Louisiana TOTS

Tracking of Time Services

Creating a Win-Win through technology

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ACS

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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

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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

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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

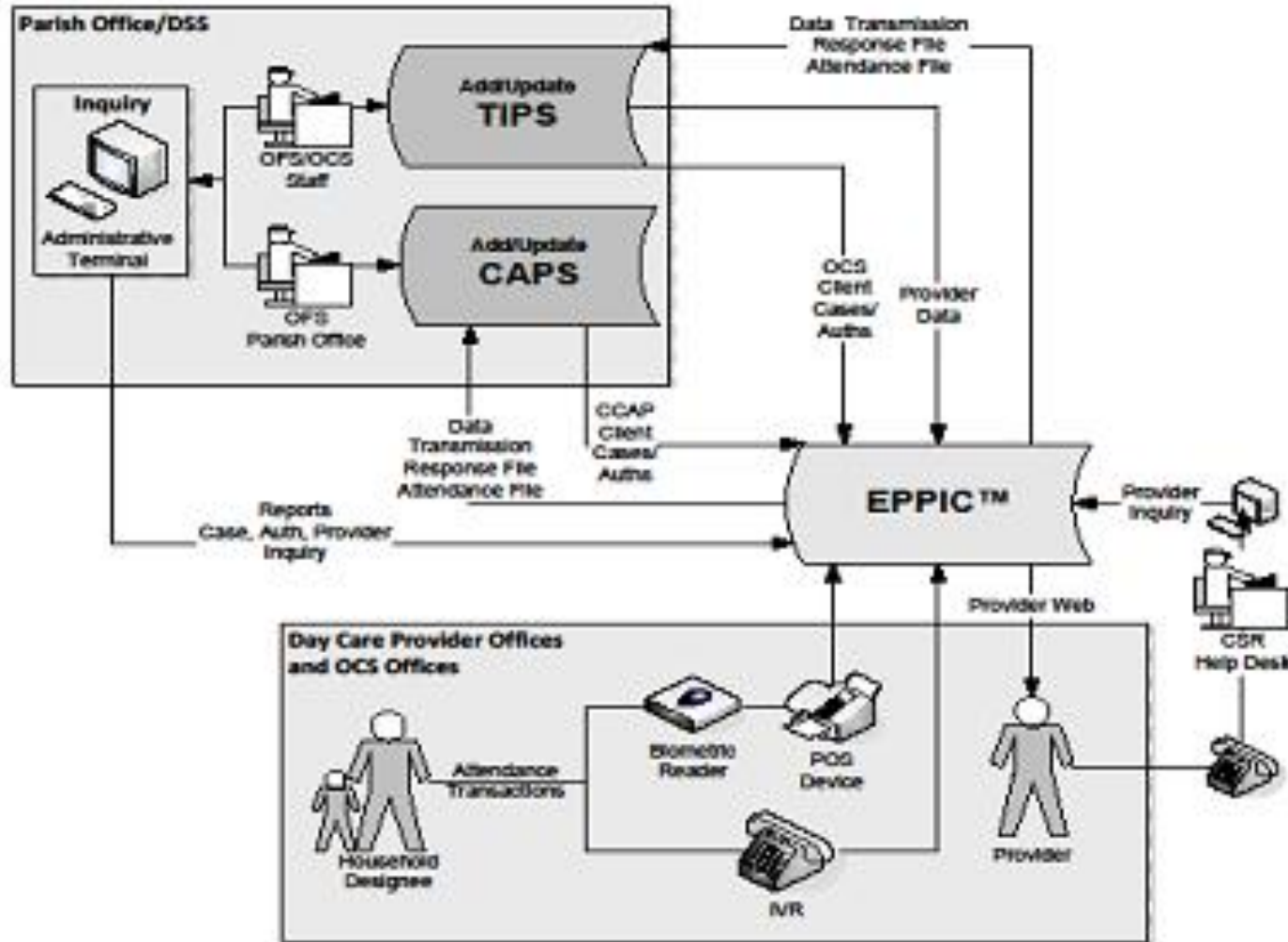- Parents scan finger at check in/check out on readers attached to POS devices at child care centers
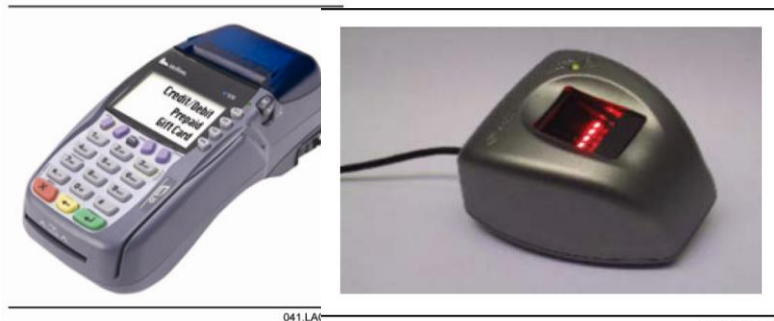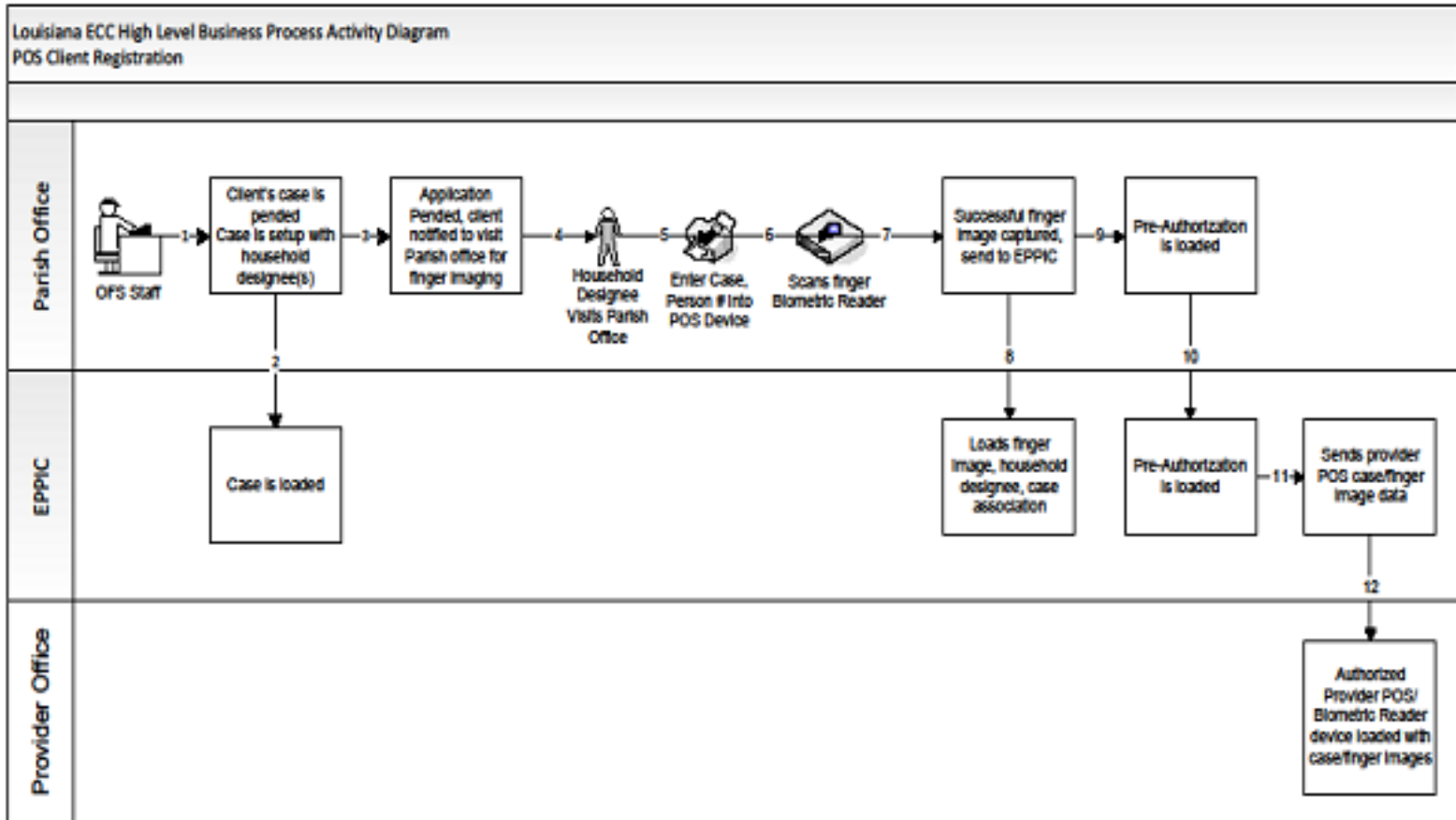
TOTS Requirements

- **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

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TOTS Business Flows – System Interfaces

TOTS Business Flows – Client Registration

Pickup and Delivery Order Flow

Louisiana ECC High Level Business Process Activity Diagram
POS Client Registration

Parish Office

OFS Staff → 1 → Client's case is pended Case is setup with household designee(s) → 3 → Application Pended, client notified to visit Parish office for finger imaging → 4 → Household Designee Visits Parish Office → 5 → Enter Case, Person # into POS Device → 6 → Scans finger Biometric Reader → 7 → Successful finger image captured, send to EPPIC → 9 → Pre-Authorization is loaded

EPPIC

Case is loaded (2)

Loads finger image, household designee, case association (8)

Pre-Authorization is loaded (10) → 11 → Sends provider POS case/finger image data

Provider Office

Authorized Provider POS/ Biometric Reader device loaded with case/finger images (12)

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TOTS Business Flows – Attendance Transaction Processing

Pickup and Delivery Order Flow

Louisiana ECC High Level Business Process Activity Diagram
POS Time and Attendance Transaction Processing
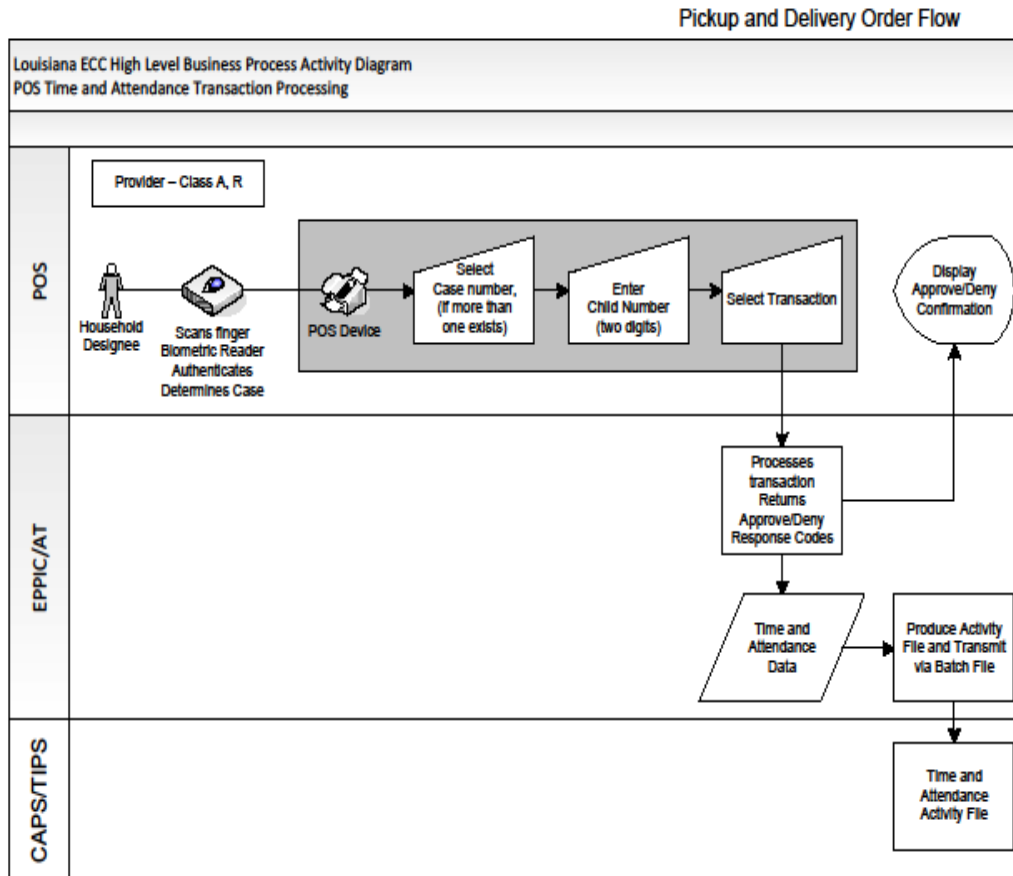
TOTS Success – Win/Win

- 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