Child Care Subsidy Program FAQs - Families:

1. **How can essential personnel in need of child care apply for the Child Care Subsidy Program?**
   
   Essential personnel can apply for Child Care Subsidy in two ways, which include CommonHelp, (http://www.commonhelp.virginia.gov/) a web-based app that allows Virginians to screen for eligibility, apply for benefits and services, and obtain other information; or by submitting an application directly to their local department of social services. A listing of all local departments is available from the Virginia Department of Social Services website (www.dss.virginia.gov) under “Find your local department” on the home page.

2. **How will local departments of social services maintain contact with families should offices “close?”**

   In most instances, if a local department is closed to the public, staff remain working either remotely or on site. Families are also encouraged to apply for assistance through CommonHelp.

3. **Has eligibility criteria for the Subsidy Program changed?**

   No. Eligibility criteria remain in place. This information is available on the child care microsite (www.childcareva.com) or CommonHelp.

4. **Do I need to participate in a face-to-face interview to apply for Child Care Subsidy services?**

   No. The requirement for a face-to-face interview as part of the eligibility determination process for the Child Care Subsidy Program has been temporarily waived.

5. **My school-age child participates in the Child Care Subsidy Program and is approved for only part-day care. While schools are closed, can my child be approved for full-day care?**

   Yes. Local departments can authorize a full day of child care for the time public school is not available to children. Parents should communicate their need to their case worker in the local department of social services, who will process the appropriate authorization.
6. **Can siblings of children currently receiving Child Care Subsidy services be authorized during the period of school closure?**

   Yes. Children that are eligible for Child Care Subsidy but do not have a current authorization, may receive services during school closure, if needed. This does not apply to children that are currently on the waitlist.

7. **How can I find another child care provider if my provider closes?**

   When a Child Care Subsidy vendor closes, families participating in the Child Care Subsidy Program should seek assistance from their case worker at the local department of social services. They can also search for child care on www.childcareva.com, or contact Child Care Aware of Virginia at http://www.vachildcare.com or by telephone at 866-481-1913.

8. **Where can I find instructions for recording absent days?**

   The Parent Guide for Recording an Absence from Any Phone is available at childcareva.com on the COVID-19 response page. You may also contact your local department of social services for assistance with recording absences.

9. **Will families with a redetermination due in April, May or June have their current eligibility period extended?**

   Families with a redetermination due in April, May or June will have their current eligibility period and redetermination date extended for six months. April redeterminations will be due October 31, 2020, May redeterminations will be due November 30, 2020, and June redeterminations will be due December 31, 2020. A communication form will be mailed to families notifying them of the extension of their redetermination.

**Child Care Subsidy Program FAQs - Providers:**

10. **What about unexplained absences?**

    In a public health crisis, it is more important than ever for parents to be informing providers each day if their children are attending. Providers should work with parents to ensure timely communication of any absences so children can be accounted for and documented correctly. Please ensure that parents understand the importance of communicating about attendance during this time and are clear on their obligation to report all absences.

11. **How should manual attendance be submitted during the COVID-19 episode?**

    Manual attendance forms will be accepted by email as an Adobe PDF attachment and sent to vendor.services@dss.virginia.gov. Email is the preferred method of receipt. Manual attendance forms will also be accepted via United States Postal Service mail if you are unable to email the manual attendance. For questions regarding manual attendance, please email Vendor.Services@dss.virginia.gov.

12. **Will new emergency child care or child watch programs at public school facilities be eligible to participate in the Subsidy program?**

    These programs will not be eligible to participate in the Subsidy program.
13. Are any resources available to schools that provide child care in communities where the private market cannot meet the demand?

Yes. Public schools are encouraged to collaborate with local leaders to plan for and provide emergency child care on an as needed basis for the children of essential employees. Public schools considering offering emergency child care should email superintendent@doe.virginia.gov.

For the latest news and updates related to the Child Care Subsidy Program, please visit www.childcareva.com. If you have any additional questions or concerns, please contact your local department of social services.