



State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF FAMILY DEVELOPMENT
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TRENTON, NJ 08625-0716

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

JENNIFER VELEZ
Commissioner

JEANETTE PAGE-HAWKINS
Director
TEL: (609) 588-2000

October 25, 2011

Re: ECC Pilot Extension and January 1, 2012 Statewide Implementation

Dear Center and Family Child Care Providers:

The Department of Human Services' Division of Family Development (DFD) has decided to extend the *e-child care* (ECC) pilot and begin statewide implementation on *January 1, 2012*. The goal is to have a fully operational system in place before going statewide and provide the users of ECC with additional training, information, and ensure that the Point of Service (POS) device and Interactive Voice Response (IVR) systems have been installed.

In order for ECC to roll-out January 1, it is imperative that all the providers' paperwork and installation of equipment are completed statewide by early November. This means you must return all your paperwork to the ECC vendor, Affiliated Computer Services (ACS) as instructed (within 24 hours) upon receipt and keep your scheduled installation appointment.

During this pilot phase, additional technical assistance will be provided, and extra time for providers to have their POS device equipment installed and IVR activated. Additionally, the Child Care Resource and Referral Agencies (CCR&Rs) will be available to further assist you and answer any of your questions.

The ECC vendor, ACS or their installers Media Rider Inc. (MRI) will also be contacting you, if they have not already done so, to schedule an appointment to install your POS device or activate your IVR system. It is important that you *keep your scheduled appointment* and **IMMEDIATELY** return the required paperwork to get you connected to ECC. Once your system has been either installed (POS device) or activated (IVR), it is **CRITICAL** that you **DO NOT** begin using your equipment before January 1, 2011. If the system is used before January 1, 2011, your payment will be delayed and will result in a payment discrepancy.

From now until implementation, the CCR&Rs will continue to issue vouchers and make payment to you by check for the month of November and December. You will be advised by your CCR&R regarding the final submission of vouchers. However, once we transition to ECC in January, you will receive payment through direct deposits by ACS. It is important that you understand, though we are moving from a paper payment system to an electronic payment system, the CCR&Rs will continue to address payment related questions and any child care related concerns.

Another important reminder; with the transition from vouchers to an electronic system, there will be a *delay in your first direct deposit payment*. Therefore, DFD will provide an opportunity for an advance payment for providers that are interested. Moving to a January implementation date, advance payments are tentatively scheduled for January 13, 2012 and your first scheduled direct deposit will be January 31. If you have not already done so, please complete and submit the ECC advance agreement that you originally received. The repayment process will begin in February with your second direct deposit payment.

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If you have questions regarding payment or submission of vouchers, please contact your local CCR&R. Equipment related concerns, please call the provider helpline at 1-877-516-5776. You should also visit our websites at www.echildcarenj.org or www.nj.gov/humanservices/dfd/programs/child for upcoming events, updated information and ECC materials.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jeanette Page-Hawkins".

Jeanette Page-Hawkins
Director

JPH:nj:mm