



**State of New Jersey**

DEPARTMENT OF HUMAN SERVICES  
DIVISION OF FAMILY DEVELOPMENT  
PO BOX 716  
TRENTON, NJ 08625-0716

**PHILIP D. MURPHY**  
*Governor*

**SHEILA Y. OLIVER**  
*Lt. Governor*

**CAROLE JOHNSON**  
*Commissioner*

**NATASHA JOHNSON**  
*Assistant Commissioner*

**Re: Starting January 1, 2021 Changes to How You Check Your Child in and out of Child Care**

Dear Parent/Guardian:

You are receiving this notice because you participate in New Jersey's Child Care Subsidy Program. As part of the subsidy program rules, families are required to report their child's attendance through the state's electronic attendance system using either a Point of Service (POS) swipe machine or calling in using the provider telephone. This requirement was temporarily put on hold due to the COVID-19 public health emergency.

Beginning January 1, 2021, you will need to use the state's electronic attendance system once again. To meet COVID-19 health and safety standards, we will use telephonic check-ins through the Interactive Voice Response (IVR) system so you can report your child's attendance and absences each day. This system will prompt you on how to record your child's attendance when you call in.

Please complete the enclosed form to confirm the contact information that you will use to report your child's attendance. You can submit up to three phone numbers that will be verified to be used to report your child's attendance. The phone numbers can be landlines or cell phones of the people responsible for dropping off and picking up your child(ren) from care. Designees can use their own telephone number to report your child's attendance and must have their own Families First card and PIN number (this maybe someone you have already assigned and already has a card). If you need a new or a replacement card, please indicate that when you fill out the form and your local CCR&R will send you a card. As a reminder, the Designee cannot be a staff person from your child care provider.

In December, your local CCR&R will have technical assistance sessions to help you learn how to properly use the phone system and answer questions. We have also prepared these *Frequently Asked Questions (FAQ)* and a *Parent IVR Quick Reference Guide*.

Please note that you need to complete and return to your local CCR&R the *IVR System Contact Update* form no later than 12/21/2020, in order to start using the IVR system.

If you have questions about this notice or need help, please contact Bergen County Office for Children, Kevin Wallace (201-336-7493, [kwallace@co.bergen.nj.us](mailto:kwallace@co.bergen.nj.us)) or Felice Ty (201-336-7181, [fty@co.bergen.nj.us](mailto:fty@co.bergen.nj.us)).