



OSSE Attendance Tracking System (OATS) Frequently Asked Questions (FAQs)

All subsidized child care providers must submit monthly attendance through the Office of the State Superintendent of Education (OSSE) Attendance Tracking System (OATS) by the first business day of each month. This FAQ provides subsidized child care providers guidance on how to use OATS and submit the required monthly attendance for reimbursement.

Click the question below to review the answer.

1. [What should I do if a child receiving subsidized child care services at my facility is not listed on the attendance roster?](#)
2. [What should I do if a child listed on the attendance roster is no longer enrolled at the facility?](#)
3. [Where should I upload supporting documentation for an Approved Closure?](#)
4. [Where should I upload supporting documentation for a child?](#)
5. [Where should I upload non-traditional attendance for my facility?](#)
6. [Can I edit an attendance code prior to submission?](#)
7. [How do I submit attendance for children enrolled in subsidized child care at my facility?](#)
8. [How do I edit my attendance after it has been submitted?](#)
9. [My facility's attendance was rejected; where do I look to see the reason why?](#)
10. [How do I print a hard copy of my facility's attendance for my files?](#)
11. [I cannot access OATS. What should I do?](#)
12. [I tried to reset my password, but I keep getting an error. What should I do?](#)

For additional questions or support submitting attendance documentation, please contact your attendance monitor or OSSE.Subsidy@dc.gov. Do not send attendance documentation or personally identifiable information (PII) via email.

Frequently Asked Questions

1. What should I do if a child receiving subsidized child care services at my facility is not listed on the attendance roster?

You should submit a separate [Monthly Attendance Form](#) with your site attachments if there is a child receiving subsidized child care services at your facility who is not listed in the attendance roster. Include the child's first and last name and log their attendance for the month you are submitting attendance. When you receive your monthly Pay Statement, check to make sure the child is included. If the child is not listed, submit a [Payment Error Report](#) in DELLT by the fifth business day of the month to be paid in the same pay cycle. After the Payment Error Report is submitted in DELLT, notify the subsidy team by sending an email to your assigned eligibility monitor and OSSE.Subsidy@dc.gov.

Please note: The Department of Human Services Child Care Services Division (DHS CCSD) is responsible for assigning child in OATS. To ensure newly enrolled children are assigned to your site, submit new Admission Forms in a timely manner to DHS CCSD. Admission Forms should be signed, dated and returned to DHS CCSD via SeamlessDocs. Upon receipt, DHS CCSD will assign the child to your site. If a child is assigned by DHS CCSD, they will be included in the list of children for your site. For additional questions about children on your attendance roster, contact your assigned eligibility monitor or email OSSE.Subsidy@dc.gov.

2. What should I do if a child listed on the attendance roster is no longer enrolled at the facility?

If the child is no longer enrolled at your facility for the full month, enter the attendance code **T** at the beginning of the month. You must also submit a [Payment Error Report](#) to request correction for any overpayments associated with any specific child. If the child was enrolled at your facility for part of the month, insert **T** on the last day the child attended. The child should no longer appear in OATS starting the following month.

3. Where should I upload supporting documentation for an Approved Closure?

You must submit Approved Closure forms in OATS in the Site Attachments section. To upload an approved closure form:

- Scroll to the bottom of the page. On the left side of the roster until you see **Site Attachments**.
- Click **Choose File** to the right of **Site Attachments**.
- Select the document you want to upload and click **Open**.
- Click **Save As Draft** if your attendance is not ready for submission.
- Click **Submit** if your attendance is complete.

Note: The document will not be saved until you click “Save As Draft” or “Submit.”

4. Where should I upload supporting documentation for a child?

To upload supporting documents for a child:

- If you have multiple supporting documents, you must first combine them into one document.
- Scroll to the right side of the attendance roster; you will see the **Upload Supporting Documentation** column.
- Click **Choose File** on the row with the child’s name.
- Select the document you want to upload and click **Open**.
- Click **Save As Draft** if your attendance is not ready for submission.
- Click **Submit** if your attendance is and ready to submit.

5. Where should I upload non-traditional attendance for my facility?

To submit non-traditional attendance, complete the [Non-traditional Services Attendance Form](#) and follow the directions below to upload it as a site attachment to your traditional attendance entry.

- Log in to OATS
- Select the facility and scroll to the bottom of the Attendance Roster page.
- On the left side of the roster until you see **Site Attachments**.
- Click **Choose File** to the right of **Site Attachments**.
- Select the document you want to upload and click **Open**.

6. Can I edit an attendance code prior to submission?

Yes. Providers should input an applicable attendance code for each child, for each day, unless the child was present. [Click here](#) for an explanation of each attendance code.

To edit an attendance code prior to submission:

- Click in the field with the existing code.
- Delete the code.
- Type the new code in its place.
- Press **Tab** to move to the next field.
- Click **Submit** after codes have been entered.

U: Unexcused Absence		EX: Excused Absence				AC: Approved Closure					UC: Unapproved Closure				H: Holiday				
Child Name	ID	QIN	preKEEP	Accepted	Status	Su 1	Mo 2	Tu 3	We 4	Th 5	Fr 6	Sa 7	Su 8	Mo 9	Tu 10	We 11	Th 12	Fr 13	Sa 14
[REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	Yes	Not Submitted	<input type="checkbox"/>	AC	UC	H	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How do I submit attendance for children enrolled in subsidized child care at my facility?

Once you record each child's attendance data on the attendance roster and upload any supporting documents and site attachments, click **Submit** at the bottom of the page.

Note: Attendance submitted after the 5th business day of the month will result in a delay of payment.

Service Month: 2023-January Search Child Name

Site Name	Licence Number	Site Type	Designation	Physical Address
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Child Name	15	Mo 16	Tu 17	We 18	Th 19	Fr 20	Sa 21	Su 22	Mo 23	Tu 24	We 25	Th 26	Fr 27	Sa 28	Su 29	Mo 30	Tu 31	Comment	Upload Supporting Documentation
[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comment	<input type="button" value="Choose File"/> No file chosen
[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comment	<input type="button" value="Choose File"/> No file chosen
[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comment	<input type="button" value="Choose File"/> No file chosen
[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comment	<input type="button" value="Choose File"/> No file chosen
[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comment	<input type="button" value="Choose File"/> No file chosen

Site Attachments: No file chosen

Enter an E on the day assigned or accepted children start at your center.
Need Help? Call 202-719-6500 (Early Learning Support Help Desk)

The system will return you to the service month view for the facility. The Submitted column lists the total number of submitted attendance entries by month.

Select Service Month for []

Service Year: All [2]

Year	Month	Subsidy Capacity	Subsidy Enrollment	Not Submitted	Submitted	Received	Rejected	Print Attendance
2024	July	58	47	0	0	47	0	Print
2024	June	58	42	0	0	41	1	Print
2024	May	58	32	0	0	32	0	Print
2024	April	58	31	0	31	0	0	Print
2024	March	58	28	0	0	28	0	Print
2024	February	58	25	0	1	24	0	Print
2024	January	58	24	0	0	24	0	Print
2023	December	58	24	0	0	24	0	Print
2023	November	58	26	0	0	26	0	Print
2023	October	58	31	0	31	0	0	Print
2023	September	58	41	0	0	41	0	Print
2023	August	58	38	0	38	0	0	Print

*Enrollment does not include children receiving non-traditional services.

8. How do I edit my attendance after it has been submitted?

To edit your attendance after submission, you will need to “Recall” it before your attendance coordinator approves the attendance.

- Open your Attendance Dashboard.
- Select the Service Year, then Month.
- Scroll to the bottom of the Attendance Roster.
- Select **Recall**.

Enter an E on the day assigned or accepted children start at your center.

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- You will be routed back to the attendance dashboard.
- Select the number in the Not Submitted column for the selected Month and Year.

Service Year: All [1]

Year	Month	Subsidy Capacity	Subsidy Enrollment	Not Submitted
2025	August	205	25	25
2025	July	205	25	0
2025	June	205	25	0
2025	May	205	24	0
2025	April	205	23	0
2025	March	205	24	0
2025	February	205	23	0
2025	January	205	23	0
2024	December	205	20	0
2024	November	205	19	0
2024	October	205	24	0
2024	September	205	26	0

*Enrollment does not include children receiving non-traditional services.

- Select the field with the attendance code you want to change.

- Delete the code.
- Enter the new code in its place.
- Press **Tab** to move to the next field.
- Click **Submit** once all codes have been entered.

U: Unexcused Absence		EX: Excused Absence			AC: Approved Closure		UC: Unapproved Closure							H: Holiday				T: Terminated				E: Enter			
Child Name	ID	QIN	PKEEP	Accepted	Status	Fr 1	Sa 2	Su 3	Mo 4	Tu 5	We 6	Th 7	Fr 8	Sa 9	Su 10	Mo 11	Tu 12	We 13	Th 14	Fr 15	Sa 16	Su 17	Mo 18	Tu 19	We 20
[REDACTED]	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	Yes	Not Submitted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	U	AC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Site Attachments: No file chosen

Enter an E on the day assigned or accepted children start at your center.
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9. My facility’s attendance was rejected; where do I look to see the reason why?

If you were notified by your attendance coordinator that some or all of your attendance was rejected, follow the directions below.

- Log in to OATS and click **Attendance**.
- Select the facility and click the number in the **Rejected** column for the applicable month.
- Proceed to the child’s comment area.
- Click the word **comment**, in red, to expand the field display and review the attendance coordinator’s comment.
- Edit attendance entries based on comments from your attendance coordinator.
- Click **Save as Draft** to save changes without submitting.
- When you’ve completed your edits, clicking **Submit**; then click the **Submit** button once again to resubmit the attendance.

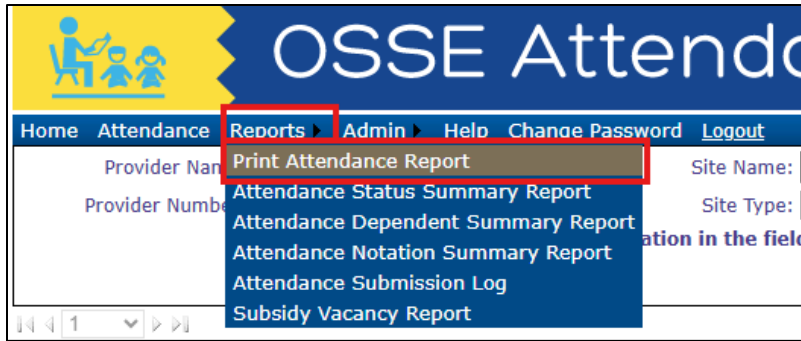
For additional questions, contact your attendance coordinator or email OSSE.Subsidy@dc.gov.

10. How do I print a hard copy of my facility’s attendance for my files?

There are two options for printing a hard copy of your OATS Attendance Report.

Option 1:

- Log in to OATS.
- On the Home page, click Reports.
- Select Print Attendance from the dropdown.
- Select the Month (current month defaults); and
- Click Print to access the report.



Option 2:

- Log in to OATS.
- On the Home page, click Attendance.
- A list will populate, then select the provider or site.
- In the Print Attendance Column associated with the month of service for which you'd like to print attendance, click Print.

Select Service Month for [dropdown]

Service Year: All [dropdown] | Page: 2 [dropdown]

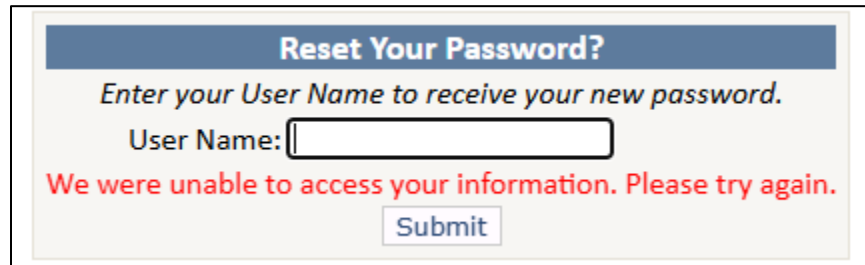
Year	Month	Subsidy Capacity	Subsidy Enrollment	Not Submitted	Submitted	Received	Rejected	Print Attendance
2024	July	58	47	0	0	47	0	Print
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2024	March	58	28	0	0	28	0	Print
2024	February	58	25	0	1	24	0	Print
2024	January	58	24	0	0	24	0	Print
2023	December	58	24	0	0	24	0	Print
2023	November	58	26	0	0	26	0	Print
2023	October	58	31	0	31	0	0	Print
2023	September	58	41	0	0	41	0	Print
2023	August	58	38	0	38	0	0	Print

*Enrollment does not include children receiving non-traditional services.

11. I cannot access OATS. What should I do?

To log in to OATS, you must have an OSSE assigned OATS credentials. If you do not have an assigned username and password, contact your assigned attendance coordinator or OSSE.Subsidy@dc.gov to obtain your OATS credentials. If you have an assigned username and password, [click this link](#) for steps to reset your password.

12. I tried to reset my password, but I keep getting an error. What should I do?



The screenshot shows a web form titled "Reset Your Password?". Below the title is the instruction "Enter your User Name to receive your new password." followed by a text input field labeled "User Name:". Below the input field is a red error message: "We were unable to access your information. Please try again." At the bottom of the form is a "Submit" button.

If you receive the message shown above, you may have entered the wrong username or you may be locked out of OATS. If you've entered the wrong username, try logging in again using the correct username. If you have forgotten your username or if you've been locked out the system, contact your attendance coordinator or OSSE.Subsidy@dc.gov for support.