



SEEK What's New – February 1, 2012

Memorandum

[SEEK Phase II Timeline Postponed – February 1, 2012](#)

SEEK What's New – January 12, 2012

Guidance For SCCRS/SEEK

[Guidance for SCCRS/SEEK Version 4 December 2011](#)

SEEK What's New – November 23, 2011

Deadline Date for Set for Providers to Enroll in SEEK Letter

[Deadline Date for Providers to Submit Provider Agreement Package to ACS – December 31, 2011](#)

SEEK What's New – October 2011

Guidance for SCCRS/SEEK

[Guidance for SCCRS/SEEK Version 3 – October 2011](#)

Leasing Additional POS Machine

Providers who want to lease an additional machine for their facility or who transport children to and/or from their facilities have the option of placing a POS machine in the vehicle to record attendance.

[Transportation Letter](#)

[Mobile Device Power Inverter](#)

[Safety Tips for Mobile Transportation](#)

Contact ACS at 1-877-606-2776 if you wish to lease a POS Machine.

Revised SEEK Rollout Schedule

Group I counties will begin using the SEEK system in September. Find your county on the revised rollout schedule and map.

[SEEK Rollout Schedule](#)



SEEK What's New – April 2011

New SEEK System Comes to Subsidized Child Care Services

The North Carolina Division of Child Development (DCD), which supervises the state's Subsidized Child Care Program, is developing a new system for reporting children's time and attendance and for delivering payments to participating child care centers and homes. This system is called SEEK, reflecting **S**ubsidized **E**arly **E**ducation for **K**ids. In December 2010, DCD signed a contract with Affiliated Computer Services (ACS) to develop and operate this system.

There are many advantages to the automated SEEK system. Time and attendance are captured as they occur in real time and are accessible to the child care provider, the local department of social services (DSS) or local purchasing agency (LPA) and DCD. The web-based system provides daily access to a variety of reports as needed. In addition, administrative time and cost associated with recording attendance and making payments will be reduced at the local level. Child care workers will have more time to provide information on choosing quality child care as well as comprehensive support and services that enhance quality of life for families, and to collaborate with the provider community and early education partners.

SEEK will be implemented in stages during 2011-12. When the Division of Child Development and Affiliated Computer Services are assured that the system is ready to go, the first phase will begin with four pilot counties - Alexander, Cabarrus, Durham and Lee. When the pilot is completed, twenty-seven counties in Group I, representing the central area of the state, will begin. They will be followed by Group II, thirty-four counties in the western part of the state, and next by Group III, the thirty-five counties in eastern North Carolina. The second phase of SEEK, the payment delivery system, will then be piloted in selected counties; the remaining counties will be added by their Groups until SEEK is fully operational throughout the state.

Parents will continue to apply for child care services at the local DSS or other LPA. When they are approved for services, they will receive a SEEK card in the mail in a few days. This magnetic stripe card will replace the paper Child Care Voucher in Phase II of SEEK. At the same time, a paper authorization is produced for the parent showing that they have been approved for child care. The parent shows the authorization to the provider if they need to enroll their child at the child care facility before their SEEK card arrives. Parents currently receiving child care assistance will be mailed a card from ACS about two weeks before they will begin to use it.





Point-of-Service (POS) swipe card devices will be placed in all child care facilities and homes that participate in the Subsidy Program. The device is simple, easy to use, and very customer-friendly. Parents swipe the SEEK card through the POS device when checking their child into and out of the facility. The swipes indicate that the child is attending child care at a specific time and date. The attendance information is used in determining payments to the participating providers.

When the POS machine is installed at the child care facility, providers will receive on-site instructions from the installer about the process of using the SEEK card, the use and care of the POS device, software, reporting, and the requirements and compliance with policies. Providers will use the Provider Web Portal to access online authorizations, attendance reports, and payments that are specific for each subsidy child attending their facility.



Once the attendance reporting phase (Phase I) of the system is working properly throughout the state, the payment delivery phase (Phase II) will be implemented. This involves transitioning payments for the providers from the counties to the state.

Payments to providers will be based on attendance information from the POS devices and the business rules for Subsidized Child Care, which are based on current child care policies, as provided by the Division of Child Development to ACS. Current policy allows providers to continue to be paid based on enrollment and paid for certain absences as they are now. Payments will be distributed to providers by direct deposit from ACS twice each month – in the middle and at the end of the month. Although the monthly payment totals will be divided into two payments, the payment amount will remain the same as in the current system. Any needed reconciliation is done through the payment for the last two weeks of the month.

Parents, providers, and local purchasing agencies can find additional information about the new system on the SEEK web site.