

FREQUENTLY ASKED QUESTIONS TOTS

1. What is TOTS?

TOTS is an acronym for Tracking of Time Services. TOTS is the electronic time and attendance process used to track the time children spend with providers. Children who participate in the Child Care Assistance Program (CCAP) must be checked in and out each day using the TOTS machine. Payments to the child care providers are based on the attendance data from TOTS. For more information regarding TOTS, visit the Louisiana provider portal at www.latots.org and view "Helpful Hints."

2. Who has to use TOTS?

All Providers participating in CCAP must use TOTS for tracking child care attendance.

3. How does TOTS work?

TOTS uses finger imaging (similar to that used in some school lunch programs) or an Interactive Voice Response telephone service as the method of recording children's attendance. The method used is based on the provider type.

NOTE: A finger image is not a finger print. Finger imaging is a method of measuring physical characteristics and converting them to a numeric code. This information will not be shared with any other state or federal agency.

4. Who can check a child in and out of care using TOTS?

A parent, guardian or designee is the only person authorized to check a child in and out using TOTS. Each CCAP case is allowed three designees in addition to the parent or guardian.

5. How do I check a child in and out of care?

For Class A and Class M (Department of Defense) centers and for Family Child Care Home providers, CCAP head of household or approved designee must check each child who participates in CCAP in and out of care each day using finger imaging.

NOTE: For a Class A center that provides transportation to and from the child's home, either the CCAP head of household or approved designee must be at the home to check the child in/out.

For school-based and In-home providers, the parent must report attendance using the Interactive Voice Response telephone system by calling 1-888-281-0326 and following the prompts.

6. What if the parent, guardian or designee does not check the CCAP child in or out using TOTS?

If the parent, guardian or designee is not present at the time the child is checked in or out, they will have 7 days (6 days + current day) to update the attendance by using the previous check in or previous check out process. This process should only be used in limited circumstances, such as an emergency or for school-aged children attending before- or after-school and the parent or designee is not present to record attendance.

7. Who provides the equipment for TOTS?

The equipment is provided by the state and is shipped to the provider's facility with instructions for installing the equipment.

No special equipment is necessary for school-based and In-home providers. Attendance data is reported by calling 1-888-281-0326 and following the prompts.

8. When will I receive the TOTS equipment?

Once a CCAP child is authorized for care at your location, the equipment will be automatically shipped to you. If assistance is needed during the installation, call the Help desk at 1-888-281-0326.

9. Who do I contact if my TOTS equipment does not work properly?

If the TOTS equipment malfunctions, call the help desk at 1-888-281-0326.

10. How do I record attendance when my TOTS equipment is not working?

Each provider should keep a manual attendance log to submit to the state for attendance that cannot be recorded in TOTS.

11. What do I do with the TOTS equipment if I stop providing child care services?

If you stop participating in CCAP, call the help desk and ask them to provide packaging and a label to return of the equipment. There is no cost to you for shipping if the label provided is used for the return.

12. What is the Provider Portal?

The Provider Portal gives you the ability to view authorizations and attendance reports online for children authorized for CCAP in your location. The website is www.latots.org. Your user ID is your provider number. If you have not previously accessed the site, a temporary password has been assigned and must be changed at the first login. The temporary password is your zip code. Once logged in, you will have access to your authorization and attendance information. This information is secure, viewable only by entering your User ID and Password. Instructions are provided on the website at the address shown above. You should review this information daily so that attendance errors can be corrected within seven days. Your payments are based upon this information.

13. How do I access the TOTS attendance information on the Provider Portal?

Login to www.latots.org. There are three blue navigation buttons near the bottom of the screen. Select "Authorizations" to view the children authorized for your center; select an Authorization number for a particular child to view details of the authorization; select a child then click on "Transaction" and enter a range of dates to view transactions for a specific time period for a specific child; and select "Activity" to display the Provider's Daily Activity.

In the upper right corner of the screen, the provider may select "Reports" to view the Exception Report and Attendance Summary Report. "Selected Date's Exceptions" allows the provider to review a report for a specific date and "Previous 10 day Exception" allows the provider to view the previous 10 days attendance report.

14. What if I forget my TOTS password or my password is disabled?

If you have forgotten your password, you may reset the password by logging in to www.latots.org and clicking on the "Forget Password" link on the login page.

If your password has been disabled, you should call the help desk at 1-888-281-0326.