



## MEMORANDUM

**TO:** Directors of County Department of Social Services and  
Other Local Purchasing Agencies

**FROM:** Ron Byrd *RB*

**RE:** Concerns Identified in SEEK Pilot - Phase I

**DATE:** September 1, 2011

The purpose of this communication is to provide you with information about specific issues identified in the Phase I pilot of SEEK (Subsidized Early Education for Children) that impact the issuance and use of the SEEK cards to families currently receiving subsidized child care and the installation of the Point of Service (POS) device in child care facilities. Your staff may experience these issues as we continue with the SEEK rollout schedule. It is urgent that all staff in your agency who work with your child care subsidy program receive this letter so that they will be well informed. Affiliated Computer Service (ACS) and the Division are working aggressively to resolve these issues so that SEEK will run smoothly through Phase I. These issues are described below.

- Children's child care services terminated through the Subsidized Child Care Reimbursement System (SCCRS) using "terminate with pay" (code 3) continue to show active authorizations in SEEK.
- Children's child care services terminated through SCCRCS using "terminate without pay" (code 4) continue to show active authorizations in SEEK.
- Eligibility end dates updated at recertification and entered in SCCRCS are not transferring to SEEK which results in parents experiencing denied swipes.
- Changes to some case information such as changes in the hours of care authorized causes denied SEEK card swipes.
- Eligibility begin dates must match the date that was transferred to SEEK during the "data dump" process as described in Administrative Letter #03-11.

Until solutions are developed and tested, staff in the county should continue to utilize SCCRCS and the Cox One Case case management system and follow current subsidy policies related to the aforementioned issues. The Division will communicate the solutions to these issues as they become available. Please note that these issues do not affect subsidy payments to child care providers in Phase I.

Please refer back to Administrative Letter #03-11 and Guidance for SCCRS and SEEK document for instructions on the SEEK Response Message. As data is transferred to SEEK, records are written into a "reject file" when the information is incorrect or incomplete. These files are returned to SCCRS, developed into SEEK Response Message, and saved in NCXPTR. County staff must review these reports daily and make the necessary corrections. If the records in the Response Message are not corrected, SEEK cards will not be issued correctly and providers will not receive their POS devices. Also, please follow the instructions provided in Administrative Letters # 01-11 and # 02-11 to ensure that data is transferred to SEEK correctly.

Child care providers may call you about the installation of their POS device or you may be checking the Administrative Terminal (AT) to determine how many POS installations have occurred in your county. As you view this information in the AT, the installation date provided by ACS indicates the date that the POS was installed or shipped to providers.

We need your assistance in helping parents and providers to see beyond the current issues and provide helpful information as it is disclosed. We ask county staff to contact their Subsidy Services Consultant as they discover any additional issues. We welcome any supportive solutions from county staff that will expedite the progress of Phase I SEEK.

It is important that this letter reach all of your staff that work with the child care subsidy services program. If you have questions about this letter, please contact your Subsidy Services Consultant

RB:FL

cc: Child Care Coordinators  
Subsidy Services Consultants