



Attendance Card Violations – Desk Aid

The Quality Assurance or other Workforce Solutions representative who finds attendance cards at a child care provider will notify the appropriate Financial Aid Call Center and FAPO about the confiscated card(s) and the vendor.

The QA/WFS representative will:

1. Make sure the provider has the name and contact information for a FAPO representative before leaving the site
2. Leave a notice with the vendor for the customer (we will mail this information but this may help the customer get the information more quickly)
 - a. The notice will state that we took the card and why
 - b. Tell the customer that we will return her card by mail so she must call to update her address if it is not correct.
 - c. Give the telephone number of call center to contact
 - d. Tell the parent/other user that she may back swipe for days allowed when she receives her card.
 - e. Other days of non-swipes will count as absences
3. The QA/WFS representative must immediately provide the name and card number through the Financial Aid Communication System (FACS) on each swipe card to the appropriate Call Center and the FAPO representative. The QA/WFS representative must interrupt her/his duties to send the FACS so that the call center knows the situation when the customer calls.
4. Forward the confiscated swipe cards to the appropriate Call Center

Workforce Solutions financial aid call centers will resolve findings resulting from confiscated attendance cards with the individual customers.

The Call center staff will:

1. Check TWIST to determine if this is a first or second violation:

First Violation

1. Enter a TWIST Counselor Note in the appropriate customers' files upon receiving notification from a QA/WFS representative that cards have been confiscated from a child care center.
2. Send a notification letter by US Mail to customer. Letter informs customer of the same information as that previously stated in the notice given at the day care center



Second Violation

1. Call Center staff enters a TWIST Counselor Note in appropriate customers' files upon receiving notification from a QA/WFS representative that cards have been confiscated from a child care center.
2. Call Center staff follows regular process to discontinue financial aid to the customers who have left their cards with a provider for the second time. We will add a reason for denial to the standard list that covers violation of attendance card rules.
3. Call centers must assure a process is in place to bar customers from reapplying for financial aid for at least 30 days from the date of the discontinuation

Workforce Solutions Financial Aid Payment Office will resolve findings resulting from confiscated attendance cards with providers.

.FAPO will:

1. Contact providers to notify them that attendance cards were found in their possession and the next steps (a Service Improvement Agreement; suspension of referrals for 90 days, termination of provider agreement)
2. Enter TWIST Child Care Provider notes in the comment section to document the violation and its resolution

Resolving Provider Violations

First Violation

1. FAPO staff enters a TWIST note in the Child Care Provider record under Comments upon receiving notification from a QA/WFS representative that attendance cards have been confiscated at the provider's site.
2. FAPO staff sends notification by US Mail to provider. Letter informs provider of violation, need for Service Improvement Agreement, and consequences of repeat violations.
3. FAPO representative contacts provider directly to negotiate Service Improvement Agreement. FAPO representative visits provider on-site within 30 days to review operations, provide education on attendance tracking, and check compliance.

Second Violation

1. FAPO staff enters a TWIST note in the Child Care Provider record under Comments upon receiving notification from a QA/WFS representative that attendance cards have been confiscated at the provider's site.



2. FAPO management determines if second violation requires suspension of referrals for 90 days or termination of provider agreement and enters TWIST note in the Child Care Provider record under Comments documenting decision.
3. FAPO staff sends notification by US Mail to provider. Letter informs provider of violation and next step.
4. If FAPO will suspend referrals, FAPO staff takes action in TWIST to prevent referrals for a period of 90 days from the date of the decision to suspend. A FAPO representative visits the provider on-site to negotiate a Service Improvement Agreement, provide education, observe operations, and counsel provider. A FAPO representative will visit site again after at least 30 days and not more than 45 days to check compliance and observe operations. FAPO staff will document all on-site visits by entering a TWIST note in the Child Care Provider record under Comments.
 - a. If, during the initial site visit to negotiate the Service Improvement Agreement, the FAPO representative determines that the provider will not comply or there are other critical issues, FAPO management may decide to terminate the provider agreement. FAPO staff will document decision by entering a TWIST note in the Child Care Provider record under Comments. FAPO staff sends notification by US Mail to provider explaining reasons for terminating the provider agreement. FAPO terminates the provider agreement, notifies any customers currently using the provider, and arranges for those customers to move to another provider.

Third Violation

1. FAPO staff enters a TWIST note in the Child Care Provider record under Comments upon receiving notification from a QA/WFS representative that attendance cards have been confiscated at the provider's site.
2. FAPO staff sends notification to provider by US Mail terminating provider agreement and explaining why.
3. FAPO notifies customers currently using the provider and arranges for those customers to move to another provider.