eChildcare Application Modernization (ECAM)

In 2003, the Family and Social Services Administration decided to modernize the way that childcare benefits were distributed to eligible State of Indiana recipients thru the Child Care and Development Fund Program (CCDF). Previously, eligible recipients were required to fill out paper forms at various childcare providers statewide; these forms then were forwarded by mail to the state for processing. This process proved to be inefficient, ineffective and without appropriate financial controls. The physical volume of mail and the support staff required to manage the process created a growing problem for FSSA.

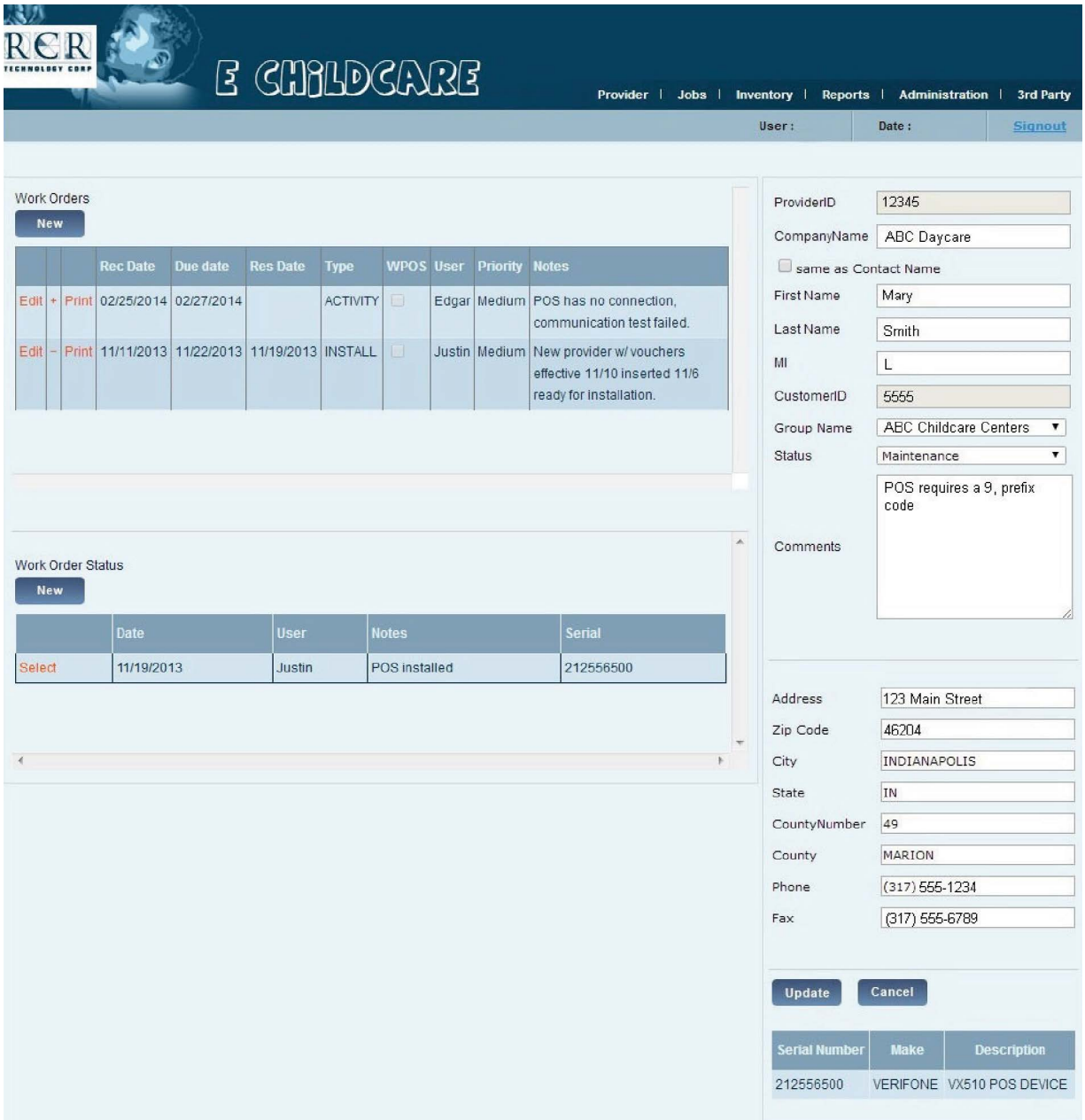
RCR Technology, in a partnership with Affiliated Computer Services (ACS)/Xerox was selected by FSSA to design, develop and implement an electronic benefits transfer solution to distribute childcare benefits to eligible recipients to replace the Child Care Voucher Program previously utilized.

RCR Technology developed a unique solution called the eChildcare Application Modernization (ECAM). The solution manages point-of-service (POS) devices at the facilities of eligible childcare providers statewide. A database developed and maintained by RCR Technology inventories information of all benefit providers, work order operations tickets, and installation/removal record of every POS device that exists with the entire eChildcare Program statewide. Additionally, ECAM provides reporting capabilities able to generate various business level metrics of solution performance and operations also interfacing with the ACS/Xerox EPPIC solution to get daily new provider information reimbursed for services rendered.

The project started in September of 2003 and was successfully completed ahead of schedule and below budget in April of 2004. Over 4000 POS devices were installed in the 92 counties across the State of Indiana. During the initial onsite installations, the RCR Technology engineers identified numerous provider sites that were not eligible for state assistance and as much as 35% of the provider information being provided to FSSA was incorrect. As a result of these findings, solution changes were implemented to better control access, monitoring, and distribution of eligible benefits which eliminated significant fraud, saving millions of dollars for the State of Indiana.

RCR Technology provided initial training of this novel solution and business process which involved a massive statewide effort of all of Indiana's administrative staff, intake agents, childcare providers and approximately 15,000 recipients of benefits of the eChildcare Project. The project and its statewide users are supported today, by a Help Desk Level II support capability build by RCR Technology supporting both the system operations as well as the supporting the financial process by which providers are.

The original solution ECAM v1.0, was built on Visual Studio and a Microsoft Access Database. The solution was upgraded to ECAM v2.0 in 2010 to use newer and more supportable technology, .NET, a SQL database, and a web-based application to create a more robust and scalable solution. The user interface for ECAM v2.0 has proven to be especially useful, efficient, and easy to support many end-users.



The final rollout was completed after a successful and comprehensive pilot of 2 state counties. RCR Technology provided field support engineers and training staff that executed preliminary on-site training, and ongoing operational support for state administrative staff and childcare providers. Consultative assistance was provided to these group to allow them to manage the weekly discrepancies and issues during the transition from the old system to the new ECAM/EPPIC (1) solution.

ProviderID	Provider Name	Install Type	Date Finished	Comments	Employee	Part Description
5268	Joan's Day Care	Install	1/6/2011 12:00:00 AM	POS replaced during State mandated equipment upgrade	General	VX510 POS DEVICE
5268	Joan's Day Care	Deinstall	7/16/2013 12:00:00 AM	POS now back	Deinstall	VX510 POS DEVICE
17699	Tiny Tots Daycare And Preschol	Install	9/25/2013 12:00:00 AM	new install	Tara	VX510 POS DEVICE
17699	Tiny Tots Daycare And Preschol	Deinstall	11/20/2013 12:00:00 AM	POS now back	Deinstall	VX510 POS DEVICE

******* Detailed records are maintained of all POS activity of statewide program activity.***

Since 2003, RCR Technology has continued to support FSSA and the eChildcare Project through a collaborative partnership with ACS/Xerox, by providing.

- Maintenance and support of ECAM POS devices
- Benefit provider end-user support, on-site initial set-up and ongoing end-user training for all new providers entering the program statewide
- Back-up financial payment facilitation and execution, also supporting discrepancies performance reporting of approximately 250 manual vouchers daily
- Level II Help Desk support of the eChildcare Project including (1) technical support project solution specialists, and (2) support for electronic funds transfer/financial coordination and operational support of the POS devices supporting the project

About CCDF

The Child Care and Development Fund (CCDF) is a federal program that helps low-income families obtain childcare so they can work, attend training, or continue their education. The purpose of CCDF is to increase the availability, affordability, and quality of childcare.

The CCDF Program is administered through the Indiana Family and Social Services Administration (FSSA) in the Division of Family Resources (DFR), Bureau of Child Care (BCC). The CCDF State Plan outlines state and local level parameters and includes program outcomes, systems development, and eligibility requirements.

(1) EPPIC: Electronic Payment Processing and Information Control solution delivers online real-time transaction processing with easy Web access. This solution is part of the ACS/Xerox suite of Electronic Benefit Transfer services.