



TOTS Training For Lead Agencies
Supporting Families Enrolling in Child Care

Objectives & Agenda

OBJECTIVES

1. Train Lead Agencies on process for enrolling families into TOTS
2. Discuss next steps to be ready for July 1

AGENDA

- What Is TOTS? General Overview
- Enrollment Process In A Few Simple Steps
- Anticipated Volume By Parish
- Detailed Walk-Through Of Process And Web Screens
- Wrap-Up
- Next Steps
- Q&A

What is TOTS?

General Overview

Families eligible to receive CCAP must have their finger imaged in order to record time and attendance when checking their child in and out of care.

- The biometric system used is referred to as TOTS.
- TOTS takes a finger scan of the adult at check-in/out to record attendance (*it is not a fingerprint*).
- Families and household designees must enroll in TOTS in order to start receiving CCAP.



Things to Know

- Each CCAP case has a Time and Attendance Number, which TOTS uses.
- Each adult caregiver that applies for and receives CCAP can designate 3 additional adults, called household designees, to have permission to enroll in TOTS and check the child in and out.

What TOTS is NOT:

- Lead Agencies are not responsible for CCAP concerns of child care centers or parents.
- Lead Agencies are not responsible for handling applications for CCAP – LDE has a CCAP eligibility team that will handle. Lead Agencies are responsible for referring families to LDE.
- Lead Agencies are not responsible for the TOTS machines at child care centers.

TOTS Enrollment Process

A Few Simple Steps

Enrolling family members into the time and attendance (TOTS) system is straightforward.

FIVE BASIC ENROLLMENT STEPS

1. Obtain SSN of the adult caregiver with the CCAP case and look-up the case on the website.
 - *The adult caregiver or household designee coming to enroll presents this information.*
 - *The time and attendance number can be used, but most do not know this number.*
 - *TOTS never takes a finger scan of a child.*
 - *Website: www.latots.org*
2. Check the ID of person to be enrolled
3. Verify the person is listed in the case and can be enrolled
 - *Important because we are giving permission to check-in/out a child, and be compensated for the time*
4. Scan the person's finger using the TOTS machine (*it walks you through*)
 - *You will need to get the Time and Attendance Number from the website and the Person Number.*
 - *This is not a finger print.*
5. Check the website to verify the scan was successful and has been stored.

The entire enrollment process takes 2-3 minutes!

TOTS Enrollment Process

The Equipment

The TOTS machine is small and looks like a credit card machine with a finger scanner attached.

LDE Provides:

- **TOTS Machine:** These will be mailed to you at no cost.
- **TOTS Website Access:** Each Lead Agency will access.
- **Training and Support**

Lead Agencies Provide:

- **Computer with Web Access:** The verification checks (of identify and successful scan) are done online through the TOTS webpage.
- **Location and Staff:** For families to come enroll.



How Many Scans?

Anticipated Volume By Parish

Lead Agencies are only responsible for enrolling adults into TOTS. Not the day-to-day activities at each center.

The anticipated volume below takes into account for centers and homes:

1. Enrollment for new/changed CCAP cases, and
2. Enrollment for new/changed household designees.

Anticipated Volume	Parishes
<10 per day	Caddo, East Baton Rouge, Jefferson, Orleans
<10 per week	Ascension, Calcasieu, Iberia, Lafayette, Livingston, Ouachita, Rapides, St. Landry, St. Tammany, Tangipahoa
<5 per week	Acadia, Avoyelles, Bossier, Lincoln, Morehouse, Natchitoches, St. Bernard, St. John, St. Martin, Terrebonne, Washington
<10 per month	Allen, Assumption, Beauregard, Bienville, Caldwell, Cameron, Catahoula, Claiborne, Concordia, Desoto, East Carroll, East Feliciana, Evangeline, Franklin, Grant, Iberville, Jackson, Jeff Davis, Lafourche, LaSalle, Madison, Plaquemines, Pointe Coupee, Red River, Richland, Sabine, St. Charles, St. Helena, St. James, St. Mary, Union, Vermillion, Vernon, Webster, West Baton Rouge, West Carroll, West Feliciana, Winn



Detailed Walk Through of Process and Web Screens

TOTS Enrollment Process

STEP 1

1. **Obtain SSN of the adult caregiver with the CCAP case and look-up the case on the website.**
 - *The adult caregiver or household designee coming to enroll presents this information.*
 - *The time and attendance number can be used, but most do not know this number.*
 - *TOTS never takes a finger scan of a child.*

Once you have the SSN for the CCAP case, log into the TOTS website.

www.latots.org

TOTS

DEPARTMENT of
EDUCATION

Louisiana Believes

USER ID PASSWORD

Forgot Password? LOGIN

Log in

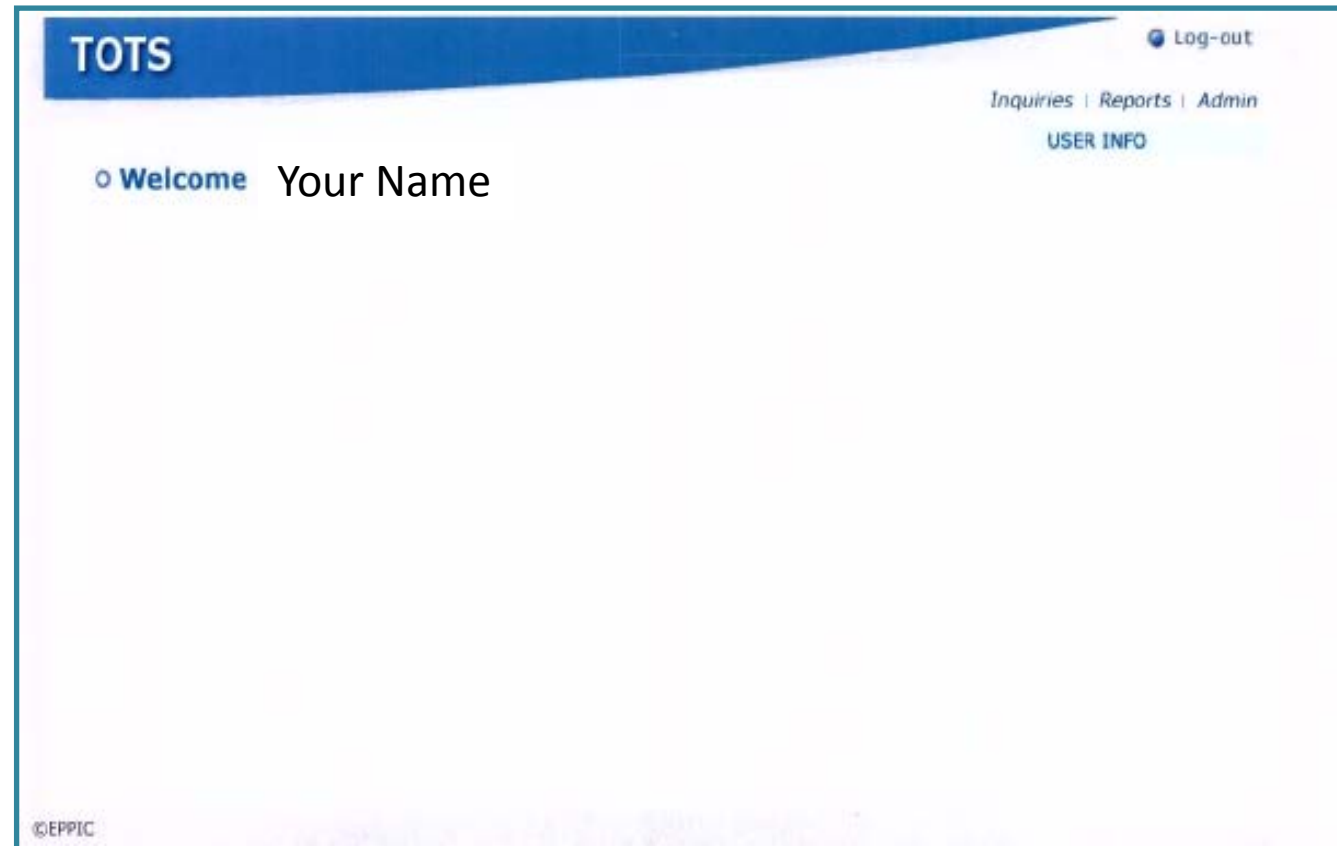
TOTS Enrollment Process

STEP 2

2. Check the ID of person to be enrolled

Once you log in, you will see the home screen (shown at right).

Check the ID of the person asking to enroll to verify they are who they say they are.



TOTS Enrollment Process

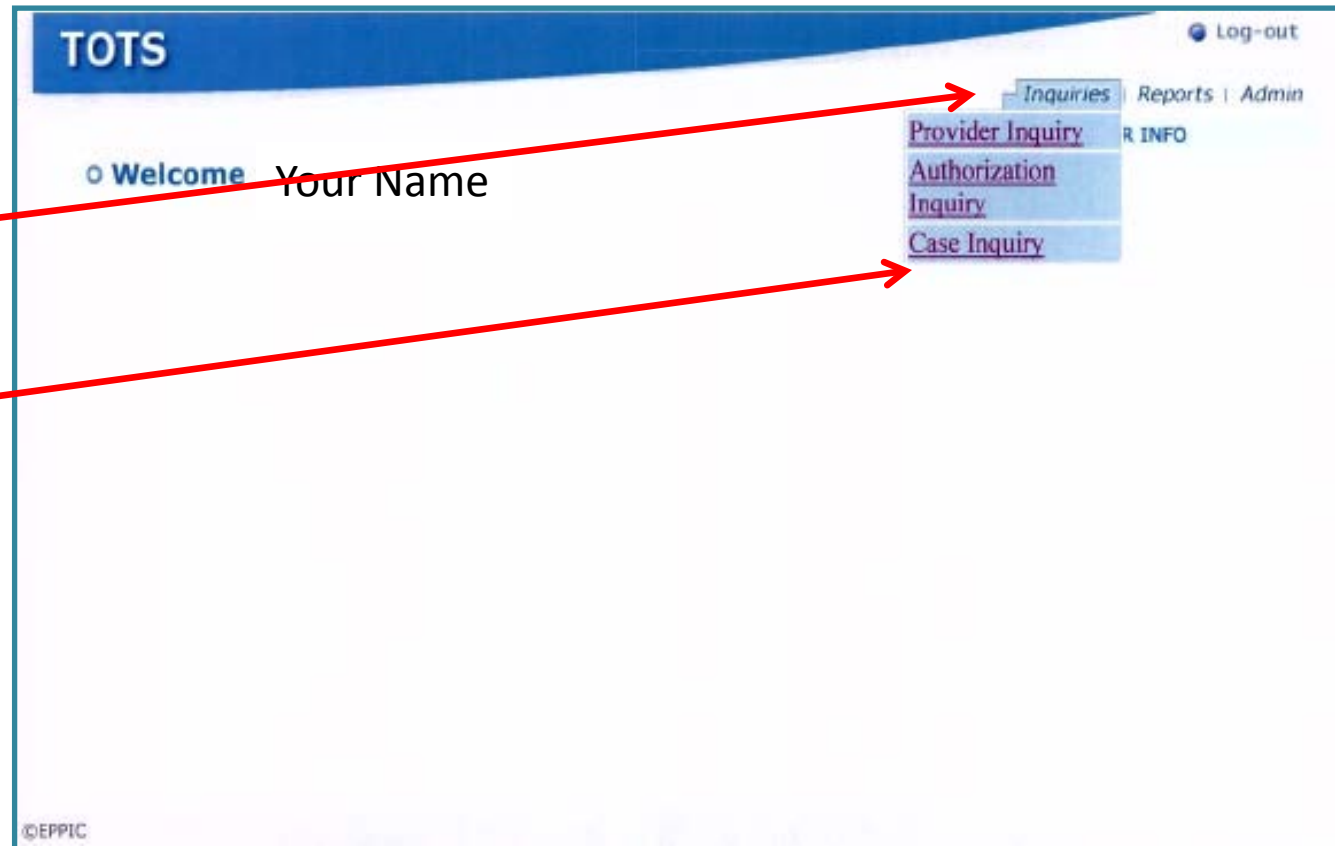
STEP 3

3. Verify the person is listed in the case and can be enrolled

- *Important because we are giving permission to check-in/out a child, and be compensated for the time*

After checking the ID, click “Inquiries” at the top to get the drop-down menu.

Select “Case Inquiry”



TOTS Enrollment Process

STEP 3 Continued

3. Verify the person is listed in the case and can be enrolled

- *Important because we are giving permission to check-in/out a child, and be compensated for the time*

Enter the SSN of the adult caregiver with the case and click “search.”

Name can be used to search, but this is not recommended since names are often duplicate.

Time and Attendance # can be used if they know it.

TOTS

Log-out

Inquiries | Reports | Admin

USER INFO

Case Inquiry

Case Inquiry

Enter complete or partial data in one or more of the following fields to retrieve all matching names.

First Name:

Last Name:

SSN:

TA #:

SEARCH RESET

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TOTS Enrollment Process

STEP 3 Continued

3. Verify the person is listed in the case and can be enrolled

- *Important because we are giving permission to check-in/out a child, and be compensated for the time*

Verify that the person is listed in the case with access.

In this example, we will look for Suzy Doe.

Notice there is no "imaged" date for Suzy. We will scan her today.

The screenshot displays the TOTS Case - Profile page. The top navigation bar includes 'TOTS', 'Log-out', 'Inquiries', 'Reports', and 'Admin'. Below this is the 'USER INFO' section. The main content area is titled 'Case - Profile' and is divided into two sections: 'Case Information' and 'Household Designees'. The 'Case Information' section shows 'Time and Attendance #: 012323232' and fields for Name, Address, City, State, Zip, Parish, and Phone. The 'Household Designees' section is a table with columns: Name, Case Access #, Person SSN, Imaged, and P/A. The table lists three individuals: John Doe (Case Access # 100, Imaged 05/12/2015 P), Jane Doe (Case Access # 102, Imaged 07/24/2010 A), and Suzy Doe (Case Access # 101, Imaged field empty). A red circle highlights the empty 'Imaged' field for Suzy Doe. Two red arrows originate from the text boxes on the left: one points to the 'Name' column for Suzy Doe, and the other points to the circled 'Imaged' field.

Case Information		Household Designees				
Time and Attendance #:	012323232	Name	Case Access #	Person SSN	Imaged	P/A
Name:		John Doe	Full Access 100		05/12/2015	P
Address:		Jane Doe	Full Access 102		07/24/2010	A
City:		Suzy Doe	Full Access 101			A
State:						
Zip:						
Parish:						
Phone:						

SEARCH TRANSACTION BROADCAST MSG HISTORY

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TOTS Enrollment Process

STEP 4

4. Scan the person's finger using the TOTS machine (*it walks you through*)

- You will need to get the Time and Attendance Number from the website and the person number.
- This is not a finger print.

With everything verified, it is time to scan.

You will need the Time and Attendance #.

You will need the Person #, in our case 101 for Suzy Doe.

The screenshot shows the TOTS Case Profile page. The 'Case Information' section includes fields for Time and Attendance # (012323232), Name, Address, City, State, Zip, Parish, and Phone. The 'Household Designees' table lists three individuals: John Doe (Access # 100, Imaged 05/12/2015 P), Jane Doe (Access # 102, Imaged 07/24/2010 A), and Suzy Doe (Access # 101, Imaged). Red circles highlight the Time and Attendance # and the Person # (101) for Suzy Doe. Red arrows point from the text boxes on the left to these highlighted values.

Case Information		Household Designees			
Time and Attendance #:	Name	Case Access #	Person SSN	Imaged	P/A
012323232	John Doe	Full Access 100		05/12/2015 P	
	Jane Doe	Full Access 102		07/24/2010 A	
	Suzy Doe	Full Access 101			A

TOTS Enrollment Process

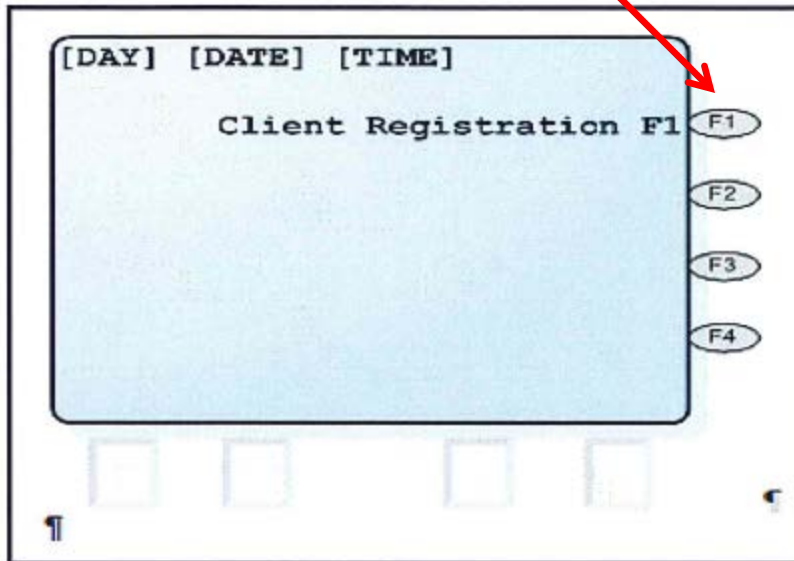
STEP 4 Continued – The TOTS Machines

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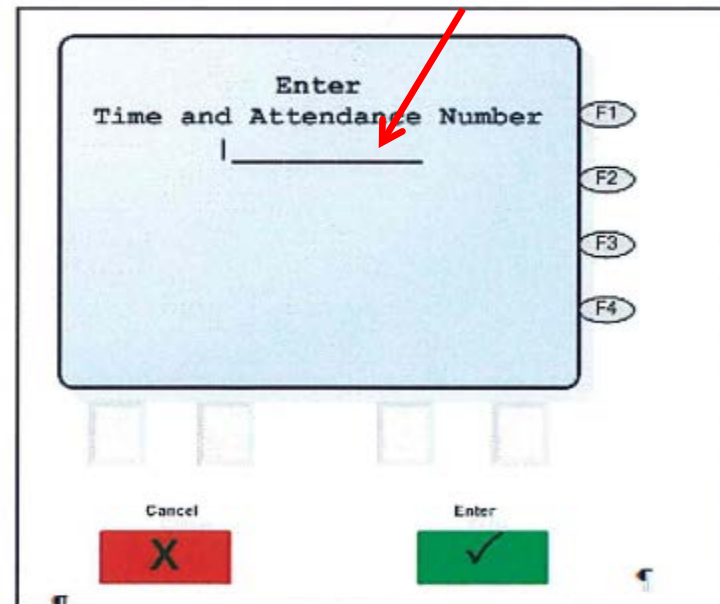
The actual scan is done through the TOTS Machine.



1. Select "Client Registration"



2. Enter the Time and Attendance #



TOTS Enrollment Process

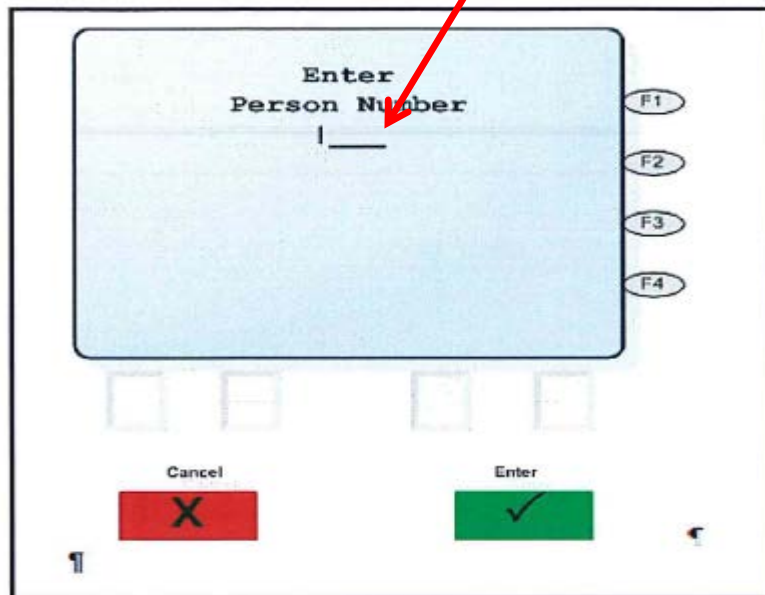
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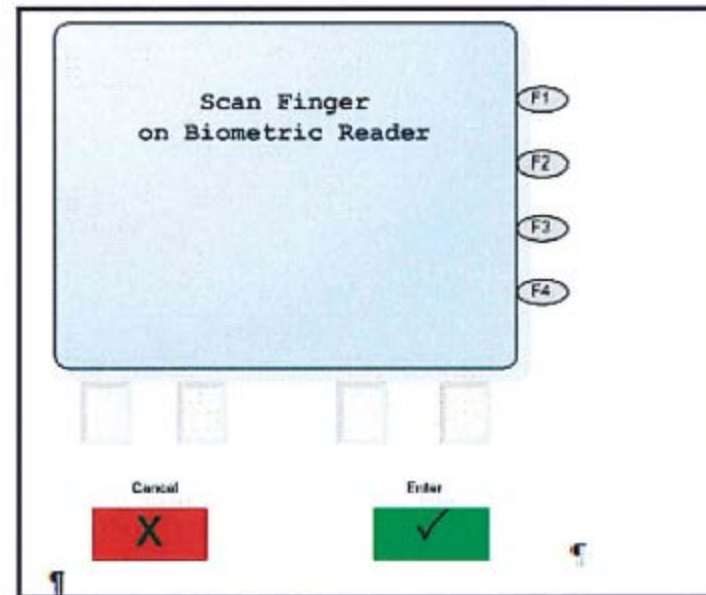
The actual scan is done through the TOTS Machine.



3. Enter the Person Number



4. Scan the adult's finger



TOTS Enrollment Process

STEP 5

5. Check the website to verify the scan was successful and has been stored.

After the scan, check that it was stored successfully.

You will notice today's date next to the person you scanned.

It may take a few moments to refresh.

All DONE!

The screenshot shows the TOTS Case Profile page. At the top, there is a blue header with the TOTS logo and a Log-out button. Below the header, there are links for Inquiries, Reports, and Admin, and a USER INFO section. The main content area is titled 'Case - Profile' and contains a 'Case Information' section with fields for Time and Attendance # (012323232), Name, Address, City, State, Zip, Parish, and Phone. To the right of the Case Information is a 'Household Designees' table. The table has columns for Name, Case Access #, Person SSN, Imaged, and P/A. The table lists three designees: John Doe (Case Access # 100, Imaged 05/12/2015 P), Jane Doe (Case Access # 102, Imaged 07/24/2010 A), and Suzy Doe (Case Access # 101, Imaged 06/16/2015 A). A red arrow points from the 'Imaged' column of the Suzy Doe row to the date '06/16/2015', which is circled in red. At the bottom of the page, there are buttons for SEARCH, TRANSACTION, BROADCAST MSG, and HISTORY, and a copyright notice for EPPIC.

Case Information		Household Designees				
Time and Attendance #:	012323232	Name	Case Access #	Person SSN	Imaged	P/A
Name:		John Doe	Full Access 100		05/12/2015	P
Address:		Jane Doe	Full Access 102		07/24/2010	A
City:		Suzy Doe	Full Access 101		06/16/2015	A
State:						
Zip:						
Parish:						
Phone:						

Wrap-Up

A Few Simple Steps

Enrolling family members into the time and attendance (TOTS) system is straightforward.

FIVE BASIC ENROLLMENT STEPS

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The entire enrollment process takes 2-3 minutes!

Next Steps

The Department will support Lead Agencies throughout this process.

By June 19: Lead Agencies tell LDE the address where the TOTS machines will be located and which staff will need logon access to the website.

LDE will send Lead Agency contacts a web form to complete.

By July 1: Lead Agencies receive the TOTS machine and logon access.

On July 1: Lead Agencies are ready to start enrolling families into TOTS.

Questions and Support on TOTS

1. Equipment issues and troubleshooting: XEROX Help Desk – 1-888-281-0326
2. Other: Derek Little at derek.little@la.gov.

- 1. What if someone comes to enroll in TOTS, but that person isn't listed on the TOTS website as a household designee?**
 - *The Lead Agency staff should refer the person back to the LDE to ensure the LDE has all necessary documentation to designate that person as a household designee.*
- 2. How do we obtain the SSN? Do we have to see their SS card? Do they need a photo ID? What if they don't have a photo ID?**
 - *The Lead Agency staff should ask the adult to provide the SSN of the person who has the CCAP case. This can be written on a sheet of paper; there is no need to see the SS card.*
 - *The adult seeking to enroll in TOTS must provide photo ID. If they don't have photo ID, they will have to come back with it. This is to protect the safety of the child.*
- 3. What if a family wants to change who can drop-off/pick-up child?**
 - *The Lead Agency staff should refer the person back to the LDE to complete the household designee process. The Lead Agency is not responsible for changing or adding household designees to the case.*

CCAP Household Eligibility Contact Information

1. Phone: 1.877.453.2721
2. Web: <http://www.louisianabelieves.com/early-childhood/child-care-assistance-program>
3. Mail: CCAP Household Eligibility, P.O. Box 260037, Baton Rouge, LA 70826-9920