



**WORKFORCE
SERVICES**
CHILD CARE

Welcome to the Office of Child Care
DWS Provider Portal Orientation Webinar

Purpose of this Webinar

This webinar will provide an orientation to the DWS Provider Portal, or the “portal”.

The portal is a **tool** for sharing **case** and **payment information** with child care providers, and for providers to **communicate changes** to Workforce Services.



OCC will create your account

Requirements:

- You must be fully licensed by Child Care Licensing
- You must be eligible to receive subsidy payments
- Utah-Id assistance: <https://idhelp.utah.gov>
 - 801-538-3440

Accessing the portal

Go to:
jobs.utah.gov/childcare

Use your Utah-Id
email and password
to sign in.



Welcome to the DWS Child Care Provider Portal

Important Info: If you don't have a UtahID, please create one using the same email address as your current email to the Child Care Provider Portal.
Click [HERE](#) to login or create a UtahID account.

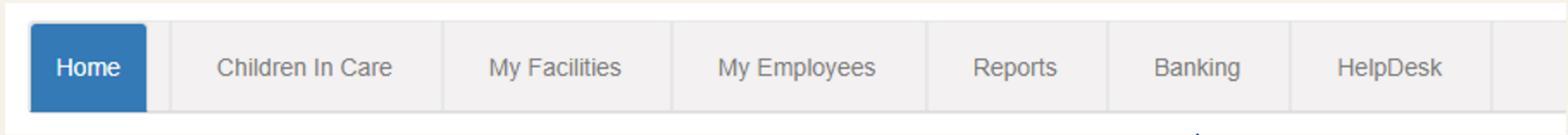
If you've never logged in and need to associate your UtahID to your facility please contact the Office of Child Care by email at occ@utah.gov or call at 1-866-435-7414 (select option 5, then option 1).

Click Sign In

Sign In

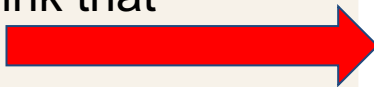
Your first visit to the portal

On the Home page, Click the Banking tab:



Banking tab

Towards the bottom, click on the blue link that says 'Add A Direct Deposit Account'.



I Want To

[Add/Update A Direct Deposit Account](#)

[Add/Edit My Tax Id](#)

[View Transaction History](#)

Enter your information and **save**.

****Important:** if you do not enter a direct deposit account, you will be paid by a mailed check.

Portal Features and Functions

Log in = accepting Current terms and conditions for accepting subsidy payments

Home tab:

- All tabs available to you
- What's New notification box
- FAQ section
- “I want to” box at the bottom, including a direct link to email OCC

The screenshot shows the Home tab of the DWS Provider Portal. At the top, there is a navigation bar with tabs: Home (selected), Children In Care, My Facilities, My Employees, Reports, Banking, and HelpDesk. Below the navigation bar is a red banner that reads "CHECK BACK OFTEN FOR UPDATED INFORMATION". The main content area is titled "What's New" and contains several updates:

- 10/05/2021**: Starting October 9, 2021, all DWS Provider Portal users will be required to use their Utah-ID to log into the DWS Provider Portal. Most users should already have a Utah-ID as this is required by Child Care Licensing and Care About Childcare. You will not need to do anything as long as your email address in the DWS Provider Portal is the same as the email address used to create your Utah ID. You will simply log in with your Utah-ID information.
If the email address on your DWS Provider Portal account is not the same as the email used for your Utah-ID, and you are not able to log in, please email occ@utah.gov.
- 09/01/2021**: The DWS Provider Portal is now fully functional. All provider change reports should be made on the Provider Portal once again. Please review the options under the "Actions" button on each case.
Effective October 1, 2021, the Department of Workforce Services subsidy payment rates are increasing for all provider types, based on the data we received from the [2021 Child Care Market Rate Study](#). To see the new monthly subsidy rates, [click here](#).
To review or update your monthly, full-time rates, please go to [CareAboutChildcare.utah.gov](#). Each provider determines their own rates and must decide when to update their rates. Rates will not be updated automatically (except for FFN providers, who do not need to report rates). You must update your rates on Care About Childcare if you wish to change them. Lower custom rates must be reported through the Provider Portal.

On the right side of the page, there is a user profile section showing "You are signed in as Lisa Roman." with links for Home, Español, and Log Out. Below this is an email input field with a "Go" button and a search bar for "Child Care Provider Search". At the bottom right, there is a "Common FAQs" section with several questions and links to answers, such as "How do I get a DWS Provider Attendance Certification Form?", "What happens if I have an overpayment?", "A pending case that was on my list is no longer there. Why did it disappear?", "How do I change my rates?", and "Where can I find the Provider Guide?".

Home Tab

- Providers are responsible for information posted in the pink “What’s New” section.
- The Common FAQs section provides fast answers to many common questions.
- The Common FAQ’s section includes a link to the full current Provider Guide
- At the bottom of each page, the “I Want To” box shows links to common actions

I Want To

[Email Office of Child Care](#)

[Report A Change For A Case Or Child](#)

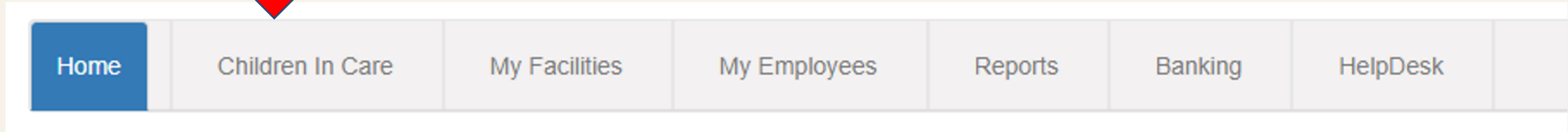
[Create Account \(Help Desk\)](#)

[Add/View My Banking & Tax Info](#)

[View Transaction History](#)

Children in Care tab

Children in Care: your most used tab.



Basic current, historical and next month's case information.

Children in Care tab

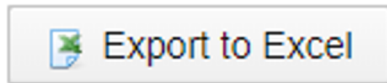
- Default Display:

Last Nam ▲	First Name	Case Number	Status	Current Month	Next Month	Review Date
------------	------------	-------------	--------	---------------	------------	-------------
- Additional details: click case line, or the “Actions” button and “View Details”
Displays children’s names, subsidy per child, coverage hours, any co-payment, application and review dates.
- Use the arrows for additional month’s information

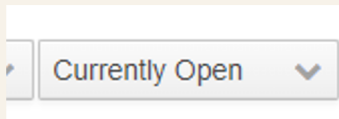


Children in Care tab

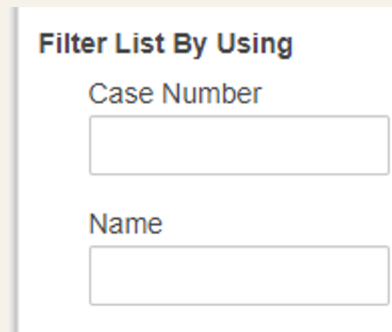
- Export, save and print your current Children in Care roster



- Drop down menus: “Currently Open” or all Cases from the last 12 Months



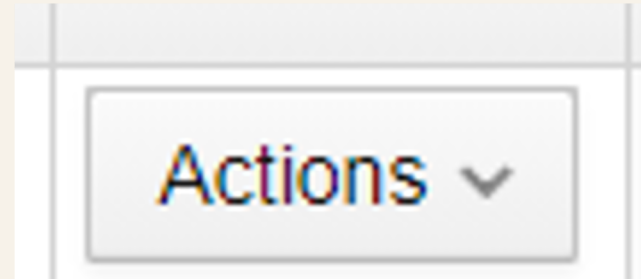
- Use filters to search by parent’s case number or name.

A form titled "Filter List By Using" in a bold, dark gray font. Below the title, there are two sections. The first section is labeled "Case Number" in a dark gray font, followed by a white rectangular input field with a thin gray border. The second section is labeled "Name" in a dark gray font, followed by another white rectangular input field with a thin gray border. A thin red horizontal line is visible at the bottom of the form area.

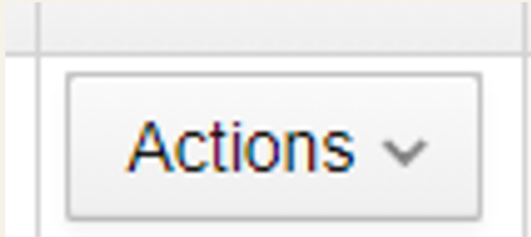
Children in Care tab Actions

The “Actions” drop down buttons to the right of each family’s name is where you report changes to a case, such as:

- Child has not attended for 90 [calendar] days or is no longer enrolled
- Child Attended less than 8 hours in the initial benefit month
- Apply a DWS Credit to a Case
- Report Child Care Rate Per Child
- And Child Has Returned to Care



Children in Care Tab, continued.,,



Actions, or provider change reports will be covered in detail in a separate webinar.

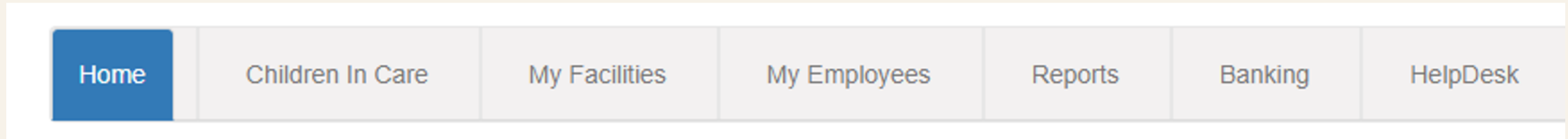
The Children in Care tab is also where All licensed family and center providers must certify each month.

Certification does not apply to Family Friend and Neighbor, FFN, license exempt programs or Residential Certificate providers.

We cover certification in detail in the Certification Webinar.

My Facilities and My Employees tab

- The My Facilities tab displays multiple sites for providers that have more than one location.



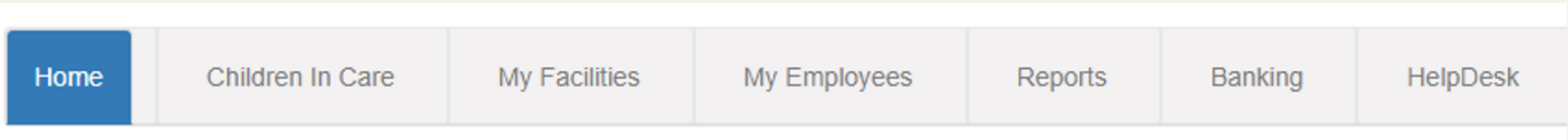
- The My Employees tab shows who has current access to the portal. Clicking the “Actions” button and “Edit” will display each employee’s access level and allow you to edit.

My Employees tab

- Financial Administrators have FULL access to all portal tabs and can complete certification. This access is best restricted to as few users as possible.
- Facility Admins can access all tabs except the Banking tab, and can complete certification.
- Facility Workers have View only access to the Children in Care tab.

Reports tab

- Information to help manage your records
- Search historical case Information and specific financial transactions
- Export to Excel and save and/or print



Reports tab

- Transaction History
- 1099 Form ****Note: electronic 1099s only include subsidy income received from DWS.**
- Monthly & Historical Change Report Summary

Thank you!

Questions?

Email OCC@Utah.gov