



# Tracking of Time Services



# Tracking Device TOTS

Building a Stronger Louisiana

Louisiana Gov > Department of Children and Family Services

**TOTS**  
Tracking of Time Services

Provider Help Line  
1-888-281-0326

**Welcome to the Louisiana Provider Portal**

**Login**      **Password**      **LADCFS Staff Only**

          

**LOGIN**      [Forgot Password?](#)

**News Bulletins**

The Louisiana Department of Children and Family Services Provider Web Portal gives child care provider with internet access the ability to view their authorizations and the attendance reports for their authorized children online. Providers are given User IDs and temporary passwords, which must be changed at the first login. Logging in gives providers access to their authorization and attendance information. The information for each provider is secure, viewable only by entering User ID and password.

**Links**

- Der Information (Town Hall)
- n
- nial Installation Guidelines
- quipment Agreement Packet
- rently Asked Questions
- rtal User Manual
- S and Biometric Device Manual
- S Quick Reference Guide
- R Quick Reference Guide
- ents using POS/Bio equipment
- ents using the IVR
- Welfare Parents User Manual

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6/3/2016

# Tracking of Time Services

- Parents or guardians (and up to three household designees) who drop off children must be checked in and out each day using TOTS.
- Parent simply places a finger on the device, which measures physical characteristics and converts it into an identifying numeric code. The image is not shared with any other state or federal agency.
- Payments to providers are made only for children checked in and out using TOTS.



# Tracking of Time Services

- Finger imaging devices have been installed at all Class A licensed child care centers, and those home providers authorized to bill the state.
- Equipment installation is at no cost to child care centers. Centers are required to have a phone line and internet connection.
- Home and school providers use a telephone Interactive Voice Response system to check in and out. A dedicated phone line is required.
- Vendor (Xerox) installed the devices and provided software. State provided instructions on data submission and invoicing. Implementation was smooth without significant incidents.



# Tracking of Time Services

- All attendance records and invoices are submitted electronically, no more paper invoices.
- Reduction in fraud & over/under payment errors.
- State pays weekly not monthly which improves cash flow to small providers
- The TOTS provider portal allows the vendors to view authorization and attendance reports.



# Before and Immediately After

	Children	Benefits paid	# providers
Before	36,200	\$8.4 million	3,380
Next 12 mos. after	32,200	\$6.6 million	2,700
Change	Minus 11%	Minus 23%	Minus 20%



# Before vs. Now

	Children	Benefits paid	# providers
Before 2010	36,200	\$8.4 million	3,380
Recent 2015/2016	13,000	\$2.9 million	1,100
Change	Minus 64%	Minus 65%	Minus 67%

