



## Attendance Sheets Update

August 26, 2021

Dear Child Care Provider:

Supportive Services, Inc. is excited to inform you of the changes to the Attendance Sheet Procedures. We have made the following changes to streamline our provider payment:

- The attendance sheet will now include the month, year, assigned ID and a bar coding. **These codes are unique and only correspond to the assigned child and care month.**
- Childcare providers are no longer required to make copies of attendance sheets.
- Supportive Services, Inc. will provide attendance sheets **per eligible child** to the provider.
- Attendance sheets will be mailed by our office two (2) working days prior to the end of the month for the upcoming month. For example, in November, the agency will mail December attendance sheets to providers.
- **Previous versions of the attendance sheets will not be accepted. To receive payment, providers must complete and submit assigned attendance sheets.**

Supportive Services, Inc. appreciates your quality childcare services to our families.

Please take a moment to review the Q&As on the back of this letter. If you have any questions, please free to contact the Accounts Payable Department (559) 230-1180.

Sincerely,

A handwritten signature in blue ink that reads "LaVera L. Smith".

LaVera L. Smith  
Program Director

# Common Attendance Sheets Questions

Question	Answer
When are attendance sheets mailed?	Attendance sheets will be mailed, by our office, two (2) working days prior to the end of the month for the upcoming month.  Parents and providers are encouraged to review the most current Notice of Action for changes in care and/or termination of services.
I didn't receive my attendance sheets?	Providers that have not received the attendance sheets by the 3 <sup>rd</sup> working day of the current month, must contact the Accounts Payable Department at (559) 230-1180 to request a replacement.
I received my attendance sheets, however, I am missing one.	Contact the Accounts Payable Department at (559) 230-1180 to request a replacement. <b>Attendance sheets will be issued only for eligible children.</b>
I lost, misplaced, or damaged the attendance sheet, how can I get another one?	Contact the Accounts Payable Department at (559) 230-1180 to request a replacement. Attendance sheets will be issued only for eligible children.
I am having issues with my mail; may I request the attendance sheets to be emailed?	Unfortunately, attendance sheets cannot be emailed to providers at this time and must be mailed to the <u>address on file</u> . We recommend contacting the postal service with any mail delivery issues and concerns.
Can I print my attendance sheets online?	No, the agency is not currently set up for online access. We are hoping to provide this option to our providers in the future.
Can I come pick up the attendance sheets?	No. Agency staff must review the request for replacement to determine eligibility for the child. Upon review and approval, the attendance sheet will be mailed.
I have an extra attendance sheet for another child. Can I change the name and submit it for the missing child?	No. Attendance sheets are preassigned for each eligible child with a unique coding. <b>Attendance sheets that have been altered/modified are deemed ineligible for payment and will be returned to the provider.</b>
I cannot find the new assigned attendance sheet; can I complete and submit the previous version?	No. Attendance sheets are preassigned for each eligible child with a unique coding. <b>Submission of previous versions will delay your payment.</b>
I moved and the address and/or phone number is not accurate on the attendance sheet.	Contact the Supportive Services, Inc. office to report change of address and/or phone number. Information will be updated, and the changes made to the next month's attendance sheets. Continue to use the attendance sheets and submit by the 3 <sup>rd</sup> working day of the following month.
Do I have to submit the original attendance sheets for payment?	No. Providers may continue to submit their attendance sheets by: Mail, Fax, Drop off in agency lobby or Email.  <b>IMPORTANT: Attendance sheets must be scanned as a PDF.</b> No pictures or uploads of attendance sheets will be accepted. Please make sure to scan the entire attendance sheet. Missing or unclear scans of attendance sheets (fax, email, copy) will delay providers payment.

