

## TOTS Interactive Voice Response (IVR) September 2020

COVID-19 has made it necessary for LDOE to adjust the attendance tracking process for child care. The attendance tracking processes should conform to the health and safety guidelines set forth by state and federal health authorities.

- Effective September 21, 2020, LDOE will utilize an Interactive Voice Response (IVR) telephone system to record attendance for all child care types. This is a temporary measure that will be used until it is safe to return to using the TOTS machines.
- During the Month of October 2020, LDOE will gather data regarding the proper use of the IVR and provide guidance to providers and families, as necessary.
- Effective November 1, 2020, ALL provider types will be required to use the IVR or TOTS machines to record attendance for CCAP children. Providers who are currently allowing use of the TOTS machines, within the safety protocols, may continue to do so. However, providers should not allow the use of both types of check in/out processes.
- Household designees will check children in and out by telephone by calling TOTS Tracking of Time Services at 1-888-281-1093 and following the call flow listed on the attached TIP Card.
- All transactions for check in and out will be recorded in TOTS.

### TOTS Quick Check-In/Out Instruction Card

---

**Step 1:** A Parent or Household designee must call in to record a child's attendance using the TOTS toll free number.

**Step 2:** Dial the TOTS telephone number 1-888-281-1093.

**Step 3:** Select Spanish or English.

**Step 4:** Enter your 11-Digit Time and Attendance Number.

**Step 5:** Enter the 3-digit person number of the household designee checking the child in/out.

**Step 6:** Enter your child's 2-digit Child Number.

**Step 7:** If your child currently has more than one authorized provider, you will be prompted to select the provider furnishing care. Follow the prompts for the provider name choices given.

**Step 8:** Select **one** of the four attendance options:

- Check In
- Check Out
- Previous Check In
- Previous Check Out

**Step 9:** Repeat Steps 6-8 for each child.

**Step 10:** Follow the prompts in the automated phone system.