The primary caretaker can do this by logging into KinderConnect on a computer, logging into KinderSign on a tablet or logging into KinderSmart on a smart phone.

- Attendance cannot be submitted until this approval has been completed by the primary caretaker.

Another option for making attendance corrections is to have the sponsor back-date attendance. Attendance can be entered for up to four weeks after the end of the service week.

Next, let's review the attendance on the Attendance detail page.
- A yellow box indicates there is a missing in or out time.
- A red box indicates there is an invalid time. This could happen, for example, if an out time was entered before an in time.

In both cases, these errors must be corrected prior to submitting the attendance.
- A gray box indicates that the child's schedule is not authorized.
- Blue highlighted times indicate that the time has been entered by a sponsor or approved by the primary caretaker.
- A white time box indicates there is a pending time entered by the program that is waiting to be approved by the primary caretaker.
- A grayed out timebox indicates an absent, school out of session or professional development day has been selected. In and out times cannot be entered for these days.
- For more information on the colors on the attendance detail page, please refer to QRC available on the informational site that is titled - Enter Attendance Color Definitions.

## 3.2 Attendance - Submit

To submit attendance, staff need to click *Attendance* in navigation bar at the top of the screen, and then hit the submit option from the drop-down menu that appears.

- Weeks are defined as a seven-day period from 12:00 a.m. Sunday to 11:59 p.m. the following Saturday. At the end of each week, program staff should submit attendance for payment.
  - o Attendance must be complete and accurate before submitting at the end of the week, this includes all pending attendance that must be approved by the primary caretaker prior to submitting.
  - o By submitting the attendance, programs are indicating they have reviewed that week's attendance and all attendance is complete and accurate.
  - o Failing to submit attendance will cause a delay in payment. If programs do not review and submit their attendance weekly all valid time pairs completed using an approved method and/or those edited time pairs with the primary caretaker's approval will be automatically submitted from KinderConnect to ODJFS after the fourth Saturday. Those items waiting for the primary caretaker's approval or those incomplete attendance pairs will not be submitted and therefore will not be paid. If the program has lost contact with the caretaker/sponsor, you must first contact the county agency to end the authorization then contact the CCIDS business unit for potential review of a payment adjustment. So it is important that your times are complete, correct, and are up to date at the end of each week.

On the Attendance Submit page, click the week you would like to submit. This must be a prior week Program staff can start submitting attendance at 12:01 a.m. on Sunday for the previous week. You cannot submit attendance for the current week which starts at 12:00 a.m. on Sunday.

- Once you have located the week for which you are submitting attendance, click **Submit** in the far-left hand column.
- Check one or more children to submit. Remember, if the attendance is not complete or valid, you will not be able to select that child's attendance record to submit. You are also able to check the **Submit** box at the top left-hand corner to choose all children who have a **Ready** status to submit.
- Private pay children will never appear on the submit screen since their attendance is not being submitted for payment to ODJFS.
- Once you have selected the attendance that you are ready to submit, first, press **Save** at the bottom of the pop up and read/agree to the disclaimer. The disclaimer states:

  *Attendance Submittal*

  *1. By submitting this attendance, I confirm that it is complete, true and accurate.*

  *2. I will be responsible for any false, incomplete, misleading or erroneous information submitted.*

  *3. I acknowledge that I will be responsible for full reimbursement of any overpayments that result from the submission of false, incomplete, misleading or erroneous information.*

  *4. I understand and acknowledge that I may be prosecuted under any applicable Federal and State laws for submitting any false claims, statements, documents or for the concealment of material facts.*

- Once you agree with the terms and conditions Click **Submit Attendance** button. The attendance has now been submitted.
- You can validate that your attendance has been submitted by reviewing the submitted and unsubmitted columns on the Attendance Submit page. The number of kids you have submitted should move from the unsubmitted column to the submitted column.

## 3.3  Recalling Attendance

We will review how to recall attendance.

If you realize there is a mistake with attendance after it has been submitted, you can recall the attendance to make a correction. Attendance can only be recalled if it has not yet been processed by ODJFS, which regularly occurs after 12:01 A.M. every Sunday. Once payment has been processed by ODJFS, no modifications can be made, and attendance can no longer be recalled. If attendance has been recalled, program staff have up to four weeks from the end of recall service week to correct and resubmit the recall attendance.

- To recall attendance, click on the attendance option that runs across the top of the screen. Then click on submit. On the attendance submit page, click Recall beside the week of attendance you would like to recall.
  - Choose the child or children for whom corrections should be made.
  - Click **Save**.

- o Return to the Attendance Detail page.
- o Make any necessary corrections.
- o Remember to click *Save*.
- o Then be sure to resubmit the attendance by clicking Attendance from the menu at the top of the screen and then click submit from the drop-down menu that appears.
- o Choose the week you just recalled but instead of clicking recall choose *Submit* in the far left hand column.
- o Choose the child or children that have been recalled and corrected by checking the box on the left-hand side next to their name.
- o Click *Save*.
- o Read and agree to the disclaimer.
- o Then click the Submit **Attendance button** attendance has now been resubmitted.

## 3.4   Program Cases, Payments and Rates

We will now review how to view your cases, payment information and customary rates.

- Click *Provider* in the menu bar at the top of the screen and click *Detail* on the drop-down menu that appears to view details such as your address and telephone number. This information is imported into the system from the information that is in OCLQS.

- To review your payment information, click *Provider* in the menu at the top of the screen and then click *payments* from the drop-down menu that appears. The history of the payments you have received from the ODJFS will display.
  - o Enter a start date and end date for the range of payments you would like to review. These dates are for the service week which is defined as Sunday through Saturday. For example, if you enter November 6, 2019 as the start date and November 18, 2019 as the end date, you will see payments for both the week of November 3, 2019 and November 17, 2019.Click *Search*.
  - o The *Status* column displays the status of the payment and the date that status was updated.
  - o The *Fees* column displays the child's co-pay amount that the program is required to collect.
  - o Under the *Details* column, click *Details* to review additional information, such as the summary of the payment received and PFCC case information for the child.
- In the *Payment Summary* section, you will see a few different rates listed. The *Customary* rate is the rate that you set as a program, the *Ceiling* rate is the payment rate determined by ODJFS in rule 5101:2-16-10 Appendix A of the Ohio Administrative Code. The *Reimbursement* rate is also displayed here, this is the amount that you will receive for PFCC care. The co-pay is the amount the caretaker is responsible to pay directly to you and the *Payment Amount* is the payment you will receive from ODJFS.

- For more information regarding Program Cases, Payments and Rates please refer to the QRC's on the informational website at [www.ohiocctap.info](http://www.ohiocctap.info).

## 3.5   Reports

Under the **Reports** tab, program staff will be able to review various attendance reports., These reports can be printed or downloaded to a computer.

Under the **Reports** tab, program staff will also be able to locate the Tablet Registration QR (Quick Response) code and the Mobile sign-in QR code. A QR code is similar to a bar code. There are two very important QR codes that will be required to set up KinderSign on a tablet and KinderSmart on a smart phone.

To obtain the QR code for the tablet registration:
- Click *Reports* on the menu at the top of the screen, then click on *Reports* from the drop-down menu that appears.
- When you get to the reports page, click the drop-down menu. Then click *KinderSign Tablet Registration Form*.
  - The page will load, now click the *View* button. On my computer reports start downloading automatically. Yours may be different and ask if you want to Open, Save, or Cancel the report. Click *Open.* You will see the report starting to download, click on it to display the report.
- Click *View*. A pop up will display Open, Save, or Cancel. Click *Open*.  On my browser, the PDF report generated is displayed at the bottom left corner of the screen. Your browser may look slightly different. This QR code is for registering the tablet itself.
- This Is the QR code for registering the tablet itself. Scan the QR code directly from your computer screen to your tablet with the tablet camera, or the QR code can be printed and scanned with the tablet camera. After scanning the *KinderSign Tablet Registration Form* you will need to scan the QR code in *Provider Mobile Sign In Sheet* to connect your tablet to your program location.

To obtain the QR code for the *Provider Mobile Sign In Sheet*:
- Click *Reports* under the navigation bar, then *Reports* again from the drop-down menu that appears.
- On the drop-down menu, click *Provider Mobile Sign-in Sheet*.
- Click *View*.
- The page will load, now click the *View* button. On my computer reports start downloading automatically. Yours may be different and ask if you want to Open, Save, or Cancel the report. Click *Open.* You will see the report starting to download, click on it to display the report
  - Scan the QR code directly from the computer to complete registering your tablet. Print this QR code for future check in and check outs using KinderSmart phone app.
  - Your device is now registered.
  - Caretakers/sponsors will scan this code when checking a child in or out using their smart phone.

# 4. **Conclusion**

This concludes our webinar session of KinderConnect. For more information, training materials, webinars, and videos, including how to set up a tablet for KinderSign and use of a phone system called IVR visit the informational site www.ohiocctap.info.

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


Review our other web-based trainings that explain each of the TAP tools. These tools include: KinderSign, KinderSmart and IVR. There is also an overview web-based training that explains how all the tools work together. All of these videos are available at the informational site www.ohiocctap.info.