Louisiana TOTS

Tracking of Time Services

Creating a Win-Win through technology

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A bit about ACS

• Founded in 1988
• Fortune 500 Company and S&P 500
• $5.9 Billion (CY10) in Business Process Outsourcing (BPO)
• 78,000 Employees Worldwide
• Acquired by Xerox in February of 2010, now: ACS, a Xerox Company
• Providing services to more than 1,700 federal, state and local governments, making us the largest provider of BPO solutions to government in the U.S.
• Transportation projects in more than 30 countries
• Group Headquarters in Washington DC
Subsidized care was historically paid based on provider declaration of attendance through a paper-intensive reporting and data entry system

- Incorrect payments, fraud, and paper processing overwhelmed both providers and states

ACS e-Childcare tracks and calculates payment to subsidized child care providers based on actual attendance

- Oklahoma and Indiana implemented in 2003 using POS terminals at provider locations (More recently: Texas and Colorado)
- Parents were issued a magnetic stripe card to check children in and out of care through a POS terminal, creating a record of actual attendance
TOTS Requirements

- Louisiana loved the system but wanted to utilize finger imaging rather than cards as the identification medium for parents
  - ACS partnered with MorphoTrak to design and develop the biometric identification methodology

- Parents/authorized representatives record finger image at local parish offices
  - Images are captured and stored on the ACS EPPIC system
  - Images are downloaded to appropriate provider POS devices nightly

- Parents scan finger at check in/check out on readers attached to POS devices at child care centers
TOTS Requirements

- Comprehensive service
  - Interface capability with State systems
  - Capture and record attendance transactions
  - Training
    - State staff
    - Providers
    - Clients
  - Payment calculation
  - Extensive reporting including real time updates of attendance
TOTS Business Flows – System Interfaces
TOTS Business Flows – Client Registration
TOTS Business Flows – Attendance Transaction Processing
TOTS Success – Win/Win

- State savings still being calculated but appear to be beyond expectations
  - Allows the State to serve more children and eliminate fraud
  - Automation allows the State to achieve administrative savings through elimination of data entry of payment forms, elimination of printing, mailing, and reissuance of lost checks
  - Data and reporting available through the TOTS system allows federal, state, and legislative reporting to be generated on line
- Providers eliminate labor intensive attendance form completion and receive regular, timely payment for actual attendance
- Provider portal allows providers to instantly access on line attendance and payment data
- Clients are in control of attendance and payment to providers
- Swipe of finger image inherently provides parent attestation that care was rendered
Benefits of biometric technology in eChildcare

- Single benefit child care cards can be given to child care providers — fingers cannot
- Requires parents to visit child care provider regularly — important to state programs who want to encourage parent involvement in care of their children
- Has demonstrated the benefits of the technology in social service environments
- An individual’s finger image association to a case provides additional Provider controls over who is and is not authorized to pick up a child