



March 26, 2021

Dear Child Care Provider:

We are notifying you that as of March 31, 2021, use of the Child Care Automated Attendance (CCAA) system will end. Point of Service (POS) devices and attendance reporting via an 800-number using Interactive Voice Response (IVR) will no longer be required for attendance reporting as of April 1, 2021.

Conduent, the company that provides the POS devices, will be in contact with instructions on how to return the devices. Any questions about the POS devices should be directed to Conduent at (866) 320-8720.

Important Information:

- POS devices should be removed at the close of business on March 31, 2021.
- Parents and caregivers will still follow their child care providers' sign-in or attendance reporting process.
- CCAA swipe cards can be disposed of and will no longer be necessary as of April 1, 2021.
- Child care providers will now report a child as absent when the child has five consecutive days of absences.
 - Example: A child is absent Thursday and Friday of one week and then Monday, Tuesday, and Wednesday of the next week. This means this child has five consecutive days of absences.
- Each provider report will count toward the child's 40 absence limit:
 - five consecutive day absences = one provider report
 - eight provider reports = 40 absence limit
- Child care terminations will still occur when a child has eight provider reports.
- Any questions about the POS devices should be directed to Conduent at (866) 320-8720.

If you have questions about this change, please contact:

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