

# Child Care Time, Attendance & Payment (TAP)

## *Frequently Asked Questions*

*Updated November 28, 2023*

### **1. What is the difference between the terms caretaker and sponsor?**

A caretaker is the parent as defined in policy. Within the TAP system a caretaker is also referred to as a type of sponsor. A sponsor can be a caretaker or any other person the caretaker approves to check their child in and out of care. The program must enter all other sponsors beside the primary caretaker into KinderConnect along with a ten-digit phone number and associate each sponsor to the children the caretaker has approved. The ten-digit phone number must be added on each sponsors page prior to being able to TAP any attendance using KinderSign.

### **2. Who can be a sponsor to check a child in or out of care?**

Each primary caretaker, as identified in the Ohio Department of Children and Youth (DCY) eligibility system, can work with the program to indicate who they will allow to check their child in and out of care. The program must collect the name and ten-digit phone number of each sponsor, enter the name and phone number into KinderConnect and link those sponsors to the children of the caretaker.

### **3. Can a school age child be their own sponsor?**

Policy allows a program to add a school age child as a sponsor to their own case with permission of the caretaker. School age children can check themselves in and out of care and any siblings who are also school age. School age children are not permitted to check siblings in and out of care if they are younger than school age.

### **4. How are children and caretakers/sponsors added to the system?**

Children who receive publicly funded child care services and their primary caretaker will automatically be added through an interface with the DCY eligibility system. Programs only need to add a phone number for each caretaker. All other sponsor's names (those authorized to check children in or out of care) and their phone numbers must be added by the program with the caretaker's approval. See the 'Adding or Editing Telephone Number for Caretaker' QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/>

To Add a sponsor as identified and approved by the primary caretaker, see the 'Adding Caretakers/Sponsors to a Child' QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcs-for-programs/>

**5. How will I receive the tablet and stand?**

Once a program has an authorized publicly funded child the tablet and stand will be shipped via U.S. mail. An adult 18 or older must sign for it.

**6. How many tablets and stands will I receive?**

Each program will receive one tablet and one stand. Programs are eligible to receive one tablet for every 50 children served with a publicly funded child care (PFCC) authorization. To request additional tablets, programs may contact the TAP Support Center at 833-866-1708 and select Option 1.

**7. What if I don't want an DCY tablet?**

If you prefer to use your own device, you can contact the TAP Support Center at 833-866-1708 to request not to receive one from DCY. You can download the KinderSign app on an iPad or Android tablet or the KinderSmart app onto an iPhone or Android smart phone from the Apple App Store or Google Play. If you don't want to have a tablet, you can record children's attendance via an automated phone system. Contact the TAP Support Center for details.

**8. Do I need Wi-Fi to use TAP?**

You need Wi-Fi (wireless internet) to register the tablet when you first receive it, to send attendance, update authorizations and submit attendance for payment in KinderConnect.

- **KinderSign** can be used without a connection, attendance will be stored until the tablet is connected to Wi-Fi. The tablet should be connected to Wi-Fi at least once a week. If the tablet is not ever connected to Wi-Fi attendance stored in the tablet cannot be uploaded and paid. If you do not have Wi-Fi at your place of business, you can use personal or public Wi-Fi.
- **KinderSmart** requires Wi-Fi or cell phone data to send attendance data to KinderConnect.
- **IVR** does not require Wi-Fi, attendance data is be transmitted via the phone line.

**9. A child is incorrectly authorized to my program. How can I remove the child's name and schedule from the Attendance Details page in KinderConnect?**

Programs cannot remove a PFCC authorization from KinderConnect. If a child has an incorrect authorization in KinderConnect, contact your county DCY to request to have the child's authorization corrected or ended.

**10. How do Sponsors enter backdated attendance in KinderSign?**

Backdated attendance can be recorded by sponsors for up to four weeks in the past as long as attendance has not yet been submitted. For more information, see the 'Backdated Attendance Transactions' QRC located at:

<https://ohiocctap.info/caretakers/quickreference-cards-qrcs-for-caretakers-sponsors/kindersign-qrcs-for-caretakers-and-sponsors/>

**11. How do Sponsors reset their PIN in KinderSign?**

After entering their phone number in the upper right-hand corner of the tablet, sponsors can reset their PIN in KinderSign by clicking the 'Gear' icon located next to the instruction line. The sponsor must correctly answer their secret question in order to reset their PIN. For more information, see the 'Resetting Sponsor PIN' QRC located at:

<https://ohiocctap.info/caretakers/quick-reference-cards-qrcs-for-caretakerssponsors/kindersign-qrcs-for-caretakers-and-sponsors/>

**12. Can I use the system to track the attendance of children who don't receive publicly funded child care?**

Yes, programs can use the system to track the attendance of every child under their care. Doing so is optional but highly recommended so all families can use the same method to check children in and out of care. Rest assured that private pay information will not be transmitted to DCY.

**13. Is there information about TAP available to caretakers and parents?**

The following website contains information for caretakers and sponsors:

[ohiocctap.info/caretakers](http://ohiocctap.info/caretakers)

**14. When do I submit attendance?**

The program will be paid on a weekly basis as attendance is submitted or automatically processed. Attendance can be submitted after the end of each week, starting at midnight on Sunday for the previous week. At the end of the fourth week, all matched attendance (attendance with an In and an Out for a day) that has not yet been submitted will automatically be processed, and no further attendance can be added, submitted for payment nor will any payment alert requests be processed for that cycle.

**15. When will I be paid for submitted attendance?**

Attendance will be calculated for payment the Sunday after submission and sent electronically to DCY. DCY will then process issue payment electronically to the program's bank account within 7-10 business days.

**16. How will I be paid if I do not submit attendance?**

Programs that don't submit attendance will be paid following the fourth week after the attendance week. KinderConnect will automatically sweep (process) all unsubmitted, matched attendance after the fourth week and will send to DCY for payment processing. Any unmatched or missing attendance cannot be corrected after the sweep has occurred.

**17. How do I reset a parent phone number who has been locked out of TAP tablet?**

If a parent has been locked out of the tablet, you will need to contact the TAP Support Center. We will need your license number and the name of the sponsor.

**18. How can I tell if attendance has been entered by a caretaker?**

KinderConnect has an attendance screen that is color coded it will display attendance entered by caretakers and sponsors. If attendance is missing, the program should notify the caretaker to back date the missed attendance and enter it. Programs can enter one part of attendance, either the in or the out, not both. Any attendance entered by the program must be approved by the caretaker. For example, if a caretaker forgets to tap their child in, the program can enter this transaction and the caretaker can approve it when they pick their child up that day and tap their child out of care.

**19. Do I have to submit attendance for all children at the same time, or can I submit those that are approved first and pending attendance once it is complete?**

You do not have to submit attendance altogether. You can submit child by child.

**20. I have families that need to approve times that the program has entered, but they don't have the option to approve the times. Why can't the sponsors see pending attendance to approve?**

Only primary caretakers, as identified in the DCY eligibility system, can approve attendance.

**21. School Session Out Days, I service more than one school district, they will have different Break Days. Can I select School Session Out for just the children who are attending my program full time that day and leave the other children to normal after school hours and DCY will just pay us accordingly correct?**

Select School Session Out only for the children that had a school closure. The system will calculate payment for all other school age children with the school deduction.

**22. What does a gray box mean?**

On the Attendance screen, the gray box means that day is not available for attendance because the day has already been paid or it is a date prior to the beginning date of the authorization.

**23. When care is provided while waiting for approval, how do I send billing once child is denied?**

If a child is denied PFCC benefits and the program is eligible for payment, the program will receive an alert that they have a new case. You will be able to merge the private pay child with the denied application for payment. It will appear as an authorization, the authorized period will be from the time of the application was received by the county and include the five days after the denial date.

**24. On the Provider Payments screen, what is "Send Alert" used for?**

If you believe a payment is incorrect, click on the "Send Alert" button next to the payment in question and the DCY Business Unit will received a request to review the payment. After clicking on the "Send Alert" button, you will have the opportunity to explain why you believe the payment is in error and be sure to include the child's name, service week, and your program ID. Refer to question #25 below.

**25. Where is the payment ID?**

The payment ID is in left hand column of the payment page. It is the first column of information.

**26. I believe something was calculated incorrectly with my payment. How do I correct the payment?**

Locate the payment on the Provider Payments page in KinderConnect and press 'Send Alert' next to the payment in question. Type a detailed message explaining why you believe the payment is in error and be sure to include the child's name, service week, and your program ID, then click 'Send.' Refer to the 'Sending a Payment Alert for Paid Payments' QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrcprogram/kinderconnect-qrcs-for-programs/>

**27. I found a mistake after I submitted my attendance. How can I correct the mistake?**

Attendance can be recalled if it has not yet been processed (Paid) by DCY. Attendance is always processed at midnight on the Sunday after attendance is submitted. Once attendance has been recalled, you can make the necessary corrections and re-submit the revised attendance. See the 'Recall Attendance' QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrc-program/kinderconnect-qrcsfor-programs/>

**28. What if I do not have access to a computer?**

Programs currently are required to access a computer for licensing tasks, Step Up To Quality tasks and attendance tasks. This continues to be a requirement. Programs may be accessing a computer at their home or other location. KinderSign will work off-line by storing the attendance data until it is linked to the internet via Wi-Fi. If this is how a program chooses to use KinderSign, it is recommended that KinderSign is linked to the internet at least weekly.

**29. What if there is an attendance error?**

Programs will use KinderConnect to view and manage attendance information. Program staff can void attendance entered if it is incorrect and notify the caretaker to re-enter the correct attendance. Program staff can enter one part of attendance, either the In or the Out, but not both. The primary caretaker must approve any attendance entered by the program using KinderSign or KinderConnect.

**30. How do I validate attendance?**

Programs will use KinderConnect to view and manage attendance information.

**31. How do I show an absent day?**

KinderConnect has a drop-down menu that allows programs to click and indicate an absent day for a child. Both program staff and caretakers will have the ability to view how many absent days were recorded for a child and how many of the ten absent days allowed remain. Only programs will be able to enter an absent day.

**32. Can my staff access KinderConnect?**

Yes, there is no limit to the number of operators a Program System Owner can add to KinderConnect. See the ‘Operator Search’ QRC located at:  
<https://ohiocctap.info/programs/quick-reference-cardsqrc-program/kinderconnect-qrcsfor-programs/>

See the ‘Adding Operator’ QRC: <https://ohiocctapinfo.files.wordpress.com/2018/12/KC-QRCOperator-Add-and-Account-OH-1218.pdf>

Note: Programs do not need to set up an account for caretakers or sponsors in Kinder Connect and should never give caretakers or sponsors the role of Program System Owner.

**33. Can I link multiple programs to a single operator account in KinderConnect?**

Yes. First, you should complete the self-registration process for one of your programs. Next, contact the TAP Support Center at 833-366-1708 and request to have your

additional programs linked to your username. You will need to provide the support center with the program phone number, program email address, CCP Number and Program Number for each site.

**34. How do I track overnight care?**

Update your Program detail with the Overnight flag. See ‘Overnight Care’ QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrcprogram/kinderconnectqrcs-for-programs/>

**35. Is it possible to add a child's picture in the circle next to where the parent would tap them in or out?**

Program staff can upload a photo on the Child Page using KinderConnect. The picture will display in KinderSign upon successful login. Pictures of sponsors can also be uploaded in KinderConnect and they will also display in KinderSign.

**36. If a school age child in my care receives care before and after school, do I need to check the child out to go to school and back in once the child returns from school?**

No, school hours will automatically be deducted from the attendance. [School](#) hours set up in the Customized Schedule will be deducted from the hours entered for the day. The program must enter the customized schedule and it should reflect the time the child leaves the program’s care and the time when they arrive back into the program’s care.

**37. When a school has an early dismissal (not a non-school day, just lets out early) or their school normally lets out earlier than the hours in the child’s school customized schedule, can the time be adjusted in the TAP system and not have the six hours deducted, or does that have to be done via a payment alert correction if their total weekly attendance would change the reimbursement?**

You can select School Out of Session from the drop-down and have the sponsor or caretaker check the in and out when they arrived and left care. Using the School Out of Session drop-down ignores the school customized schedule hours for that day.

**38. How do I prevent the school hours from being deducted?**

There is a ‘School Out of Session’ option available for each attendance day in the dropdown menu for programs to use for school age children who are in care all day, on a regularly scheduled school day, due to a school break, holiday, calamity day, teacher inservice day or district-wide school event. The button should not be used when a school age child is sick, expelled or for some other behavior/family related reason not attending school; this would be a private pay matter between the program and the caretaker.

**39. How do I update my IVR phone number?**

Your IVR phone number will default to the phone number from OCLQS. If you need to update the IVR phone number, you will need to contact the TAP Support Center at 833-866-1708. All IVR phone number changes are recorded in the history. To check your IVR phone number, see the ‘Provider Setup (KinderConnect) QRC located at: <https://ohiocctap.info/programs/quick-reference-cards-qrcprogram/interactive-voiceresponse-qrcs-for-programs/>

**40. I provide transportation - can the tablet be taken with me?**

Yes – the tablet works in off-line mode when WiFi is not available. Any attendance tracked while in off-line mode will be automatically uploaded when the tablet is again connected to WiFi.

**41. What is the purpose of a Customized Schedule?**

**School-Age Children:** All children indicated as school-age in the DCY 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.

**42. Do I need to add a Customized Schedule for children only attending child care while caretakers work 2<sup>nd</sup> or 3<sup>rd</sup> shift, or only on weekends and holidays?**

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.

**43. What times should I use for Customized Schedule Start Time and End Time?**

Enter the Start Time of the Customized Schedule to when the children leave your care and the End Time to when they arrive back into your care. Enter the school hours that should be deducted because you are not caring for the child.



**44. 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.

**45. 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.

**46. A child is incorrectly showing as Pre-School or School age. How can I correct this?**

The primary caretaker should reach out to the county DCY to correct the issue. The county should correct this within five (5) business days. If the issue has not been resolved in a reasonable time, you can contact the DCY Business Unit at 1-877-302-2347, option 1.