

TIP CARD FOR LOUISIANA'S TRACKING OF TIME SERVICES – TOTS USING 1-888-281-1093

Keep these instructions for reference later

You are receiving this Tips for TOTS notice because you have one or more children who are authorized for the Child Care Assistance Program.

A Parent or Household Designee will be required to report the child's attendance by calling the TOTS toll free number and following these simple steps:

HOW TO REPORT YOUR CHILD'S DAILY ATTENDANCE FOR CHILD CARE:

- Step 1** A Parent or Household Designee must call in 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.
- 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

CORRECTING ATTENDANCE ERRORS

If attendance is recorded incorrectly, your Provider has the ability to void a transaction. Please talk with the Provider directly about correcting any errors. All errors must be corrected within a 7 day period.

OTHER IMPORTANT INFORMATION

- The Parent may authorize up to 3 additional Household Designees to call in your child's attendance using the Toll Free number. To add these additional adults, you will need to contact LDE at 1-877-453-2721 or LDECCAP@la.gov.
- Parents may not select their child's Provider as one of the authorized Household Designees to report the child's attendance.
- If you have questions about your case you will need to contact LDE.
- When the void feature is used through the IVR, it automatically voids all check-ins and check-outs logged for the date entered. If the void feature is used, the parent needs to re-enter any transactions for that day, even for a transaction that was originally correct.



PREVIOUS CHECK IN AND PREVIOUS CHECK OUT

This feature is provided so you may record attendance for a prior day or time. For example, if you were unable to record attendance on Monday, you can record the attendance on Tuesday by selecting the Previous Check In option to record the date and time you dropped off the child.

You must also record when the child left child care by choosing the Previous Check Out option and recording the date and time the child left child care. Previous Check In and Previous Check Out can be used for up to 7 days in the past (current day plus 6 previous days).

Cut along the perforated line and keep these simple Tips for TOTS in your purse or wallet:

Wallet Card

Write your child numbers here

Time & Attendance Number/ Hora y número de asistencia	Person Number/ Número de Persona
Child's Name/ Nombre del niño	

Reporting Attendance

Using the Toll Free Number- Call 1-888-281-1093

1. A Parent or Household Designee must call in attendance using the TOTS toll free number.
2. Dial the TOTS number 1-888-281-1093
3. Select Spanish or English
4. Enter your 11-Digit Time and Attendance Number
5. Enter the 3-digit person number of the household designee.
6. Enter your child's 2-digit Child Number
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.
8. Select one of the four attendance options:
 - Check In
 - Check-Out
 - Previous Check-In
 - Previous Check-Out
9. Repeat steps 6-8 for each child
- 10.

