**DID YOU KNOW?**

EBT cards are generated for NEW child care cases the day the agreement uploads to EPPIC. Cards should be received within 7-10 days.

If card is not received within 2 weeks contact CCC immediately at 609-989-9010.

**PAID CLOSURE POLICY**

The State of New Jersey, Division of Family Development (DFD) allows child care providers to submit a maximum of 22 paid closure days, per contract period (Oct. 1-Sept. 30). Use the ECC Calendar Closure Form, found with the link below:

http://www.childcareconnection-nj.org/pdf/ECC%20Closure%20Calendar%20Form.pdf

These dates MUST be submitted to CCC each year for entry in ECC. Dates cannot be entered once they are outside the back-swipe period. Parents cannot record attendance for approved closures.

You can view your closures on your web portal. Select the Closures tab.

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**Provider Tips for Success Using E-Child Care**

**Set Parent Expectations Day 1!**

- Explain how ECC works...don't assume they know
- Ensure parent has an EBT card – providers can see a linked card through the web portal
- Ensure parent knows the location of your POS or IVR
- Check transactions daily...communicate with parents
- Make all corrections within 13-day back-swipe period

**Successful Swipes Equals Payment**

**LINKING AND ACTIVATING CARD INSTRUCTIONS**

EBT CARDS ARE ASSOCIATED WITH A CASE NUMBER

*Families First* cards issued by Social Services must be LINKED to the E-Child Care case. Call 609-989-9010 to have card linked or use the *ECC Card Request Form*, found on ccc-nj.org.

Cards mailed to parents from Xerox are already linked:

A linked card is ready for activation the next day: Call the number on the back of the card (800-997-3333). Select option #2 (child care) and follow prompts to create the 4-digit child care pin.
TROUBLESHOOTING ERROR CODES:

The goal is to receive “success/approve” responses for all recorded check-ins and check-outs. Each attendance entry should have a successful check-in and corresponding check-out. **NOTE:** Attendance should be recorded in sequence. You must complete a day's check-out before moving on to record another day.

In the event of errors:

*Tips for Troubleshooting ECC Transaction Error Codes*

- **(ED) Check-in not found** – parent trying to check out but has not successfully checked in for a specific date
- **(DD) Check-in exists** – parent trying to check-in but has already successfully checked in for that day or a previous day which needs corresponding check-out
- **(AA) Attendance exists** – parent previously recorded attendance, sick, or absent day
- **(DE) Attendance overlaps** - parent previously recorded attendance and is trying to re-enter for same timeframe
- **(A0) Agreement not found** – parent is either using wrong 2-digit child number OR there is no agreement in ECC at this location for the timeframe being attempted
- **(55) Invalid PIN** – parent is not using correct pin for card. Call the 800 number on the back of the card if you need to reset your pin.

**STOP! KNOW THE REGULATION**

**Can providers record attendance on the parent’s behalf using their swipe card?**

**No.** The parent's designee may not be a child care provider or anyone acting on the provider's behalf. This is considered a misuse of the card and may result in the termination of the parent's benefits as well as penalties and sanctions against the provider.

WEB PORTAL QUESTIONS???

NEW STAFF…OR…NEED A REFRESHER?
SCHEDULE A TRAINING SESSION
CONTACT US AT 609-989-9010