



## Overview

In April of 2024, Child Care Aware of America released the Electronic Attendance System (EAS) to a cohort of MCCYN providers. The goal of the EAS is to streamline the attendance approval process for providers and families to enable faster and more accurate payments.

Nearly six months after our first release, we have gathered common questions and issues reported by our valued providers into one, cohesive Frequently Asked Questions guide. We ask that you please review the guidance below and use this as a resource across your administrative team to support your experience in utilizing the EAS.

As we continue to receive questions from providers, we will update this document to offer tips, clarity and support for EAS. Questions or issues not addressed in this FAQ should be directed to our EAS email address. Please email [EAS@usa.childcareaware.org](mailto:EAS@usa.childcareaware.org) and include your Provider ID, Provider Name, Site Location (if multi-center organization) and a screenshot (if relevant) of the issue you are experiencing.

Thank you, thank you, for your continued support and leadership in providing quality care and education to our families.

## Frequently Asked Questions:

### **1. I never received an email with a link to my Electronic Attendance Sheets (EAS). What do I do?**

EAS links are emailed to providers and families on the 25<sup>th</sup> of each month. . EAS emails will display in your inbox as coming from **CCAoA Electronic Attendance**. Please take a moment to update your email settings to accept [no\\_reply@americasteamforchildcare.org](mailto:no_reply@americasteamforchildcare.org) as a recognized sender so that you receive timely notifications for all military fee assistance attendance needs. We are hopeful this will minimize confusion amongst providers when receiving the attendance request. If you received your approval after the 25<sup>th</sup> and/or cannot locate your email with the EAS link, you can request the link to be resent to you using the [link generator](#) here:

<https://attendance.americasteamforchildcare.org/>

*Helpful hint: The link for your electronic attendance sheet will be the same each month. You can bookmark your link your web browser for easy access.*

The EAS email is sent to the email address we (CCAoA) have on file. If you need to make an update, our Provider Services team can help. You will need to submit the [Provider Change of Information Form](#) to [providerservices@usa.childcareaware.org](mailto:providerservices@usa.childcareaware.org).

Please note: EAS only generates for MCCYN approved providers with active children in their care. If you do not have any children with active certificates for monthly fee assistance in your care, you will not receive the EAS link. Check the certificates for the children in your care to determine if they

have an active certificate for monthly fee assistance for the time period requested. (see #2 for more info)

If your email on file is current, the certificate for monthly fee assistance is current and if you are not able to locate the EAS email in your spam/junk or deleted emails, please contact us at [eas@usa.childcareaware.org](mailto:eas@usa.childcareaware.org).

## **2. There are children/families missing from my EAS. What do I do?**

A: Electronic attendance sheets are only available for families/children with active certificate approvals for monthly assistance enrolled in the MCCYN or MCCYN+ programs. For electronic attendance sheets to be made available to a provider for approval, a family must have an active or updated certificate approval covering the period of service requested.

Possible scenarios:

- Child's certificate ended and has not yet been processed/approved for extension
  - Action: Reference the notes section of the child's approval certificate for instructions on how to continue subsidy beyond the indicated certificate end date. Once the child/family is approved, the electronic attendance sheet will be made available on the provider's dashboard.
- Child's certificate was for \$0 rather than monthly fee assistance
  - Action: Families and providers can reference the approval amount on the certificate to determine if monthly fee assistance was approved.

## **3. I don't see a way to enter the child's actual days of attendance on the attendance sheet. Where should I look for this?**

A. When you open up a child's electronic attendance sheet, the system asks, "Did child receive care for the entire month?" If you select "Yes" then it will move along to the next question. However, if you select "No," it will then display a calendar where you can de-select any day that the child did not attend or change the attendance as needed.

## **4. When I try to enter attendance for a child, I can only select or deselect days up to a certain date (the whole month is not available to record attendance). Why is that?**

A. If a child's approval certificate ends before the end of the month (even if they have another certificate covering the remainder of the month), the electronic attendance sheet will only display the days that are approved in that certificate.

- For example, if a child's certificate ends on the 5<sup>th</sup> of the month, only the 1<sup>st</sup> through the 5<sup>th</sup> will be available for you to mark attendance or absences.

Beginning 8/21/24, the approval certificate start and end dates for a child will display on the individual child record within EAS. This offers our valued providers increased visibility into the anticipated expiration of a child's approval certificate with the military fee assistance program.

If a child has a new certificate following the one that ends during the month, you will have more than one attendance sheet to complete for the child. The subsequent attendance sheet will cover the dates on the following certificate.

- Example: If a child's certificate ends on the 10<sup>th</sup> due to a rate change, and then the next certificate is for the remainder of the month with the new rate, you will have two electronic attendance sheets to complete for that child – one for the 1<sup>st</sup> through the 10<sup>th</sup> and a second for the 11<sup>th</sup> through the end of the month.

If a child does NOT have a new certificate following the one that ends during the month, you may complete the attendance through the end of the current certificate. Check the "Notes" section of the child's approval certificate for information on what is needed to review for eligibility beyond that date. If/When a child receives an extended or updated approval certificate, an electronic attendance sheet will be made available to you at that time so that you can complete the attendance for the month.

**5. Why is there a certificate row in red at the top of a child's electronic attendance sheet?**

A. A certificate will appear in **red** if it is the child's final certificate and will end within 45 days of today's date. Families nearing their certificate expiration can reference the "Notes" box of the approval certificate received via email for information on what to submit for review of eligibility beyond the certificate end date. If you are unable to determine what is needed, please contact us or have the family contact us at (800) 424-2246 for further assistance. (Note that we can only discuss details of a family's account with the family.)

**6. I'm seeing multiple, duplicative rows of attendance for families who have already approved their attendance. What do I do?**

A: No additional action needs to be taken if the attendance has already been approved by the family and there are no concerns with the data.

Duplicate rows should not appear. If you are experiencing this, please send a screenshot with your Provider ID, Provider Name and location (site) to the EAS email box ([eas@usa.childcareaware.org](mailto:eas@usa.childcareaware.org)) for review with our technical team.

**7. I made a mistake when entering the attendance. How can I correct the data before payment is made?**

A: If the family has not yet approved the attendance, you can ask them to 'reject' it. This will then trigger a process for you to correct the data and send it back to the family without requiring CCAoA intervention or support.

If a family has already approved the attendance and you believe your error would result in possible errors in payment, please contact the CCAoA Payments Team at [paymentdept@usa.childcareaware.org](mailto:paymentdept@usa.childcareaware.org).

**8. I already submitted my paper attendance sheets via email. Is there anything else I must do?**

A: If you have already submitted your paper attendance sheet, there is no further action needed by you. That said, we highly encourage all our providers to utilize the EAS to streamline the process and prepare for a future state when these (paper attendance sheets) will no longer be accepted by CCAoA.

**9. I'm happy using the paper attendance sheets. Do I have to use EAS?**

A: CCAoA will be phasing out paper attendance sheets in the near future. At that time, only electronic attendance sheets will be accepted. We encourage all providers and families to begin using the EAS system as soon as possible to ensure that you are familiar with the process before the phase-out.

**10. When will CCAoA stop accepting paper attendance sheets?**

A: We have not yet set a date to discontinue paper attendance sheets. Your feedback and utilization of the system is providing our team with excellent data on ways we can further enhance the software to meet your business needs. Providers will be given at least 30 days' notice if/when we begin to phase out the use of paper attendance sheets.