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Nancy T. Buckner
Commissioner

MEMORANDUM July 1, 2020

TO: Child Care Providers Participating in the Child Care Subsidy Program

FROM: Bernard Houston, Administrator of Child Care and Workforce Development
Child Care Services Division *Bernard Houston*

SUBJECT: Update on Sustainability Payments and TAS Procedures

The following information is being provided as official notice that sustainability payments will end August 1, 2020. We are pleased to have been able to provide more than \$39.3 million in sustainability payments. In addition, the following changes to the Time and Attendance System (TAS) procedures will also be effective August 1, 2020. This information is available on the provider web portal at www.alacctas.com, DHR's website at www.dhr.alabama.gov, and the annual provider registration guide.

1. Sustainability payments will end August 1, 2020. The last sustainability payment will be issued in the August 24, 2020 direct deposit for care week July 26 through August 1, 2020.
2. Effective August 10, 2020, the absentee policy will be reinstated and parents must back swipe absences as well as previous check ins and check outs.
3. Providers may resume using closure days effective August 1, 2020. In order to receive payment for a child, the parent must have swiped the child present within 14 days prior to the closure. No payment will be issued for children that have no swiped attendance in the previous 14 days of the closure. Payments cannot be adjusted for closure days.
4. Beginning August 1, 2020, TAS adjustments will be accepted for valid reasons only. Refer to the TAS Adjustment Request Form for a list of valid reasons. This form can be accessed on the provider web portal at www.alacctas.com. Adjustments will be accepted by mail only.
5. TAS adjustments for a care week must be submitted no later than 30 days after the direct deposit date for that care week. No late adjustments can be accepted.
6. TAS adjustments must include sign in/out sheets as well as any other documentation to support the claim.
7. It is the responsibility of the provider to ensure that all parents swipe attendance daily. Providers are not required to continue to serve children if the parent continuously fails to swipe.
8. It is the responsibility of the provider to report problems with the POS device within 3 business days. If the problem results in the need for a TAS adjustment, DHR will verify with Conduent whether the problem was reported within this timeframe to determine if the adjustment will be approved or denied.

As a reminder, possession of TAS swipe cards is not allowed by child care staff. Parents are not allowed to leave cards on the premises or allow providers to swipe. Should you have questions, please contact Gwendolyn Haywood, Financial Support Supervisor, Office of Child Care Subsidy at (334) 242-1425 or email at gwendolyn.haywood@dhr.alabama.gov.

BH/ck

cc: Commissioner
Deputy Commissioner
Child Care Management Agencies