

**Manual Attendance Process for 5 Consecutive Absences**

**Financial Aid Payment Office (FAPO)**

* Vendors send the 5 consecutive absences to FAPO using the Vendor Portal.
* AP staff will retrieve the submitted absences from FACS
* AP staff will enter the absences, changing Z to A, in TWIST once the timeframe populates (2 weeks). ***FAPO must enter the information by end of day Tuesday.*** 
  + If absences are for the next reporting (payment) week, AP will print report, enter TWIST counselor note, change codes in TWIST when data is available, and close out FACS issue upon completion
* AP staff will enter a TWIST note indicating the date the absences were reported, vendor’s name and license #, child’s name, reason and dates of absences, FACS Issue #, and other pertinent information.

**TWIST Subject Line**: Provider Absence Notice

**Relative Providers**

FAPO will receive attendance reports from relative providers and record days in TWIST:

* + change Z to P for days the child attended.

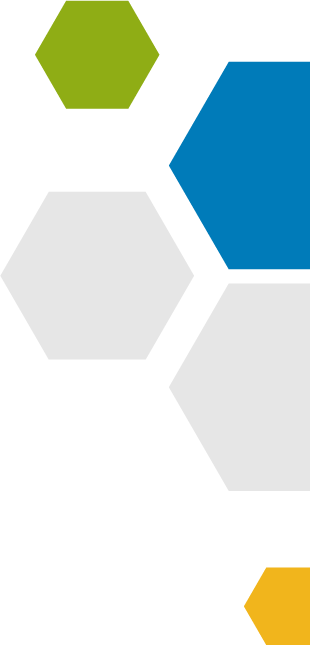
***Only attendance that is marked as a ‘P’ is paid on a referral at a relative child care provider*.**

**Financial Aid Support Center (FASC)**

The FASC will run Report 272 every Wednesday. They will use this report to track the absences and complete the actions as listed below:

* When a customer has 2 provider notices reported (10 consecutive absences), staff will contact the customer to determine if the child was absent due to a documented disability, chronic illness, or court order.
  + If the parent confirms and the documentation maintained ***(disability, chronic illness or court ordered visitation)*** covers the timeframe, staff will adjust absences in increments of 5 on the Attendance tab in TWIST. ***If one day of the 5 days is removed, all 5 days must not be counted.***
  + If the child was absent for other reasons, remind the parent of the attendance policy.
  + Document in TWIST the conversation with the parent, why the absences were removed and/or why the absences remain (template).

**TWIST Subject Line:** Attendance Reviewed ***(for instances without adjustments)***

Attendance Reviewed – ADJ ***(for instances with adjustments)***

* For customers at 3 provider notices (15 consecutive absences), staff will contact the customer to determine if the child was absent due to a documented disability, chronic illness, or court order.
  + If the parent confirms and the documentation maintained ***(disability, chronic illness or court ordered visitation)*** covers the timeframe, staff will adjust absences in increments of 5 on the Attendance tab in TWIST. ***If one day of the 5 days is removed, all 5 days must not be counted*.**
  + If the child was absent for other reasons, remind the parent of the attendance policy and send ***‘Absence Letter 1st Notice’***. Store the notice in DocuWare.
  + Document in TWIST the conversation with the parent, why the absences were removed and/or why the absences remain.

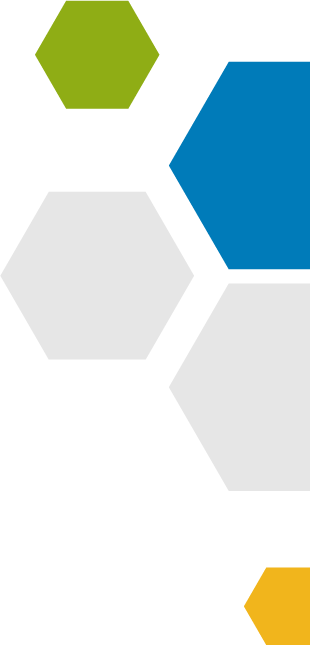
**TWIST Subject Line:** Attendance Reviewed - **ADJ *(for instances with adjustments)***

**TWIST Subject Line –** 1st Absence Notice

* For customers at 6 provider notices (30 consecutive absences), staff will contact the customer to determine if the child was absent due to a documented disability, chronic illness, or court order.
  + If the parent confirms and the documentation maintained ***(disability, chronic illness or court ordered visitation)*** covers the timeframe, staff will adjust absences in increments of 5 on the Attendance tab in TWIST. ***If one day of the 5 days is removed, all 5 days must not be counted.***
  + If the child was absent for other reasons, remind the parent of the attendance policy and send **‘*Absence Letter 2nd Notice’***. Inform the parent the next notice of absences will result in care being terminated for the child if the absences are substantiated. Store the notice in DocuWare.
  + Document in TWIST the conversation with the parent, why the absences were removed and/or why the absences remain.

TWIST Subject Line: Attendance Reviewed - ADJ ***(for instances with adjustments)***

TWIST Subject Line – 2nd Absence Notice

* For customers at 8 provider notices (40 consecutive absences), staff will contact the customer to determine if the child was absent due to a documented disability, chronic illness, or court order.
  + If the parent confirms and the documentation maintained ***(disability, chronic illness or court ordered visitation)*** covers the timeframe, staff will adjust absences in increments of 5 on the Attendance tab in TWIST. ***If one day of the 5 days is removed, all 5 days must not be counted.***
  + If it is confirmed that the child has 40 consecutive unexplained absences:
    - Remind the parent of the attendance policy
    - Send **‘*Termination Notice*’** and give the customer 15 days to make other arrangements for the child
    - Inform the parent of the 60-day waiting period due to termination of child care for excessive absences
    - For families with no siblings in care, staff must:
      * Close the program detail with the termination reason “Excessive Absences”
      * Contact the provider and send the 2450 electronically and/or by mail, discontinuing the care for the child.
      * Store the Termination Letter and 2450 in DocuWare.
      * Document actions in counselor notes
      * Customer must reapply with a new application after a 60-day waiting period and staff must:
        + Process as a third priority group and determine eligibility for a new 12-month eligibility period
        + If approved, staff must:

Contact the provider and send the 2450 electronically and/or by mail, authorizing care for the child.

Store the 2450 in DocuWare

Document actions in counselor notes

* + - For customers with siblings in care, staff must:
      * Leave the program detail open
      * Contact the provider and send the 2450 electronically and/or by mail, discontinuing the care for the child
      * Store the 2450 in DocuWare
      * Document actions in counselor notes
      * If the customer contacts Workforce Solutions after the 60-day waiting period to add terminated child back to care, staff must:
        + Process as a third priority group
        + Confirm the following information on file is current:

Contact information

Employment/school hours

Income does not exceed 85% SMI

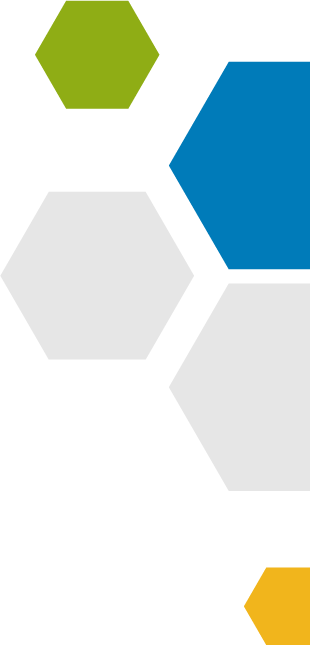
* + - * + Add child back in care
        + Contact the provider and send the 2450 electronically and/or by mail, authorizing care for the child.
        + Store the 2450 in DocuWare
        + Document actions in counselor notes

**Department of Family and Protective Services (DFPS)**

Staff must identify children in DFPS care from the Report 272 and for each provider notice (5 consecutive days):

* notify their Regional Day Care Coordinator (RDCC) and
* copy the DFPS Liaison email box: [dfpsdaycareliaisonso@dfps.texas.gov](mailto:dfpsdaycareliaisonso@dfps.texas.gov).
* enter case note in TWIST.

**Adding New Referrals**

As of April 1, 2021, the attendance period for all cases with active referrals was reset and all absences were cleared to zero. This only affected cases where an active child care referral was in place as of March 31, 2021.

* After April 1, 2021, when adding a referral to an existing program detail where care had been suspended, staff should confirm the attendance period start date has been updated to April 1, 2021.
* If the attendance period start date was not updated, staff should manually reset the date to April 1, 2021.