The City of SAN DIEGO

Municipal Child Care Benefit Pilot Program

TOOTRiS
Powering Absolute Potential

Agenda

1. *Introduction*
2. *Webinar Accessibility*
3. *About TOOTRIS*
4. *How TOOTRiS Works*
5. *How to Create a Parent Account*
6. *How to Create a Child Profile*
7. *How to Locate Your Existing Child Care Provider in TOOTRiS*
8. *How to Refer Your Child Care Provider to TOOTRiS*
9. *How to Find a New Child Care Provider in TOOTRiS*
10. *How to Enroll Your Child & Apply Your Benefit Through TOOTRiS*
11. *How Payments Work*
12. *How to Access Employee Benefits Dashboard & Benefit Information*
13. *How to Access Online & Concierge Resource Tools & Support*
14. *Addressing Your Questions*

Your Co-Presenters

Tyler and Brittney are like the fairy godparents of Child Care enrollment.

They, and the entire <u>Concierge Team</u>, work tirelessly every day to sprinkle enrollment magic on parents' stress and turn it into pure <u>Child Care bliss</u>.

"Think of us as the ones who can <u>bibbidi-bobbidi-boo</u> your little ones right into the perfect Child Care program, giving you <u>peace of mind</u> and time to enjoy a cup of coffee that's actually still hot "

Tyler Garrett

Customer Success Manager

Brittney Lemelle

Partnership & Education Specialist

How to ask questions during the presentation?

- Submit questions in the chat

- Concierge support will answer questions during and after the presentation

- For specific concerns, email us at citysd@tootris.com

Would you like to watch this webinar again?

- A recording of this webinar will be made available through the **City of San Diego Office of Child and Youth Success**
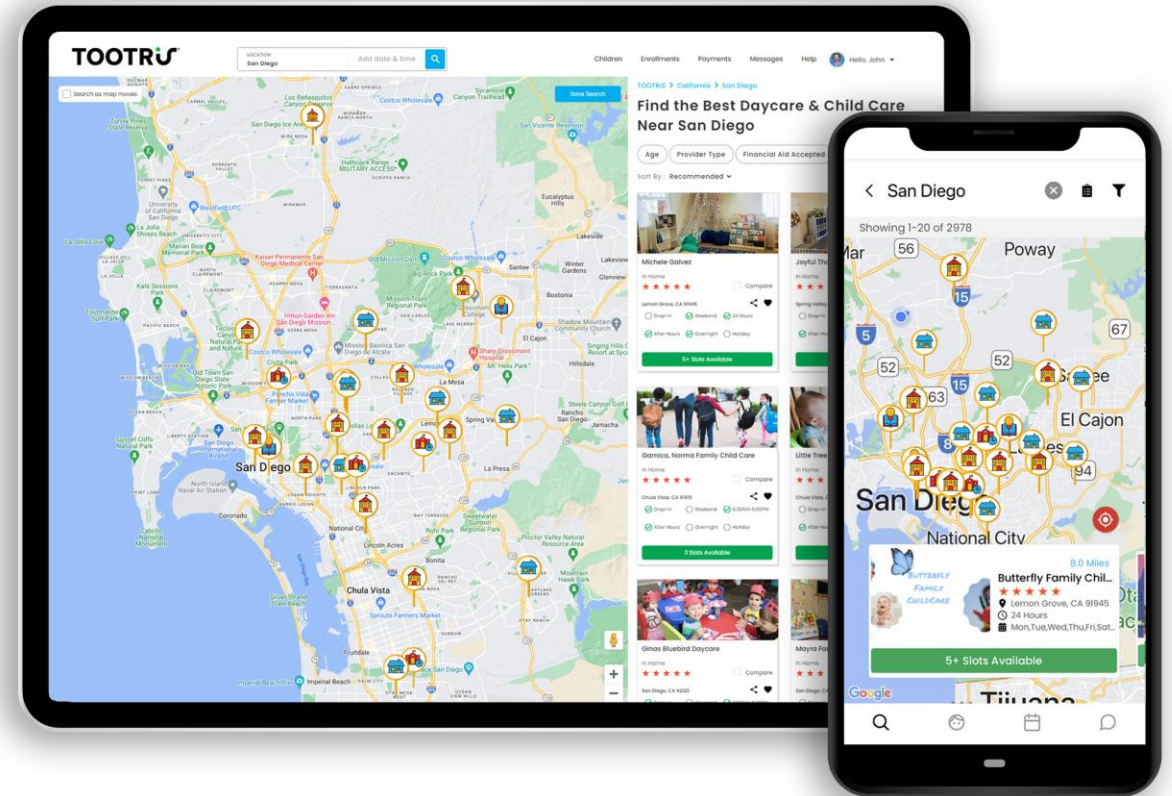
The City of SAN DIEGO

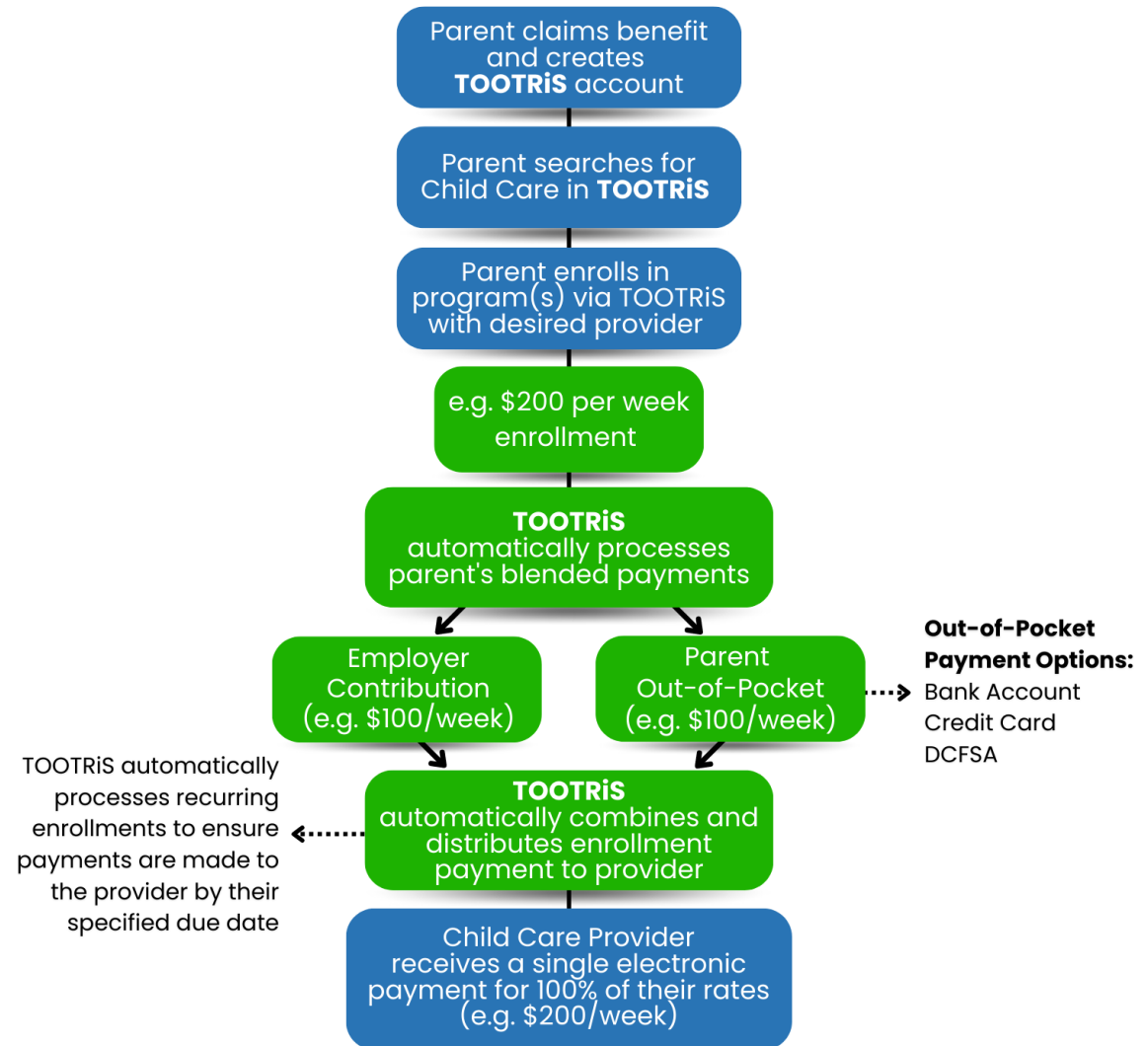## TOOTRiS helps simplify the juggling act of work and parenting.

We collaborate with employers to effortlessly integrate Child Care Benefits, ensuring that you have access to trusted and convenient care options for your kids.

Our real-time tech platform takes the guesswork out of finding the right Child Care, giving you the greatest choice of options to fit your specific family needs, so you have more time to focus on your job knowing your little ones are in capable hands.

CENTERS · IN-HOME · AFTER-SCHOOL · DEDICATED · BABYSITTER/NANNY · SUMMER CAMPS · TUTORING · EXTRA CURRICULAR · FAMILIAL CAREGIVERS · YOUTH SPORTS

The City of **SAN DIEGO**

TOOTRiS makes it easy for City of San Diego parents to:

1. **Claim their benefit & create an account**

2. **Find and enroll in care – or enroll with your existing provider!**

3. **Automatically process payments**

Parent claims benefit and creates **TOOTRiS** account

Parent searches for Child Care in **TOOTRiS**

Parent enrolls in program(s) via TOOTRiS with desired provider

e.g. $200 per week enrollment

TOOTRiS automatically processes parent's blended payments

Employer Contribution (e.g. $100/week)

Parent Out-of-Pocket (e.g. $100/week)

Out-of-Pocket Payment Options:
Bank Account
Credit Card
DCFSA

TOOTRiS automatically processes recurring enrollments to ensure payments are made to the provider by their specified due date

TOOTRiS automatically combines and distributes enrollment payment to provider

Child Care Provider receives a single electronic payment for 100% of their rates (e.g. $200/week)

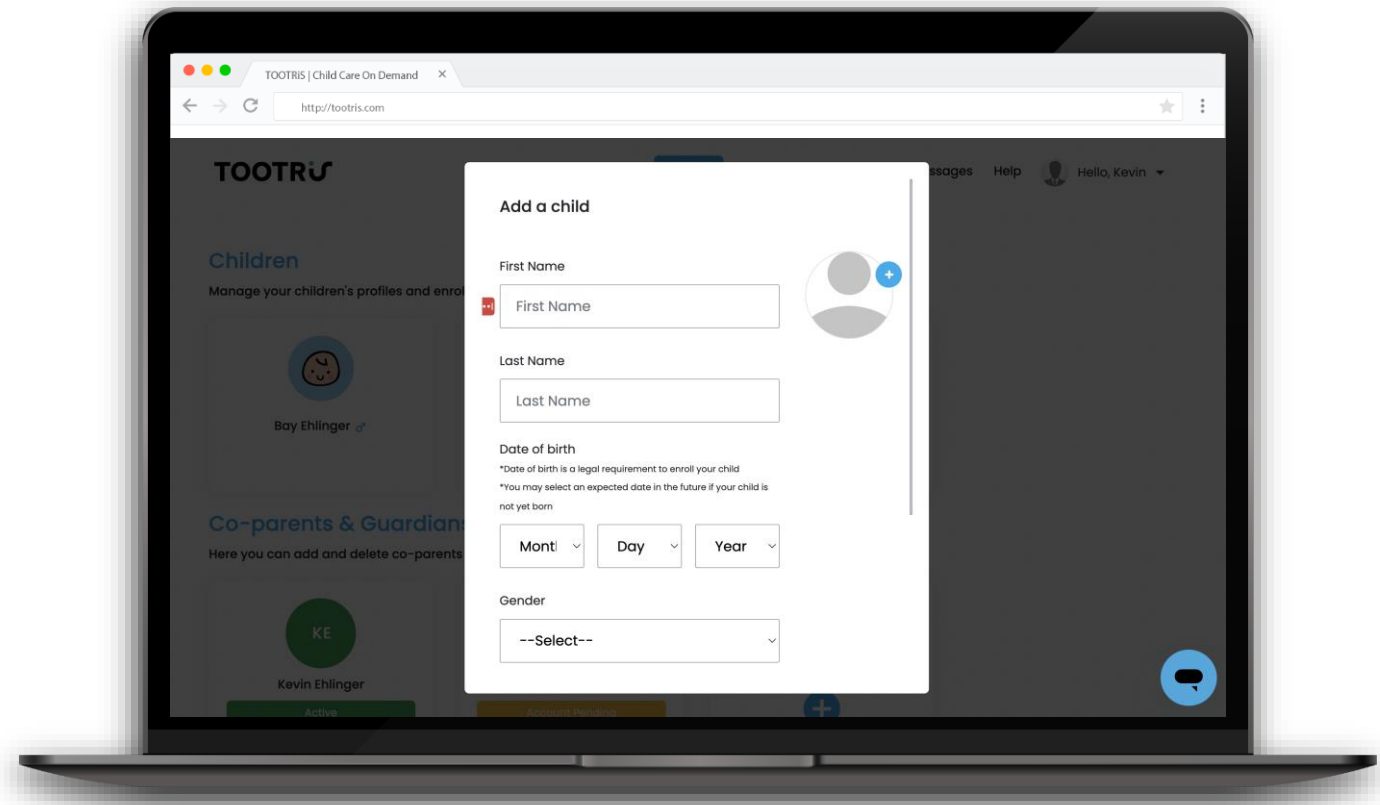1. *Go to **tootris.com/city-of-san-diego** (via mobile or desktop).*

2. **Check for your verification email, and click "Activate Account"**
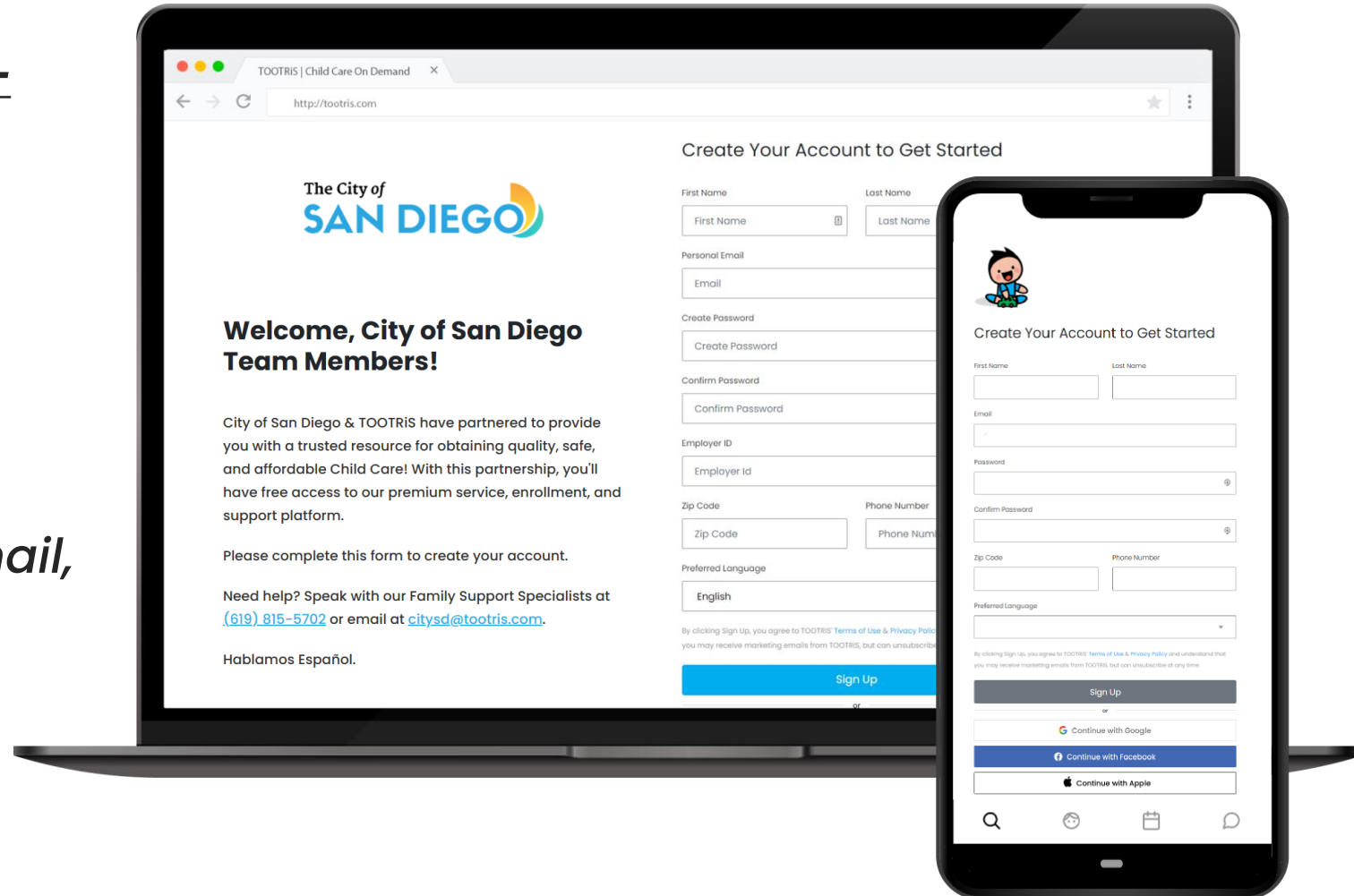
1. Go to your parent account and select "Add a Child"

2. Enter the child's information

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1. *Go to **tootris.com** or download the TOOTRiS app*

2. *Sign in with your email and password*

3. *Enter the city or zip code where you are looking for care*

4. *Use the 120+ search filters to find the type of provider that fits your needs*

5. *To enroll, click on "Slots Available" then "Enroll Now"*
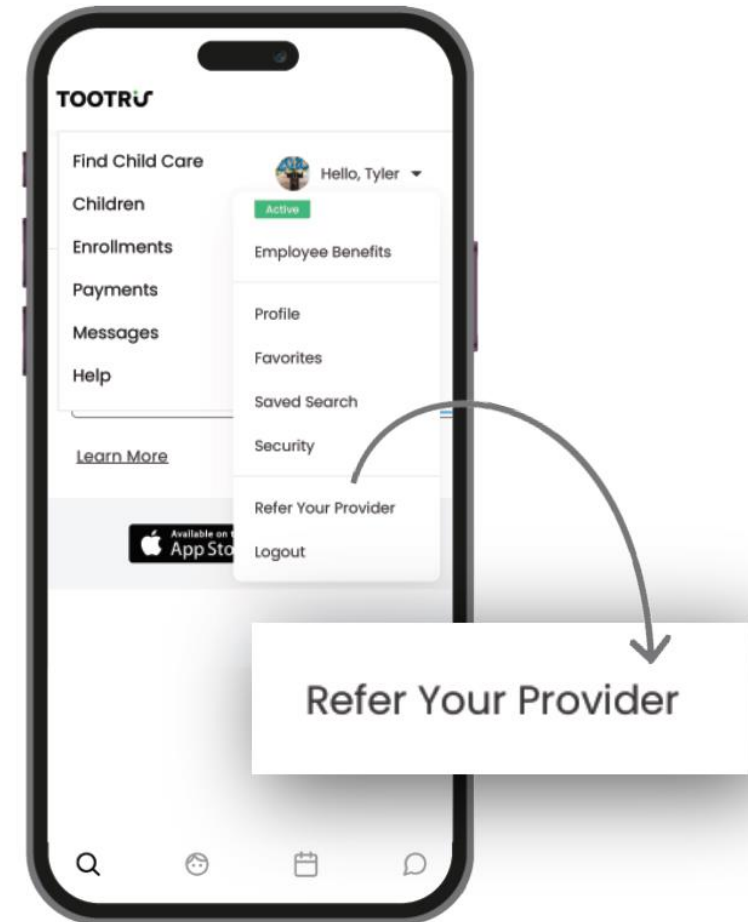

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1. *Go to **tootris.com** or download the TOOTRiS app*

2. *Sign into your account*

3. *Search via zip code, city, town, or name of Child Care*

4. *If your provider's profile shows an "Enroll Now" button, you're set – you can begin enrolling*

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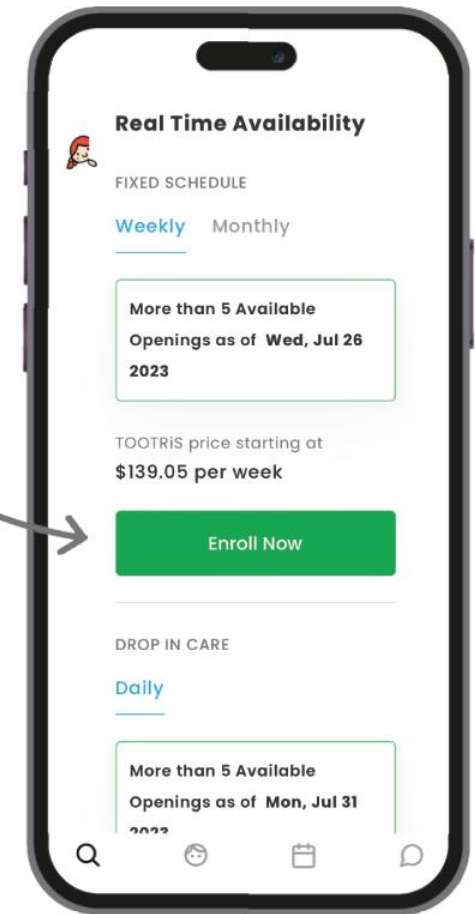
1. *If you can't find your provider or their profile is not ready to enroll, refer them to our TOOTRiS Parent/Provider Advocates and they will do the rest.*

2. *Go to* **tootris.com/refer**

3. *Enter the requested information*

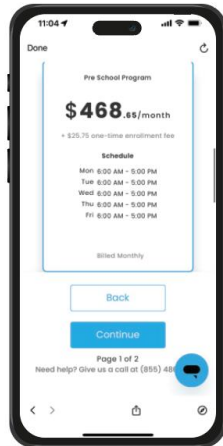4. *Please let your provider know that TOOTRiS will be contacting them about your new benefits to assist them*

Refer Your Provider

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1. *If you currently use or plan to use a Nanny, Babysitter or Family caregiver, it's easy for them to sign-up on TOOTRiS!*

2. *First, have them visit* **tootris.com/register**

3. *They will choose* **'Babysitter & Nanny'** *to start creating their new account*

4. *The entire process takes just a few minutes!*

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TOOTRIS / REGISTER / Babysitter & Nanny

1. Choose an Account Type

Parent
You're a parent looking for care for your child.

Child Care Provider
You're an in-home or center based child care provider.

Babysitter & Nanny
You provide services as a babysitter, nanny or familial caregiver.

2. Create Your Free Account to Get Started

First Name
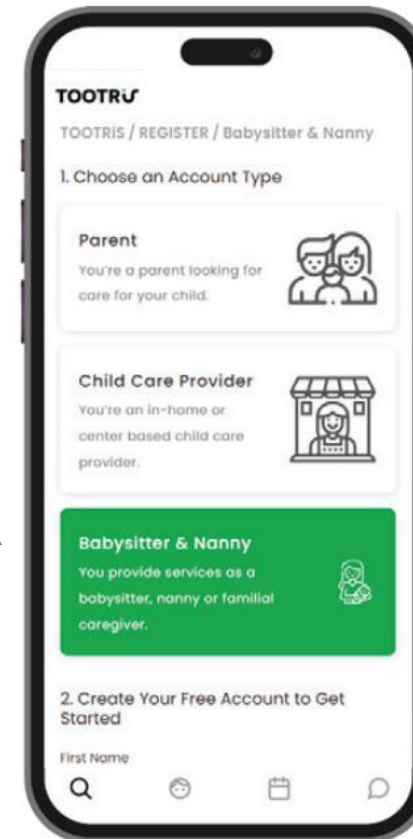
How to Enroll Your Child and Apply Your Benefit
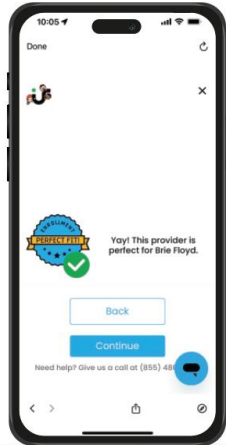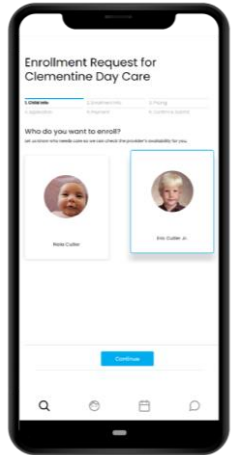
1. Once you have found a provider select "Enroll Now" then choose a child to enroll

2. If there's an opening, you'll receive a "Perfect Fit" checkmark

3. Choose a program option that matches your schedule

4. Confirm your employer benefit is properly applied

5. Complete the application

6. Add a payment method

7. Confirm & Submit!

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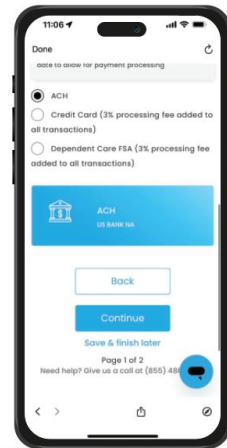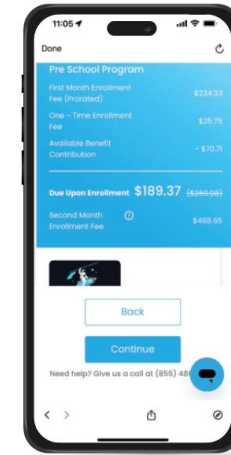
At any time, you can view and manage your benefit usage under "benefits"

Do you see a box asking for a benefit code? Contact *citysd@tootris.com*

Have a benefit code?

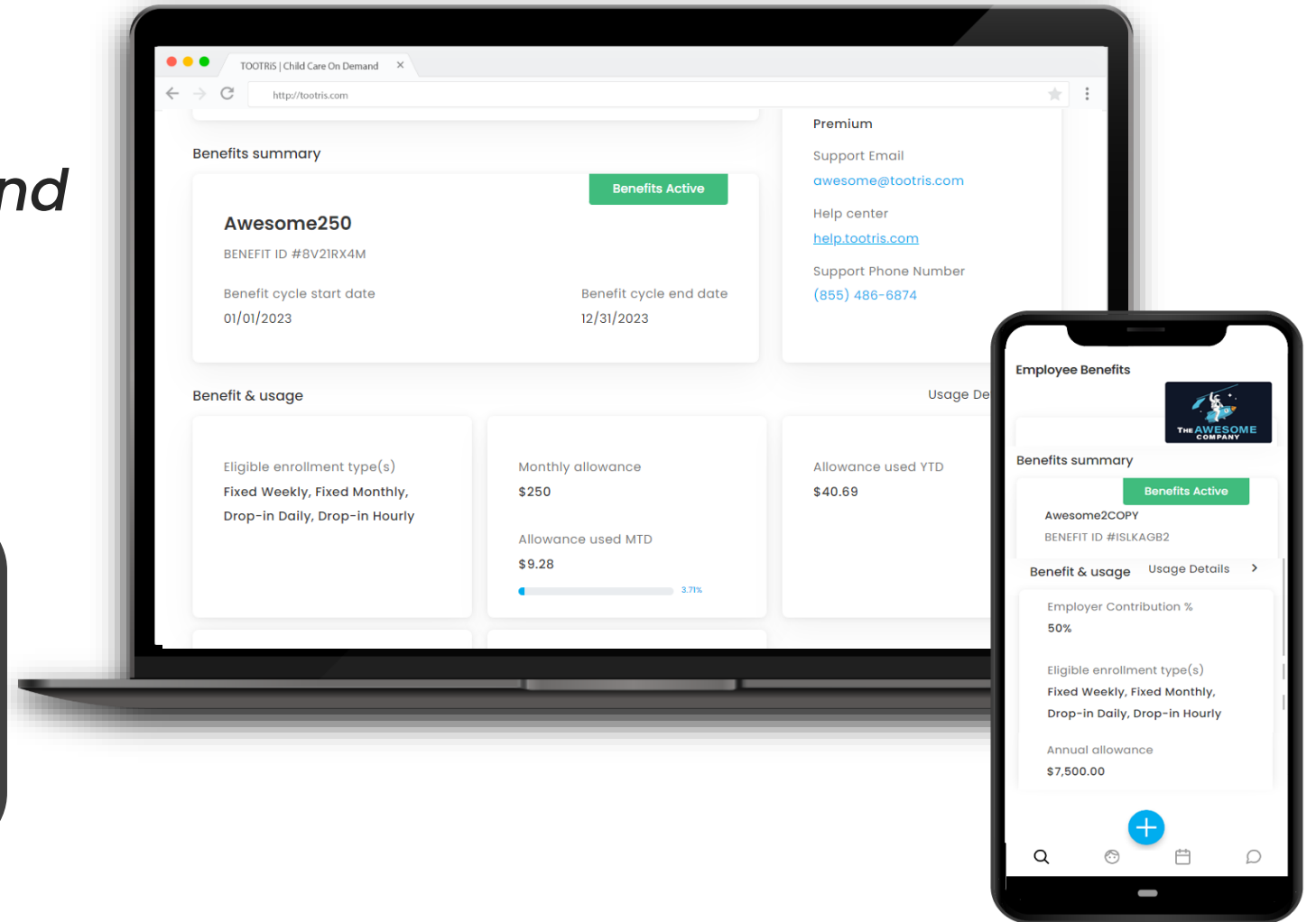Enter it below to claim and activate your benefit. It's that easy!

Benefit Code | Claim

TOOTRIS | Child Care On Demand

http://tootris.com

Benefits summary

Awesome250 — Benefits Active

BENEFIT ID #8V21RX4M

Benefit cycle start date
01/01/2023

Benefit cycle end date
12/31/2023

Premium

Support Email
awesome@tootris.com

Help center
help.tootris.com

Support Phone Number
(855) 486-6874

Benefit & usage

Usage De

Eligible enrollment type(s)
Fixed Weekly, Fixed Monthly,
Drop-in Daily, Drop-in Hourly

Monthly allowance
$250

Allowance used MTD
$9.28

3.71%

Allowance used YTD
$40.69

Employee Benefits

THE AWESOME COMPANY

Benefits summary

Benefits Active

Awesome2COPY

BENEFIT ID #ISLKAGB2

Benefit & usage | Usage Details

Employer Contribution %
50%

Eligible enrollment type(s)
Fixed Weekly, Fixed Monthly,
Drop-in Daily, Drop-in Hourly

Annual allowance
$7,500.00

TOOTRIS

You can also view and manage your enrollments, payment methods, and payment history through the navigation at the top

How Payments Work

e.g. $200 per week enrollment

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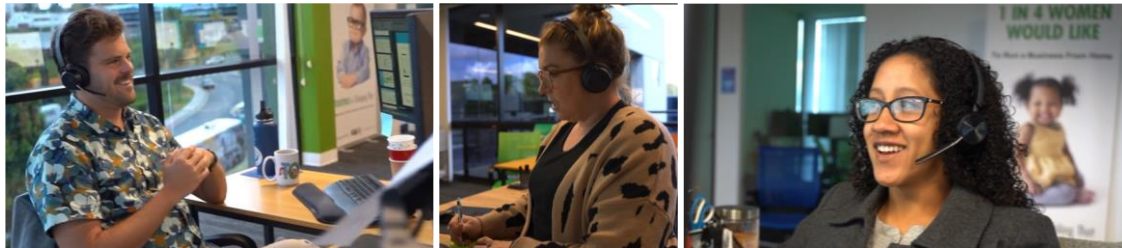
- **Go to your Employee Benefits dashboard**

- *Phone and email information is featured on your Benefits dashboard*
  - *citysd@tootris.com*
  - *(619) 815-5702*

- *Multi-Lingual Concierge Team Availability*
  - *4am-6pm 7 days/week*

- *TOOTRiS Knowledge Base*
  - *Step-by-step guides*
  - *https://help.tootris.com*
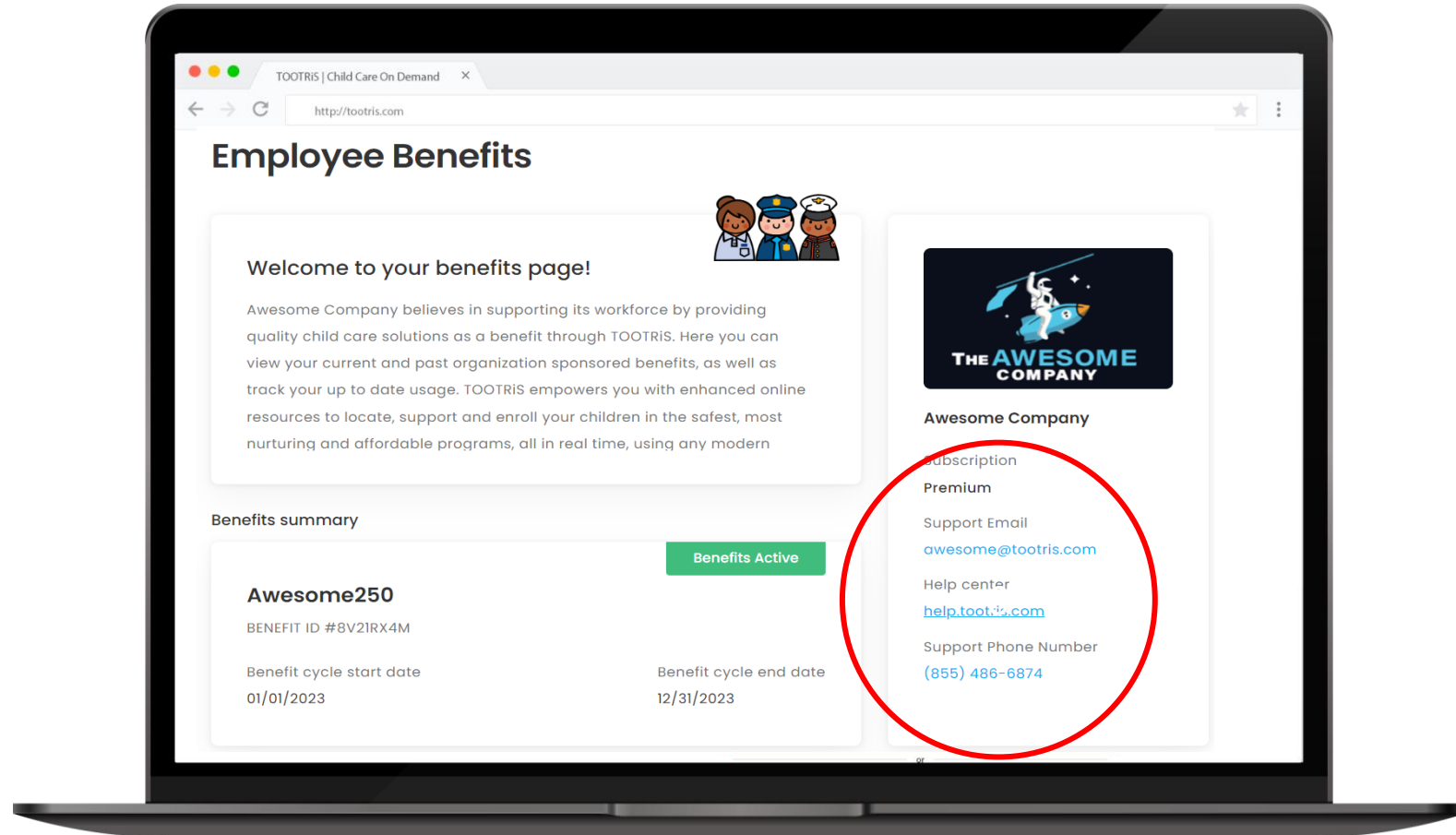
The personal touch to directly assist with your family's Child Care Needs!

- *Can't find available care?*
  We'll help!

- *Child Care not in the TOOTRiS network?*
  We'll add them!

- *Don't have time to call?*
  Just text or email!

- *Have a last-minute Child Care needs?*
  We'll help!

- *Have a provider related issue?*
  We'll resolve!

- *Not sure if you quality for subsidies?*
  Let's see!

Your Needs Fuel Our *Why*

There's Nothing We Won't Do For <u>YOU</u>...
Whatever It Is... We'll See It Through!

Dedicated Support:

citysd@tootris.com

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Powering Absolute Potential