



**North Carolina Department of Health and Human Services  
Division of Child Development and Early Education**

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Robert W. Kindsvatter  
Director

**MEMORANDUM**

**To:** County Directors of Social Services  
Child Care Coordinators

**From:** Robert W. Kindsvatter

**Date:** April 7, 2015

**Subject:** Subsidized Early Education for Kids (SEEK)

The purpose of this memorandum is to inform you about important changes regarding SEEK.

We greatly appreciate the efforts of your agencies, child care providers, parents, and Xerox to develop the SEEK system as the preliminary approach to automating manual attendance tracking that is linked to payments. After carefully reviewing the SEEK time and attendance process and the pay by swipe pilot, the Division of Child Development and Early Education (DCDEE) has determined that a new approach is appropriate, as attendance tracking, payment, and case management functions are planned to be combined into NC FAST. The successful implementation of NC FAST has provided opportunities for increased alignment of policies and processes across DHHS programs. The opportunity now exists during this planning period to move forward with an alternative time, attendance, and payment system that will maximize future flexibility as it is augmented within NC FAST. We welcome your input as we consider how this system will look moving forward.

DCDEE is working with Xerox to address tasks that need to occur as the SEEK project ends. We will send information to child care programs instructing them to have parents continue to swipe their SEEK cards through April 30, 2015. Providers will also receive directions for close out and for returning POS machines to the vendor. The parent and provider call centers are available to assist parents and providers through May 29, 2015. Pilot counties will continue to key attendance data, but will do so from attendance sheets submitted by providers rather than using swipe card data. Non-pilot counties will continue to key attendance data following their usual procedures.

We will be sending you additional details soon. If you have questions about the information in this letter, please contact Kim Miller at 919-527-6594 or via email at [kim.miller@dhhs.nc.gov](mailto:kim.miller@dhhs.nc.gov). Updates related to the transition will also be posted at [http://ncchildcare.nc.gov/general/mb\\_SEEK.asp](http://ncchildcare.nc.gov/general/mb_SEEK.asp).

cc: Subsidy Advisory Committee  
NC Partnership for Children  
Smart Start Partnership Executive Directors NC Child Care Resource & Referral Council

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