

Important – Action Needed!

Child Care Subsidy Program: Time Sensitive Information

Due Date: January 29, 2016

1. Vendor Agreement – Extension Letter
2. Vendor Service Rates, 2016 [cover letter and rate sheet/form]
3. Ten Things You Need to Know About the New CCDBG* Law
 - * Child Care and Development Block Grant Act of 2014
4. Manual Attendance / Reminders

NOTE: Due to budget restraints, we will be unable to routinely send out information via the United States Postal Service. Therefore, it is imperative that you frequently check the Virginia Department of Social Services (VDSS) website for updates and announcements.

http://www.dss.virginia.gov/family/cc/assistance_providers.c



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE

[Vendor Name]

[Address]

[City, State Zip Code]

Reference: Child Care Subsidy Vendor Agreement

[Vendor ID#]

The Commonwealth of Virginia, Department of Social Services (VDSS), in accordance with Section 3, Term of Agreement, wishes to exercise its option to renew the Child Care Subsidy Program Vendor Agreement for an additional twelve (12) months. It is understood and agreed that all terms and conditions of the original agreement shall remain the same during the renewal period. **The period of renewal will be from June 1, 2016, through May 31, 2017, or until such time as a new agreement is entered into.**

Indicate your acceptance or your rejection of this renewal by checking the appropriate box below. Print your name, sign, list your Vendor ID Number, list the date, and return this letter to the following address so it is received prior to **January 29, 2016**:

Virginia Department of Social Services
Division of Child Care and Early Childhood Development
Attn: Deborah Beirne, 3rd Floor
801 East Main Street
Richmond, VA 23219-2901

NOTE: We must have a response with an *original* signature. We cannot accept a faxed/scanned/electronic response.

Sincerely,

Mary Ward

Child Care Subsidy Manager

I wish to renew my Child Care Subsidy Agreement under the existing terms and conditions

I do ***not*** wish to renew my Child Care Subsidy Agreement and understand I am ***not*** to request payment from the Virginia Department of Social Services for child care services provided after May 31, 2016.

Vendor: _____

(Print Name)

(Signature)

Vendor #: _____

Date: _____



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

CHILD CARE SUBSIDY VENDOR SERVICE RATES 2016

As a child care subsidy vendor, the amount charged for child care services at your program is your decision. This amount is called your "rate". Vendor rates must be equitable for all enrolled children in the program; that is, a vendor cannot charge the Virginia Department of Social Services (VDSS) more for the care of children receiving subsidy than is charged to the general public for similar care.

VDSS establishes local maximum reimbursable rates (MRR) for all localities in the state by type of care. The rates vary by *locality, type of care, age of child* and *level of regulatory oversight*.

The MRR is used to determine authorized payments. These rates are stored in Virginia Case Management System (VaCMS) to perform authorization calculations. Currently, VaCMS calculates the rates automatically based on the MRR information stored in the system. Beginning in **June 2016**, VaCMS will automatically compare your program's service rate with the MRR of the jurisdiction in which your program is located and will pay the **lower** of the two amounts.

VDSS will not pay more than the established MRR. If a vendor wishes to collect the amount due over the MRR, it is the responsibility of the vendor to collect the difference from the parent. The local department of social service office can answer questions about payment amounts for each child in care.

Please complete the attached form, **VENDOR SERVICE RATES*** and return to VDSS at the following address by close of business Friday, **January 29, 2016**:

VDSS / CCECD

Child Care Subsidy Program

P.O. Box 1997

Richmond Virginia 23218-1997

*We will **only** accept rate information on the attached **Vendor Service Rates** form. Do **not** submit a copy of your program's current Child Care Fees/Tuition Form/Letter. Incomplete forms will be returned.

NOTE: Vendor Service Rates are collected and entered only once a year; do not submit revised rates throughout the year.

VENDOR SERVICE RATES

Read the instruction before completing

[Vendor Name]

[Vendor ID#]

[Physical Address]

[Mailing Address]

[Contact Person]

[Telephone #]

[Email Address]

1. Effective Date of Rates: _____ [rates are collected & updated only once a year]
2. Do you currently provide transportation to and/or from school? YES NO
3. Do you currently provide transportation to and/or from children's homes? YES NO
4. Do you currently participate in the Child and Adult Care Food Program (CACFP)? YES NO

**Indicate your WEEKLY child care rates listed in the chart below.
Do NOT include multiple children discounts or late fees in the rates.**

<i>Ages of Children Approved to Serve in Center/Home</i>	<i>Weekly Rates Charged to Public</i>
Infant: Birth to 16 months	
Toddlers: 16 month to 24 months	
Preschool: 24 months to age of eligibility to attend public school (5 years of age by September 30 th)	
School Age: Children eligible to attend public school, age five* or older by September 30 of that same year. Full Day Care , i.e., workdays, snow days, summer, spring/winter break, etc.	
Annual Registration Fee (if applicable)	
Comments:	

NOTE: *Children turning five after September 30th are considered pre-school until they start school the following year. In order to receive subsidy payment, all child care fees/rates must be reported for your facility/home annually.

I certify that the information provided on this document and all attachments is accurate to the best of my knowledge.

(PRINT Name and Title)

(Date)

(Official Authorized Signature)

INSTRUCTIONS FOR COMPLETING VENDOR SERVICE RATES REQUEST FORM

I. Verify that the pre-printed information is CORRECT.

- If CORRECT, no additional action is need. Move to the next section of the form.
- If not CORRECT, draw a line through the incorrect information (~~example~~) and write (print legibly) in the correct information in **RED** ink.

II. Answer the 4 questions:

1. Enter the date these rates become effective for your private-paying parents. NOTE: The subsidy program collects rates and updates the database only once per year.
2. Check the **YES** box if you provide transportation to and/or from school; check NO if transportation is not provided.
3. Check the **YES** box if you provide transportation to and/or from children's homes; check NO if transportation is not provided.
4. Check the **YES** box if you participate in the Child and Adult Care Food Program (CACFP); check NO if you do not participate in the CACFP.

III. Complete chart:

- Provide one weekly rate for each age group
- Do not include any discounts
- Include an annual registration fee if applicable

IV. Sign and date

NOTE: This form must be dated and signed by the person legally responsible for the operation of the facility or provider's designee.

Return the completed form to the address below before or by close of business

Friday, January 29, 2016.

**MAIL: VDSS / CCECD
Child Care Subsidy Program
P.O. Box 1997
Richmond, VA 23218-1997**

FAX: 804.726.7655

EMAIL: deborah.beirne@dss.virginia.gov

To avoid overpayment, the rate of reimbursement will be the vendor's private pay rate or the Maximum Reimbursable Rate (MRR) whichever is LOWER beginning **JUNE 1, 2016.**

TEN THINGS YOU NEED TO KNOW ABOUT THE NEW CCDBG LAW!

Did you know that the reimbursements for child care subsidy you may receive as a provider/vendor are funded through the federal Child Care and Development Block Grant (CCDBG)? The CCDBG is the primary federal funding source passed down to states to subsidize child care for low-income working families with children from birth to age 13. This funding stream also supports state investments in quality improvement for all child care programs.

In November 2014, the CCDBG was reauthorized for the first time in 18 years. Changes in the law strengthen the health, safety and quality of child care for all children and families, while expanding access to care for those who qualify for subsidy support. Additionally, several new provisions which will be phased in over the upcoming year, impact all licensed providers – including those serving only private-pay families!

1 EXPANDED ANNUAL HEALTH AND SAFETY INSPECTIONS

For the first time in history, the federal law now includes inspection requirements that pertain to all providers serving children who receive child care subsidy. Beginning in 2016, all providers who receive child care subsidy will undergo at least an annual inspection to ensure compliance with state health, safety, and fire requirements. Requirements will be posted and training will be provided before inspections begin in Fall 2016.

The Benefits of Monitoring Child Care Providers <https://youtu.be/sKHfrBwssyQ>

2 MORE COMPREHENSIVE CRIMINAL BACKGROUND CHECKS

By November 2017, all providers – including all child care program staff members who don't directly care for children but have unsupervised access to children, and household members over 18 years of age in family day homes – must undergo a comprehensive criminal background check which will cross-check various state and federal databases, including criminal and sex offender records and require Federal Bureau of Investigation (FBI) fingerprint checks for all providers.

3 ADDITIONAL HEALTH AND SAFETY TRAINING

Providers receiving CCDBG funds will be required to participate in pre-service and ongoing training and professional development in specified areas, including the prevention and control of infectious diseases, safe sleep practices, prevention of shaken baby syndrome and head trauma, prevention of sudden infant death syndrome (SIDS), first aid, and CPR.

4 STATEWIDE DISASTER PLAN

Virginia is required to develop a comprehensive disaster plan for child care services that covers procedures relating to evacuation, relocation, and lock-down procedures, among other activities.

5 STRENGTHENING THE CONTINUITY OF CARE

Continuity of care is a strong contributor to school readiness outcomes, particularly for low-income children. The new CCDBG law strengthens providers capacity to provide continuity of care by: (a) maintaining a child's eligibility for child care subsidy for a minimum of 12 months before redetermination is conducted unless the parent loses employment or the family's income exceeds a certain threshold; (b) allowing families a graduated phase-out period of assistance; and (c) continuing subsidy assistance for at least three months to allow for a job search if an employment loss occurs.

6 FOCUSING ON TARGETED SERVICES TO INFANTS AND TODDLERS

The new law reserves a portion of federal funds for states to pay for initiatives that increase the supply and quality of infant and toddler care.

7 INCREASING STATE INVESTMENTS IN QUALITY IMPROVEMENTS

Over time, the new CCDBG law gradually increases the amount of federal funds that states can spend on initiatives that improve the quality of child care.

8 MEETING FAMILY CARE NEEDS

States must develop and implement strategies to increase the supply and improve the quality of child care services for children who need nontraditional hours of care, for families in rural areas with limited care options, for children with disabilities, and for infants and toddlers.

9 SUPPORTING PROVIDER BUSINESS PRACTICES

If you are serving children who receive a CCDBG subsidy, the new law means you will have access to training resources that will strengthen your business practices.

10 ENGAGING PARENTS AND INCREASING THEIR ACCESS TO INFORMATION

For the first time, CCDBG dollars will fund a national website that links users to a zipcode-based searchable database of child care providers, as well as a national hotline for reporting child care instances of abuse and neglect. Additionally, results of Virginia subsidy inspections will be posted online as well as reports that include the number of deaths, serious injuries, and instances of substantiated child abuse that have occurred in child care settings each year.



CCDBG IMPLEMENTATION WORKSHOPS

In the upcoming months, the Child Care Subsidy Program will conduct provider meetings and offer training on implementation of the new requirements for the Child Care Subsidy Program.

Notification of upcoming events will be emailed and posted on the VDSS website at the following locations:

- **Child Day Care** <http://www.dss.virginia.gov/family/cc/index.cgi> (click on the applicable program type, then go to NOTICES) and
- **Child Care Subsidy – Providers** http://www.dss.virginia.gov/family/cc/assistance_providers.cgi (go to NOTICES)

SUBMISSION OF MANUAL ATTENDANCE

Parents document their children's attendance by swiping their VA-ECC card through the POS device; reimbursements are based on the attendance recorded by the POS device in your home/center.

- The **parent** is responsible for swiping their card to electronically document their child's attendance.
- The **vendor** is responsible for verifying an enrolled child's parent is properly documenting their child's attendance. In addition, the vendor is responsible for maintaining written attendance records which support their electronic child care claim (i.e. Parent sign in-out sheets or other appropriate method).

Your payments are based on parents using the POS device accurately. Failure to properly use the POS device will result in an inaccurate or delayed reimbursement.

- Do not provide child care services prior to receiving a Purchase of Service Order (POSO) from the case worker.
- Ensure that parents swipe the card daily or at least once a week. If the parent does not swipe on a daily basis, the information must be recorded manually at the time/point of arrival/departure to enter, via back-swipe, at a later date.
- Familiarize yourself and your staff with the Web Portal www.vaecc.org to verify that parents are (a) swiping, (b) swiping correctly, and (c) to analyze payments.
- Do NOT keep the parent's swipe card...for any reason.
- Report clients who **routinely** do not use their VA-ECC card to the local department of social services (LDSS) child care worker.
- Vendors who do not require their subsidy families to utilize the VA-ECC system are in risk of termination from the child care subsidy program.

Manual attendance report forms must be received by VDSS within 60 days of the end of the service period that is being reported. Manual attendance reporting shall only be accepted by VDSS for entry into the VA-ECC system under the following circumstances:

- **VA-ECC Card:** The parent/family has not yet been issued their VA-ECC swipe card. Attendance can be recorded manually prior to the parent's receipt of their VA-ECC swipe card.
- **POS/IVR problems:** The POS device has not yet been installed; the POS/IVR system was not functioning for the parent/guardian to check in/out. In the event this occurs, the Vendor shall report the system or device malfunction to the Xerox Vendor Helpdesk at (877) 918-2776 within 24 hours.
- **Retroactive Authorization:** If a local department of social services issues a POSO with an effective begin date that occurs in the past, authorized attendance recorded outside of the nine-day back swipe limit, defined as the current day plus previous eight days, may be reported manually.

Please contact the **Xerox Vendor Help Desk** immediately, if you have any of the following concerns:

- Your banking information has not been set-up or has changed. Banking information must be in place to receive a POS device.
- You have not received a POS device or your IVR system is not activated; or
- Your POS device is inoperable.

Please contact your **Local Department of Social Services** immediately, if

- Parents need to request a VA-ECC swipe card and/or need training.
- You **do not** have a purchase of service order (POSO) for a subsidy child.
 - Do not provide services (expecting subsidy payment) until a POSO has been received.
 - Verify that all information on the POSO is correct.
 - The POSO will indicate the number of units being provided; the beginning/end date of the authorization; and the payment per unit.
 - Return the signed POSO to the LDSS within 10 days of receipt.
 - Services provided before the start date and/or after the end date on the POSO will not be paid by the subsidy program.

Reminders...



Attendance **must** be recorded via the Point of Service (POS) device or the Interactive Voice Response (IVR) telephone system.

NOTE: Manual attendance will be permitted for only the reasons outlined in the Vendor Agreement.



All attendance **must** be received within **60** days of the end of the service period that is being reported.

- Service periods* are from the 1st to the 15th or from the 16th to the last day of the month.
- Attendance received more than 60 days after the service period will be returned and ineligible for reimbursement.
- If the child is no longer in attendance, write "UNABLE TO OBTAIN SIGNATURE" in the Parent Signature line of the VA-ECC Vendor Attendance Report.
- Manual attendance forms received by VDSS will be processed within 30 days of receipt.



Are you using the **Vendor Web Portal**?

- The portal can be accessed from any computer at www.vaecc.org
- The **Vendor Web Portal** provides information regarding your vendor profile, authorization information for children in your care, attendance transactions and payment reports.
- Check out the **VaECC Vendor Web Portal User Guide and Training Modules** at http://www.dss.virginia.gov/family/cc/assistance_providers.cgi

IMPORTANT TELEPHONE NUMBERS

855.635.4370

DSS Child Care Subsidy Help Center: This should be your 1st point of contact if you have questions about attendance issues or payments.

877.918.2776

Xerox Vendor Help Center: Vendors should call if experiencing problems with system access, IVR or POS device, or **banking issues**.

877.918.2322

Parent ECC Help Center: Parent would call to enter attendance by IVR and to set up the PIN number when receiving a new VA-ECC card.