



North Carolina Department of Health and Human Services

DIVISION OF CHILD DEVELOPMENT

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Beverly Eaves Perdue, Governor

Lanier M. Cansler, Secretary

Deborah J. Cassidy, Director

March 16, 2011

Dear Child Care Provider:

After many months of planning, the Division of Child Development has contracted with Affiliated Computer Services (ACS) State & Local Solutions, Inc. to develop and implement a statewide system for subsidized child care attendance reporting and payment delivery. The system is called Subsidized Early Education for Kids (SEEK). SEEK will provide more efficient attendance reporting and a payment system that makes payments to you twice monthly through direct deposit.

Because you currently have an arrangement with the local department of social services (DSS) or Local Purchasing Agency (LPA) in your county, you will soon be part of the SEEK system. The attendance reporting system will be the first phase of the SEEK system implemented in your county. Your local DSS/LPA will continue to make your payment until the second phase, when the payment delivery system is implemented.

So that you can continue to serve children who receive child care subsidy, you must complete the forms in this package with all of the required information. Media Riders Inc., a contractor with ACS, will install the Point of Service (POS) machine in your facility between May and August 2011. You must sign the contract agreement with ACS so that your POS machine will be installed in time for the implementation of the SEEK system in your county. You must also provide your banking information to ACS so that they can deposit subsidy payments directly to your banking account when SEEK is fully implemented. Please follow the instructions in this package and return the fully completed forms to ACS in the enclosed postage-paid envelope. The deadline to return the required information to ACS is **April 20, 2011**.

A SEEK pilot for attendance reporting through the POS machines will begin in June 2011 in Alexander, Cabarrus, Durham and Lee counties. The reporting system for other counties will be added in July, August, and September. By the end of September 2011, all child care providers who receive subsidy payments will be using the SEEK system for attendance reporting only. The payment delivery system with direct deposit will be piloted in October - November and fully implemented December 2011 – February 2012 in all counties.

The Division is excited about the benefits of this new system for parents and providers. We thank you for assisting us with a smooth transition by completing and returning the enclosed forms by April 20. If you have questions about the information in this package, you should call the ACS Provider Information Help Desk at 1-866-217-1076. You can also access information about North Carolina SEEK at What's New on the Division's web site at <http://ncchildcare.dhhs.state.nc.us>.

Sincerely,

Deborah J. Cassidy, Ph.D.

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