

# Presentation to ITAC



## Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential.

## Agency Mission

The Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

## Child Care Attendance Tracking Solution

State of Arizona – Department of Economic Security (DES), Child Care Administration (CCA)

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# Project Background

- The Child Care Administration (CCA) provides child care assistance to eligible families who participate in employment activities and specific education and training activities related to employment by providing financial support subsidies intended to offset a portion of child care costs.
- This financial support allows families better access to high-quality, early care and education settings for their children.
- Child care assistance is also available for children who are involved with the Department of Child Safety due to child abuse or neglect, and families with children experiencing homelessness.

# Problem Statement

The CCA manages resource intensive, paper-based, manual processes for time and attendance tracking and billing for over 1,700 child care providers that serve children statewide.

- The CCA is required to mail paper forms to child care providers to record attendance monthly.
- Child care providers are required to manually maintain daily paper attendance logs.
- Parents are required to manually sign the attendance log, noting the “time in” and “time out” for each child, multiple times a day.
- Child care providers mail a large volume of paper attendance logs and paper invoices to the CCA for processing.
- The CCA payment unit must manually review and process the large volume of paper attendance logs and paper invoices to pay child care providers monthly.
- Fraud detection is dependent on a manual review of sign in and sign out attendance logs.
- Monitoring of child to staff ratios to ensure compliance in licensed child care facilities is dependent on manual review of sign in and sign out attendance logs.
- Locating a child in the event of an emergency is manual multi-layered process.

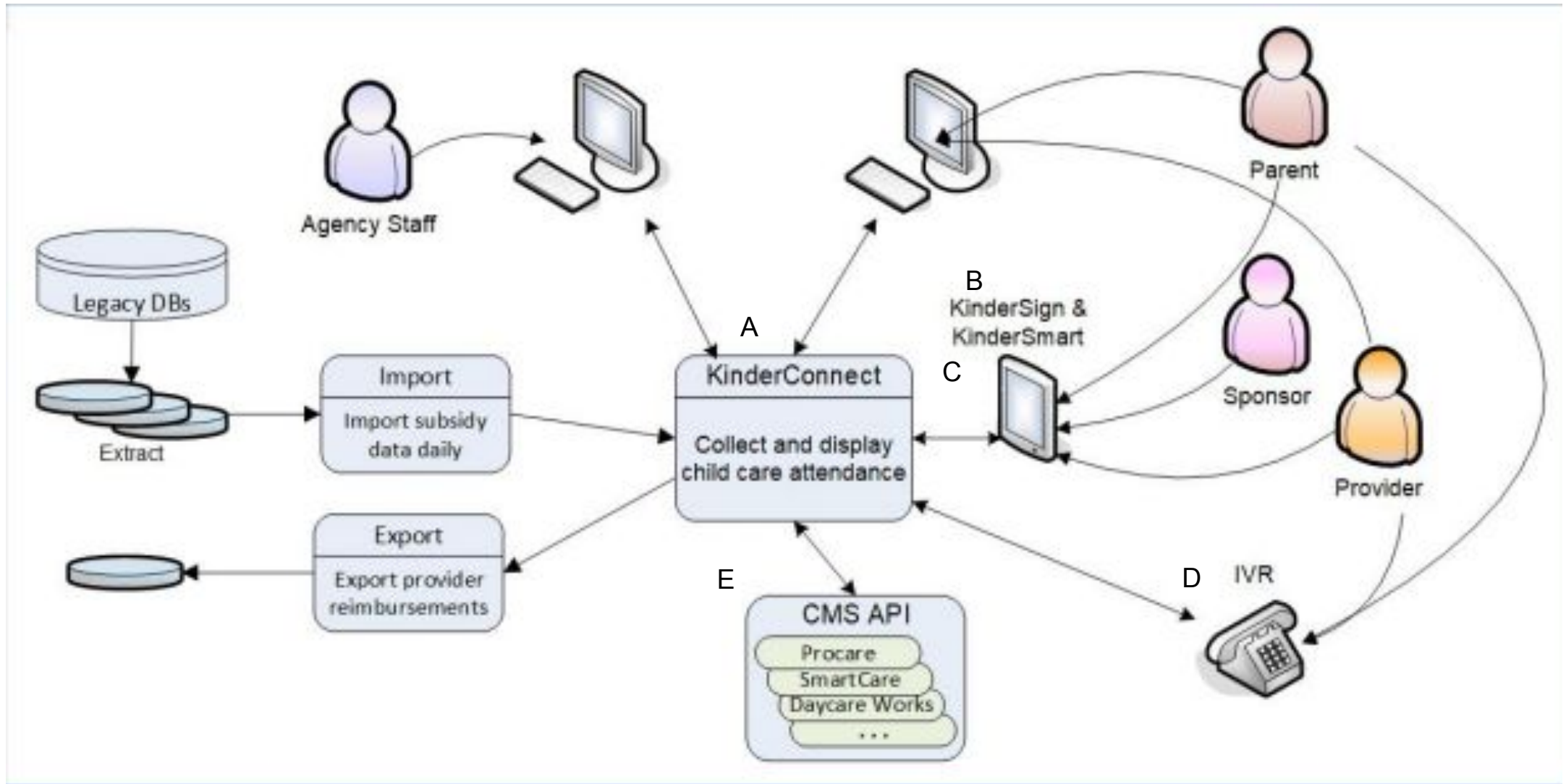
# Procurement

- DERS/CCA worked with the non-profit Opportunities Exchange to research other states current subsidy management systems. CCA gathered information and developed requirements for solution options.
- DERS/CCA created a task order solicitation with the Office of Procurement. The solicitation was sent out to all three state cloud contractors; SHI, CDW-G, and Carahsoft.
- The solicitation was open for 28 days. Two vendors responded to the DERS/CCA solicitation, -Controltec (SHI) and Simplygov (CDW-G).
- Controltec was the only vendor who met the requirements of the task order solicitation.

# Proposed Technology Solution

- The Controltec system is composed of five integrated components for a seamless user interface;  
**KinderConnect** - Core Module  
**KinderSign** - Tablet Application  
**KinderSmart** - Smart Phone Application  
**Interactive Voice Response** - Telephone system available for reporting time and attendance  
**Child Care Management System API** - Supports 3<sup>rd</sup> party child care systems
- The Controltec system is accessible via the internet using standard browsers on desktop computers and on mobile device apps.
- The Controltec system will collect timely, accurate, authenticated attendance related data into their system and exchange data with the state line of business system at specified intervals to support efficient payment processing.
- Controltec hosts, manages, and maintains this system as a Software as a Service (SaaS) solution in a Microsoft Azure Government Cloud FedRamp moderate and high compliant facility.

# Proposed Technology Solution – Overview



# Project Responsibilities

## Agency

- Contract oversight
- Participate in project meetings to fully communicate project requirements
- Providing SME as needed
- Complete User Acceptance Testing
- Complete Data Exports and Imports
- Review and Accept of Milestone deliverables

## Shared

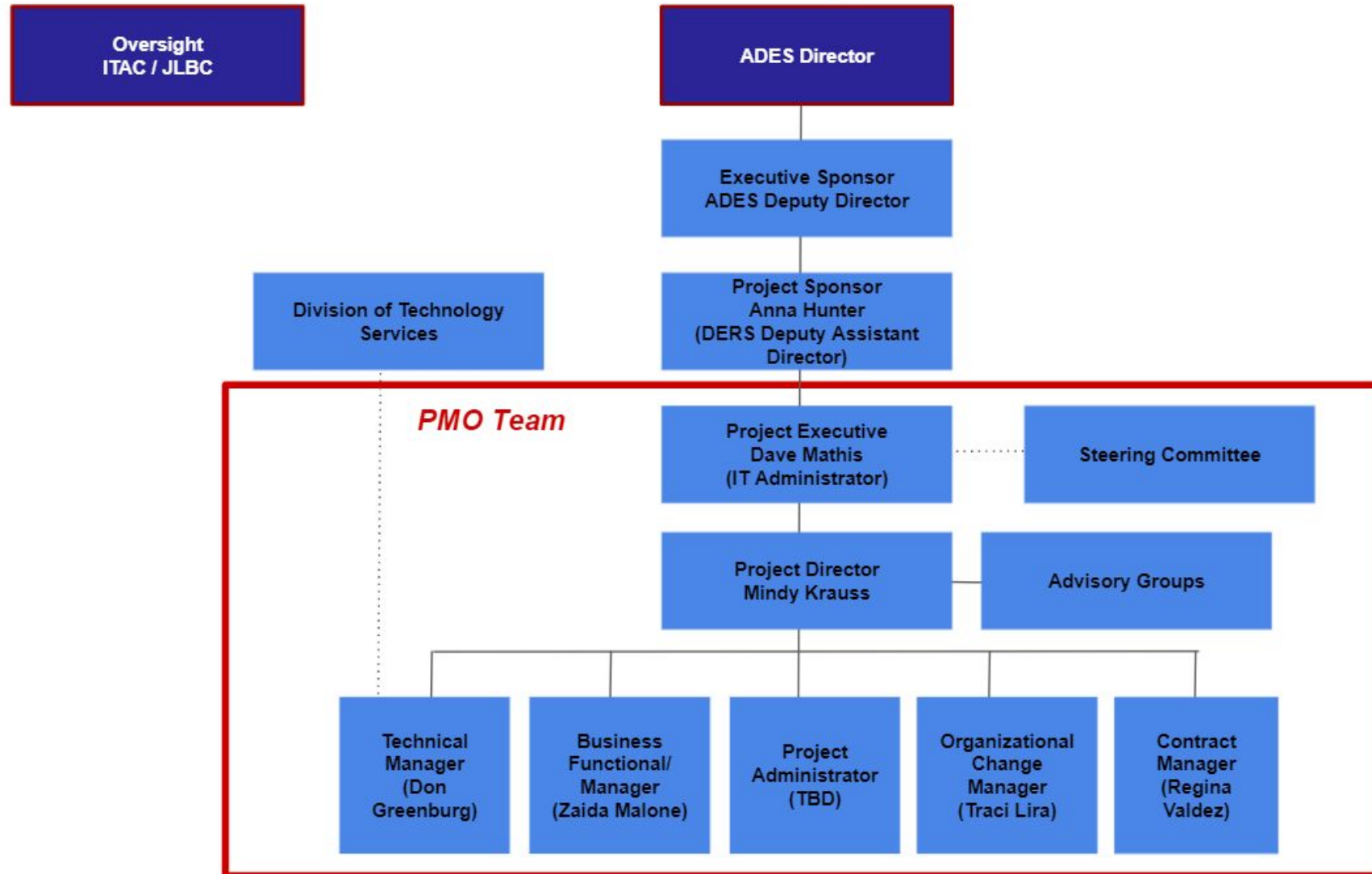
- Project Planning
- Project Monitoring
- System Integrations
- Data Migration
- Technical Training and Knowledge Transfer

## Vendor/Contractor

- Configuration and Implementation of the software solution
- Application testing
- Cloud Hosting the software solution
- Deploy Tablets
- Deliver Training to the CCA, and child care providers
- Vendor provides support for the application and hardware for the CCA, child care providers and parents

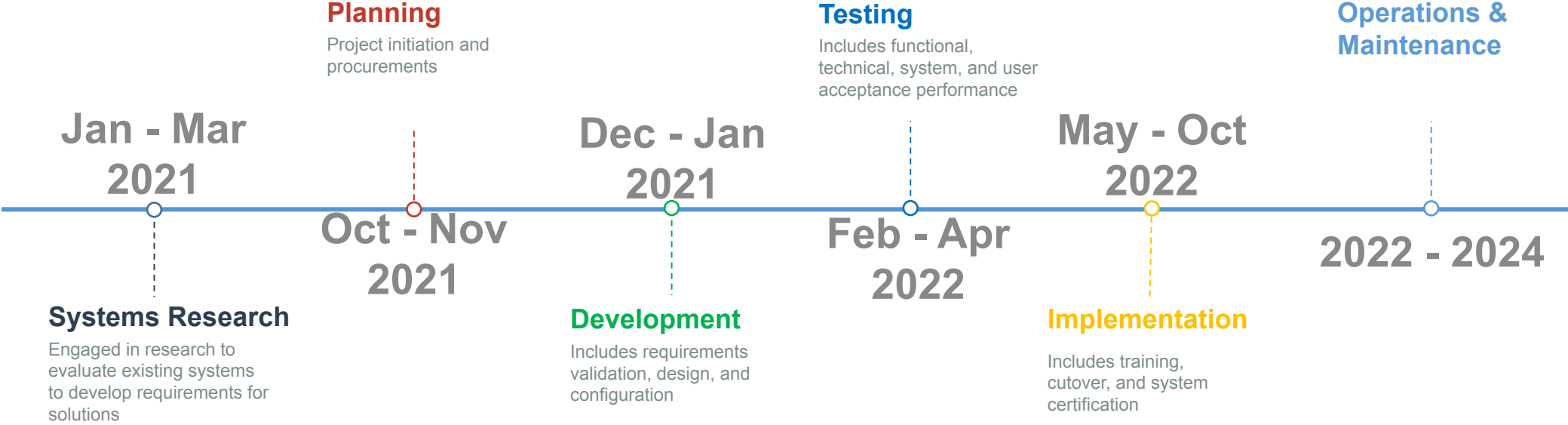
# Program Structure

## Child Care Attendance Tracking Solution





# Project Timeline



# Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	\$824,946.08	\$0.00	\$0.00	\$0.00	\$0.00	\$824,946.08
Hardware	\$590,784.00	\$0.00	\$0.00	\$0.00	\$0.00	\$590,784.00
License & Maintenance Fees	\$1,047,894.39	\$1,073,482.46	\$1,099,710.27	\$0.00	\$0.00	\$3,221,087.12
<b>Total Development</b>	\$2,463,624.47	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$2,463,624.47</b>
Total Operational	\$0.00	\$1,073,482.46	\$1,099,710.27	\$0.00	\$0.00	\$2,173,192.73
<b>Total</b>						<b>\$4,636,817.20</b>

# Project Benefits

The Department anticipates that successful implementation of this project shall provide the following benefits:

- Improve the timeliness, accuracy and audit trail of time and attendance tracking data using automation.
- Decrease the administrative burden on state agency staff by reducing manual paper processes.
- Lessen the burden of manual paper processes for child care providers.
- Improve opportunities to engage and enroll more child care providers.
- Increase customer service, communication and convenience for the parents with children in our program through automation.
- Increase fiscal accountability, fraud detection and prevention efforts using authentication features and reviewable audit trail.
- Enhance monitoring of child to staff ratio compliance in licensed child care facilities.
- Enhance child safety, improve location efforts in child care settings in the event of an emergency.

# What Success Looks Like

## Measures of Success

Providers without existing software solutions will be able to collect sign in and sign out records from parents and submit billing through the automated system.

Providers with approved 3rd party solutions will be able to electronically submit time and attendance data via CMS API.

The agency will be able to reduce time spent on manual monitoring, auditing, and billing processes, including mailing, related to the time and attendance documents.

# Requesting Approval For

DES / DERS/ CCA is requesting approval for the Child Care Attendance Tracking Solution Project PIJ.

# Q & A Session