

WELCOME to the **Hoosier Works for Child Care** program.

This guide will give you basic information on how to use your Hoosier Works card at your child care provider.

Your card will be used to **Check-In** and **Check-Out** your child(ren) at your child care provider, enter a **Personal Day Claim** for your child(ren), and access child care benefits.

If you are not yet part of the Hoosier Works for Child Care program, families must apply at the Local Intake Office serving the county where you live.

Visit the below website to find an Intake Office near you:
www.in.gov/fssa/carefinder/3900.htm

Call **1-800-876-0487** to:

- Set up your PIN
- Change/Re-set your PIN
- Approve late attendance
- Talk to Customer Service

Visit

www.hoosierchildcarefamily.com

to:

- View the Parent/Guardian Web Portal
- Approve late attendance
- View family/voucher info
- View short how-to-videos and tips for using your Child Care card

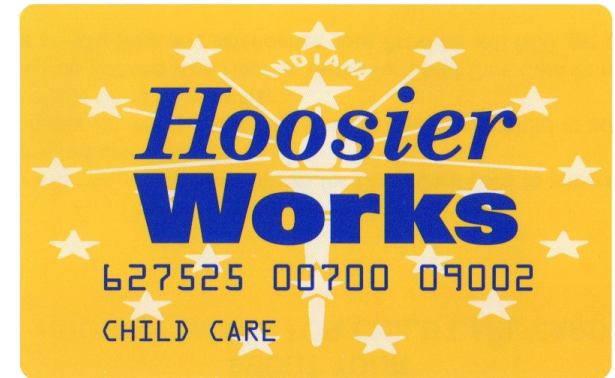
Call your local
Intake Agent to

- Ask questions about your account (voucher related) or problems with your Hoosier Works card



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Hoosier Works for Child Care



Cardholder Information Brochure



Indiana Family and Social Services Administration
Office of Early Childhood and Out of School
Learning
402 West Washington Street, Room W361
Indianapolis, IN 46204

IMPORTANT INFORMATION ABOUT YOUR HOOSIER WORKS FOR CHILD CARE CARD

- You will use your Hoosier Works for Child Care Card to access your child care benefits
- Each day you must swipe your card to check you child in and out of the child care program
- If you do not use your card to record your child's time and attendance, your Provider will NOT get paid
- You can request an additional HWCC card for a person over the age of 18, so they can check your child(ren) in or out of the program
- Your child(ren) must be checked in each time. Failure to do so may result in termination of child's benefit without notice.



CARD CARE

- Do not damage or bend your card
- Do not scratch black magnetic strip on back of your card
- Do not get your card wet
- Do not leave your card in the sun
- Do not place your card near magnets, TVs, stereos, DVD players or checkout scanners
- Always keep your card in a safe place
- Do not throw your card away – it is yours to keep as long as you are receiving child care benefits

FOR HELP

- Contact you local Intake Agent
- Ask your Child Care Provider for help
- Visit www.hoosierchildcarefamily.com for tips and short how-to videos

To check in your child(ren) each day on the POS terminal, follow these steps:



CHECK-IN/CHECK-OUT	
Terminal Display	Action
SWIPE CARD to Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN Press Enter
Attendance Type?	Press "1" for Check In Press "2" for Check Out
Enter Child 1 #	Enter your Child #'s Press Enter after each child
Press ENTER again after your last child	

How to Check In Later, If You Forget

To check in child(ren) for a previous day when you did not check in:

PREVIOUS CHECK-IN / CHECK-OUT	
Terminal Display	Action
SWIPE CARD to Begin	Swipe your Card (Press F3 for manual entry)
Please ENTER PIN	Enter your PIN; Press Enter
Attendance Type?	Press "3" for Previous Check-In Press "4" for Previous Check-Out
Enter Child 1 #	Enter your Child #'s Press Enter after each child
Date: MM/DD	Enter MM/DD; Press Enter
Time: HH:MM	Enter HH:MM; Press Enter
AM or PM?	Press "1" for AM Press "2" for PM
Enter Child #	Enter your Child #'s Press Enter after each child
Press ENTER again after your last child	

NOTE: You can do a previous check in/out for up to two weeks after the missed day. Your provider can enter late attendance for up to one year, which you will approve at **1-800-876-0487** or through the Parent/Guardian Web Portal at www.hoosierchildcarefamily.com.

Personal Day Claims

- When enrolled full-time at a weekly rate each child is allowed twenty (20) personal days per child during their enrollment year if a child is absent
- Once days are used CCDF will not pay for any additional absences
- To claim a Personal Day swipe your Child Care card on the POS terminal and select "F3" – Personal Day Claim

Personal Identification Number – PIN

- A PIN is a four-number SECRET code that you choose – your PIN must be used every time you use your Hoosier Works for Child Care Card
- To set up your PIN call 1-800-876-0487 and follow the instructions given
- The POS terminal will not work unless you enter your PIN
- LEARN and REMEMBER your PIN
- NEVER write your PIN on your card
- NEVER give your card or PIN to anyone, including your provider
- Your PIN is your secret electronic signature – the individual card holder is responsible for all card activities

Replacement Cards

- To obtain a replacement card, contact your Intake Agent
- Until your card is reissued, you will NOT be able to check your child in or out and your Provider may NOT be paid