



Office of Early Childhood &
Out-of-School Learning

Pay-by-Enrollment

Indiana's Shift to Enrollment-Based Child Care Voucher Payments

May 2024

Hosted by SPARK Learning Lab

Today's Agenda:

- Current Voucher Payment Model and the Opportunity
- Benefits for Families and Providers
- System Changes
- Implementation Timeline
- Pay-by-Enrollment and CCMS
- How Providers Can Prepare
- Questions and Resources



The Opportunity

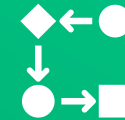
- Indiana is committed to ensuring that all children have access to early learning opportunities to prepare them with the skills required to thrive in kindergarten and beyond.
- The Office of Early Childhood and Out-of-School Learning (OECOSL) is focused on addressing key issues preventing early learning program's growth and sustainability.
- This includes making changes to child care voucher reimbursement policies to be based on enrollment versus the current attendance-based model.



The Current Voucher Payment Model

- CCDF and On My Way Pre-K families record attendance through swipe cards. Eligible families are issued cards and providers are issued point-of-service (POS) machines which the cards are swiped on to “clock in” and “clock out” a child each day.
- Swipes are captured by the state recordkeeping system and used to calculate voucher payments. If payments are missed, parents and providers must work together to enter late attendance (i.e., back swipes).
- This current model creates several challenges for both families and providers.

Key Challenges



Process burdens



Delayed or missed provider payments



Display of public support

Moving to an Enrollment-based Model

- To address these issues and provide an enhanced service experience for both families and providers, Indiana is making a shift from attendance-based to enrollment-based payment for child care vouchers.
- Instead of tracking daily attendance, OECOSL will assume all children are present full-time unless a provider marks them absent. This change will reduce daily burdens for families, strengthen payment practices for providers and, ultimately, make it easier for providers and families to successfully participate in the voucher program.
- Providers will be responsible for tracking attendance internally and recording child absences every two weeks in a new provider portal, which will replace the current EPPIC system.



Enrollment-based Model

For Families:



Creates a modernized service experience for families.



Reduces hassles related to daily and missed swipes.



Facilitates expanded access and choice as more providers are likely to participate in the voucher program based on these critical updates.

For Early Learning Providers



Provides a modern experience for providers.



Streamlines administrative burdens by eliminating the need to manage daily swipes and making reporting easier.



Creates greater financial stability for child care programs.



How Will Providers Submit Attendance Data with Pay by Enrollment?

- Providers will use the new portal to enter and manage absences, off days, paid and non-paid closures, and view voucher and past absence data for the children on their rosters. The portal is also how providers will connect to Rapid Financial Systems (RFS), OECOSL's new payment vendor.
- Providers can choose to submit attendance and absence data using the online portal or using one of the state-preferred CCMS vendors.
- Providers are still required to keep their back-up attendance method (e.g., CCMS, electronic tracking, paper attendance) for licensing and auditing purposes.
- Auditors for the state will monitor attendance data submitted through the new provider portal. Providers who do not report any absences for all children in care for three (3) consecutive months will automatically be subject to audit.

CHILD CARE VOUCHER PROGRAM - PROVIDER PORTAL

Service Period 10/22/2023 - 11/04/2023, due on 11/19/2023. Please enter and review absences for this service period and submit.

- Home
- Closures
- My Vouchers
- Provider Search

ABSENCES

Provider: 111-1111

Legal Name: vurvuru duu Murkul

Facility Name: Shanon's Super Kids

Facility Type: Licensed Home

County: Blackford

Reminder: Please contact the Eligibility Office at amassey@FireflyIN.org if a child on your roster is no longer attending.

Service Period: 05/05/2024-05/18/2024

Status: Open

Last Updated Date/Time: 04/09/2024 05:37:27 PM

Submission Date/Time:

| Student Name | Sun 5/5 | Mon 5/6 | Tue 5/7 | Wed 5/8 | Thu 5/9 | Fri 5/10 | Sat 5/11 | Sun 5/12 | Mon 5/13 | Tue 5/14 | Wed 5/15 | Thu 5/16 | Fri 5/17 | Sat 5/18 |
|--|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 3/4/5 years old | | | | | | | | | | | | | | |
| Ktng, Hurrstn (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| yuuvur, vuntluy (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| School Age | | | | | | | | | | | | | | |
| Hull, ult (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| Lttzuu, ulltttt (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| mumtuz, Juydun (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| Murray, Zuru (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| vtnuytt, Lulund (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |
| vtnuivtt, vuntluy (CCDF) | OD | P | P | P | P | P | OD | OD | P | P | P | P | P | OD |



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Excessive Absence Policy

- Prioritizing children's early learning and development, the new enrollment-based model decreases process burdens for families, while also increasing attendance expectations.
- Absences will be tracked against an excessive absence policy that states that if a child reaches 45 absences within an enrollment year, across all providers they attend, their vouchers will be terminated.
- Warning letters will be issued to families and providers at 10, 20, 30 and 40 days with a letter terminating vouchers at 45 days.



Opportunity for Providers to Access to a CCMS

- CCMS supports programs in automating business tasks. This includes simplified enrollment, attendance tracking, billing, classroom management, records and family communication.
- Only until July 15, providers can apply for a state preferred CCMS for free for up to two years, with the option to continue at state pricing for an additional two years.
- Providers can choose between three CCMS vendors: Alliance CORE powered by Early Learning Ventures, brightwheel and Playground.

Alliance CORE

by



Reducing Administrative Burdens for Providers

- Additionally, OECOSL is introducing a data bridge (an API) to allow child care providers who are using preferred child care management systems to connect to the state system and easily transmit attendance data for voucher children.
- Providers who use one of these systems will no longer have to duplicate attendance entries into the provider portal.
- Providers can choose to use other CCMS systems, but will still have to provide absence data in the provider portal every two (2) weeks.

Alliance CORE
by



API stands for Application Programming Interface. APIs allow different software applications to communicate with each other.

How Will the API Work for Providers to Transmit Attendance Data?

Alliance CORE
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Provider's track enrollment in supported CCMS

Data Bridge transfers enrollment data between systems

State system records enrollment data and pays provider



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FAQs Related to the System Change

Are providers required to use different systems?

OECOSL will replace the current payment vendor, Conduent, and will switch to a new payment vendor, Rapid Financial Systems (RFS) as well as a new Provider Portal. Providers will no longer have to maintain a POS device or have a landline phone system, but will still be required to track and maintain attendance records in the provider portal.

What technology is required?

For the best experience, providers will need an up-to-date computer with an internet connection and access to frequently used browsers such as Chrome, Firefox, Edge or Safari to record absences. Alternatively, a mobile device can be used if it is up to date and using the default browser for that phone (e.g., Safari for an iPhone).

Will payment schedules change with the enrollment-based model?

Providers will continue to be paid every two (2) weeks on the same week with the new payment vendor, but payments will change from Wednesday to Thursday.

The Process to Move to Enrollment-based Voucher Payments

- To support this change, OECOSL is moving to a new provider portal and payment vendor this summer.
- This system change will require action from both families and providers, including before, during and after system change.
- We encourage you to begin preparing for these changes using the information provided today and resources available at <https://on.in.gov/vouchers>



This webinar is being recorded. The link will be shared by email and in the Monday Must-Know.



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Provider Expectations Before, During and After New System Go-Live



Now – End of June

Prepare

- Learn about the change
- Close out late attendance records
- Ensure staff rosters and program contacts are updated in I-LEAD
- Clean up child rosters, including identifying and removing non-attending children
- Support family communications

Mid-July

New System Go-Live

- Log in to new provider portal
- Register with new payment portal
- Enter banking information
- Facilitate family registration and case linking
- Enter holidays, paid closures and non-paid closures
- Final call for late attendance records

Late July

Post Go-Live

- Last chance to submit late attendance records
- Submit first period attendance records
- Check and confirm payments
- Return or recycle POS machines
- Begin connecting to API (if using eligible CCMS)

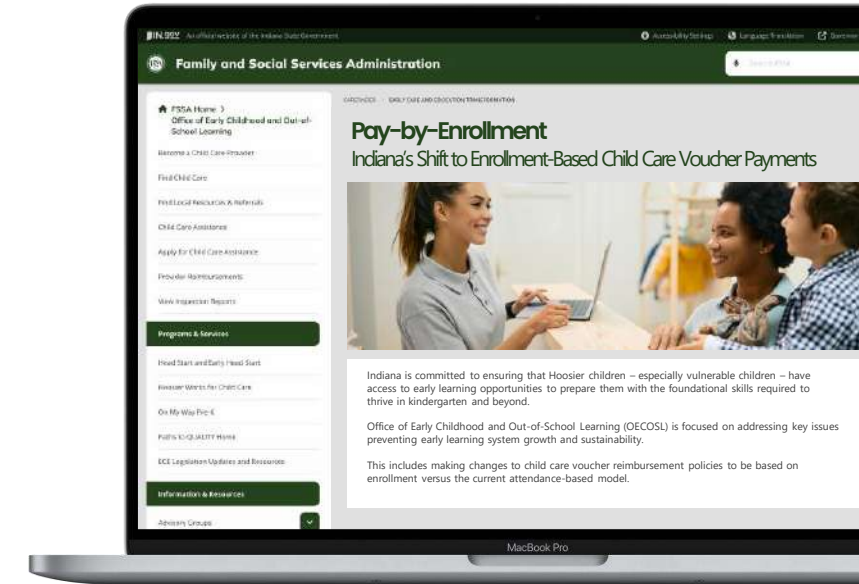


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What Providers Need to Do ASAP

- Log in to the provider portal and confirm your child rosters are up to date.
- Notify your eligibility to including identifying and removing non-attending children.
- Work with families to complete and approve late attendance entries.
- Visit <https://on.in.gov/vouchers> to learn more about this change and access helpful resources and frequently asked questions.



What Families Can Expect

- Families will be notified by OECOSL of the change in the coming days. Communications will encourage families to work with providers to address any missed swipes **before July 25**.
- When the system launches, families will receive a letter in the mail with instructions for how to activate their new portal account.
- Because families will no longer be required to take action on daily attendance, their portal view will contain read-only information.



FAQs for families related to this change are posted at <https://on.in.gov/vouchers>

Save The Date

OECOSL will be hosting additional webinars to ensure providers are fully prepared for the new system change, as well as for broader legislative changes happening within the early child care and learning system.

Save the Date

June 25th (English)/ June 27th (Spanish)

July 15th (English)/ July 16th (Spanish)



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Find Support

- For all general questions, contact the SPARK Help Desk at 800-299-1627
- For support with late attendance or missing payments, contact your Policy Consultant at https://www.in.gov/fssa/carefinder/files/CDF_Consultant_Policy_map.pdf
- To clean up your roster, contact your Eligibility Office at <https://brighterfuturesindiana.org/earlyed/contact-your-local-eligibility-office>



Thank you for your time and participation today. Please visit <https://on.in.gov/vouchers> to learn more about pay-by-enrollment and to access additional resources and frequently asked questions.



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