



North Carolina Department of Health and Human Services

DIVISION OF CHILD DEVELOPMENT

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Beverly Eaves Perdue, Governor

Lanier M. Cansler, Secretary

Deborah J. Cassidy, Director

April 14, 2011

Dear Parent or Responsible Adult:

I am writing to let you know about an exciting change coming to the Subsidized Child Care Program. We will soon have a new statewide electronic system to report children's attendance and to pay providers. It is called **SEEK**, Subsidized Early Education for Kids. The North Carolina Division of Child Development (the Division) is working with Affiliated Computer Services (ACS) to develop and set up this system for you to record your child's attendance at your child care facility.

If your phone number is in the state's Subsidy System, you will receive a brief phone call from a representative of the Division telling you about SEEK. These calls will be made from April through August, depending on when your county is scheduled to begin participating in SEEK. The county roll-out schedule is available on the Division's web site at www.ncchildcare.net under **What's New**.

In addition to the phone call, you will receive a postcard in the mail telling you more about SEEK. The postcard will have an image of the SEEK card on it. About two weeks after the post card arrives, ACS will send you a personalized magnetic stripe card (SEEK) attached to a card mailer. This card is similar to a debit or credit card you use at the grocery store or other stores. Instructions and tips on the use and care of the card will be included with your SEEK card mailer. Please do not throw away your card mailer or your SEEK card.



Effective Tuesday, May 3, 2011, parents and responsible adults can call the Cardholder Call Center at 1-877-766-2322 to activate their SEEK card and choose a PIN number. The voice activated system will ask you for a 4-digit PIN number. Make sure to choose a number that you can easily remember. Staff with ACS are available at the Call Center to answer your questions about SEEK. As more information becomes available about SEEK, we will post it under **What's New** on the Division's web site.

SEEK will help our subsidy program become more efficient. We are looking forward to June when SEEK starts up in four counties. All other counties will follow a specific start up schedule during July through September.

Sincerely,

Deborah J. Cassidy, Ph.D.

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DJC/BC