

# Louisiana TOTS

Tracking of Time Services

Creating a Win-Win through technology

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A **xerox**  Company

# A bit about ACS

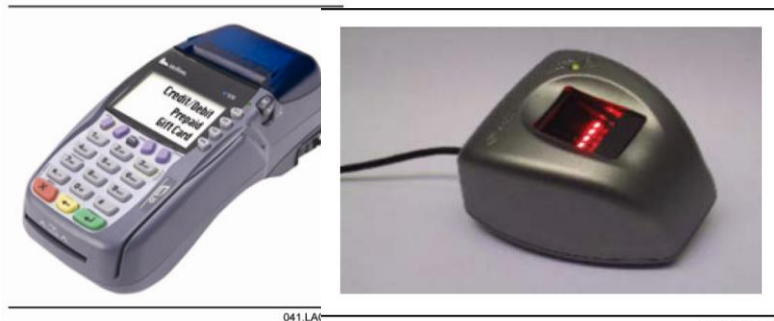
- Founded in 1988
- Fortune 500 Company and S&P 500
- \$5.9 Billion (CY10) in Business Process Outsourcing (BPO)
- 78,000 Employees Worldwide
- Acquired by Xerox in February of 2010, now: ACS, a Xerox Company
- Providing services to more than 1,700 federal, state and local governments, making us the largest provider of BPO solutions to government in the U.S.
- Transportation projects in more than 30 countries
- Group Headquarters in Washington DC

# Service Overview

- **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



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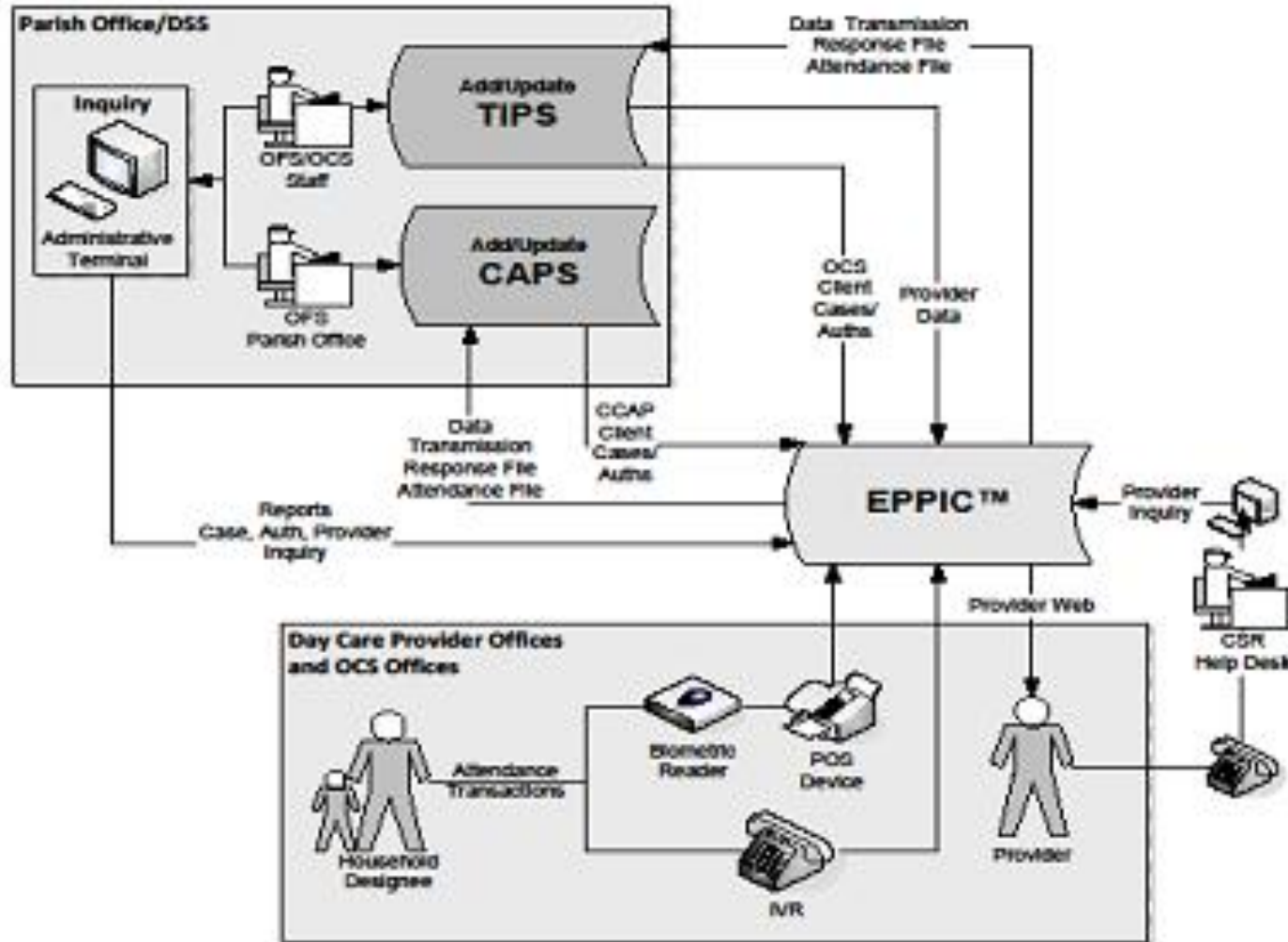
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# TOTS Requirements

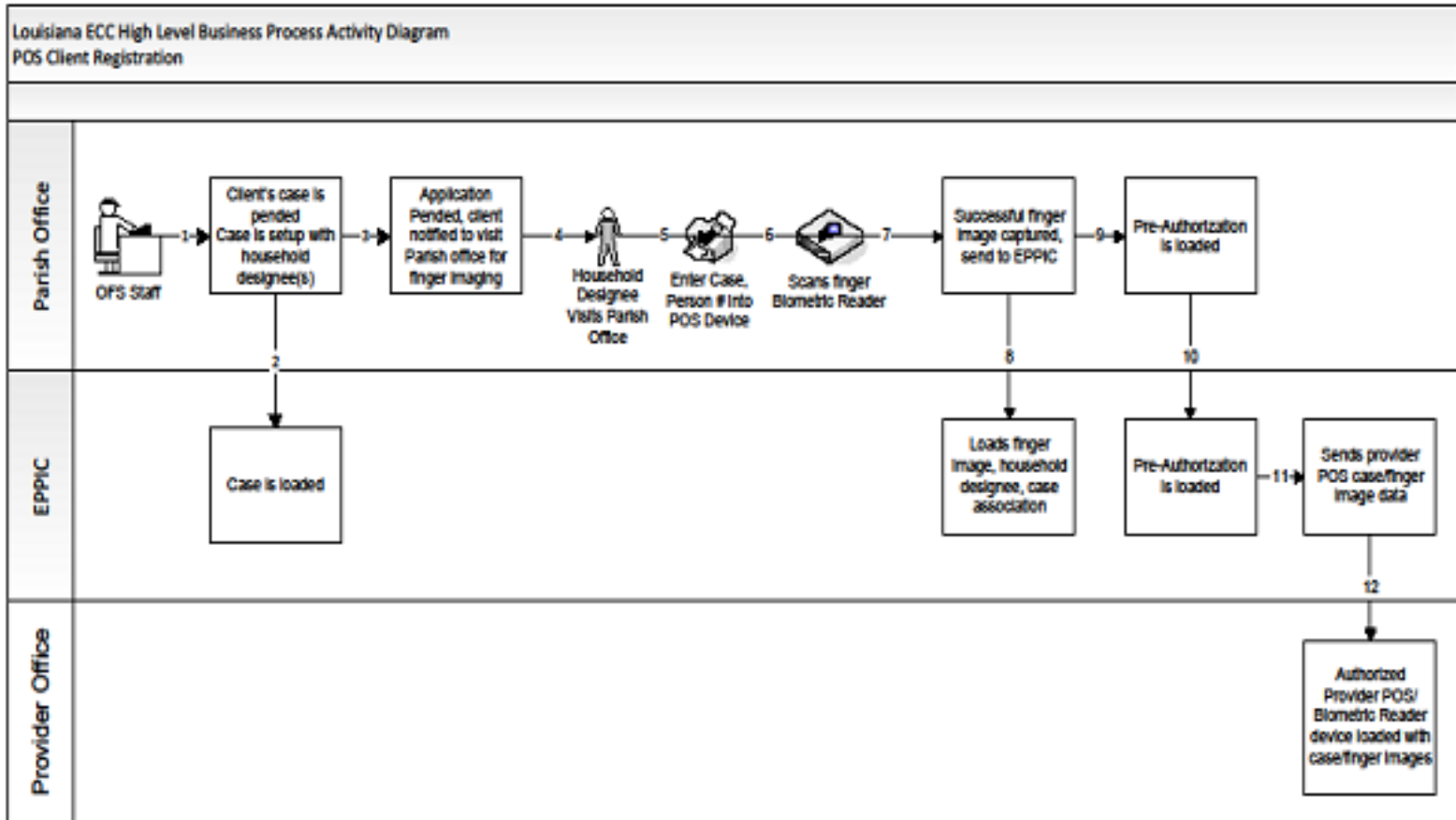
- **Comprehensive service**
  - **Interface capability with State systems**
  - **Capture and record attendance transactions**
  - **Training**
    - **State staff**
    - **Providers**
    - **Clients**
  - **Payment calculation**
  - **Extensive reporting including real time updates of attendance**

# TOTS Business Flows – System Interfaces

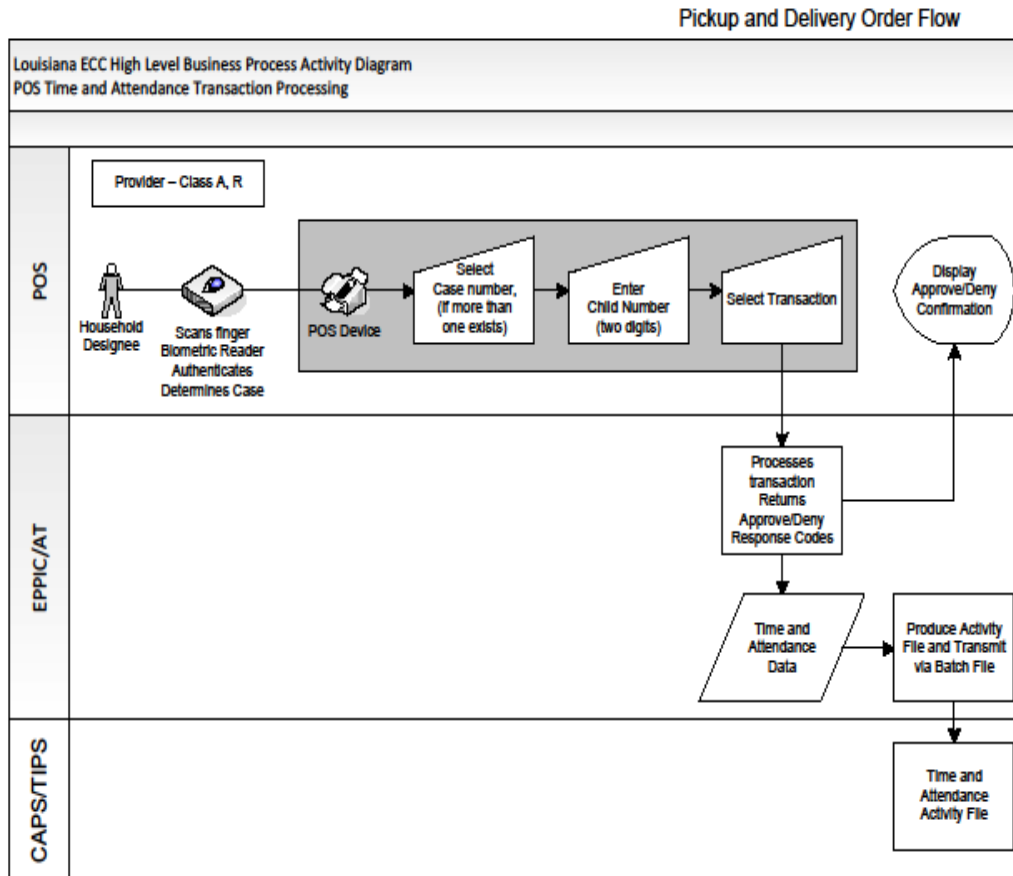


# TOTS Business Flows – Client Registration

Pickup and Delivery Order Flow



# 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