



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

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Robert W. Kindsvatter  
Director

May 21, 2015

Dear Child Care Provider,

You received a letter from Division of Child Development and Early Education (DCDEE) on April 13, 2015 regarding the discontinuance of the Subsidized Early Education for Kids (SEEK) project. We explained that DCDEE is taking a new approach for attendance tracking, payment, and case management, which is planned as a component of NC FAST.

In our previous letter, we explained that parents receiving subsidized child care should:

- stop swiping their SEEK cards after April 30, 2015 and that you should:
- continue to complete the paper subsidy attendance forms for the children in your care as usual
- send the attendance forms to the local agencies for payment processing
- not dispose of POS machines pending further instruction for the return of the equipment.

At this time, DCDEE remains in ongoing communications with Xerox related to the wind down activities associated with SEEK. To date, Xerox has shared with us proposed plans for communications to go out to providers that will include instructions for return of the POS equipment, however at this time, we do not have final information to share with you about the timeline and steps in the process. While the arrangement for returning the POS machines is between Xerox and child care providers, we will certainly share any official information that we receive from Xerox as soon as it is finalized. Any additional updates related to SEEK will be posted on our website at [http://ncchildcare.nc.gov/general/mb\\_SEEK.asp](http://ncchildcare.nc.gov/general/mb_SEEK.asp).

Please recall that you entered into a contract with Xerox for the receipt, utilization and return of the POS devices as part of your participation in the SEEK project. For your reference, a copy of the contract that we understand is the model for the SEEK project can be referenced on the DCDEE website at [http://ncchildcare.nc.gov/PDF\\_forms/SEEK\\_Provider\\_Agreement.pdf](http://ncchildcare.nc.gov/PDF_forms/SEEK_Provider_Agreement.pdf). We encourage you to review your specific contract and any proposed instructions from Xerox.

Thank you again for working with us during this transition from the SEEK project.

Sincerely,

Robert W. Kindsvatter

Cc: Michael Cerone, Xerox State & Local Solutions, Inc.

[www.ncdhhs.gov](http://www.ncdhhs.gov) • [www.ncchildcare.nc.gov](http://www.ncchildcare.nc.gov)

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