



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

July 31, 2014

Dear Child Care Vendor:

Enclosed is your copy of the Child Care Subsidy Program Vendor Agreement effective June 1, 2014 through May 31, 2016. The Agreement is the contract between the Vendor and the Virginia Department of Social Services (VDSS) for the provision of child care services to be rendered by the Vendor to families eligible for child care assistance through the Child Care Subsidy Program. *Please review the Agreement carefully and maintain a copy in your records.*

Vendor participation in the Child Care Subsidy Program requires accurate attendance reporting. To ensure accuracy and correct payment, please be mindful of the following:

- Parents must use the Virginia Electronic Child Care (VA-ECC) system to report all attendance. Remind parents to use their swipe card to check their child in and out of your program.
- Manual attendance is only allowed in the follow situations:
 - The parent has not yet been issued a VA-ECC swipe card.
 - There is a problem with the point-of-service (POS) device or interactive voice response (IVR) system (i.e., not yet installed, system not functioning). The Vendor must immediately report the system or device malfunction to the Xerox Vendor Helpdesk at (877) 918-2776.
 - Retroactive Authorization on a purchase of service order (POSO) issued with an effective begin date that occurred in the past.
- Pay special attention to timeframes that affect your payment, specifically:
 - Manual attendance report forms must be received by VDSS within sixty **(60) days** of the end of the service period that is being reported.
 - If disputing the amount of payment made for a reported time period, you must submit a written statement to the VDSS Division of Child Care and Early Childhood Development detailing the dispute within thirty **(30) days** from the date the payment was received.

Also included in your packet are two brochures titled *Safe Sleep For Your Baby* and *Never Shake Your Baby*. In 2009, 119 infants in Virginia under the age of one died

suddenly in their sleep environment. After natural disease, sleep-related deaths are the leading cause of infant death in Virginia. You play an important role by helping to ensure the safety of the babies in your care as well as by sharing important safety information with parents and families.

The following simple actions can greatly reduce the chance of babies dying during sleep:

- Place a baby on his or her back to sleep including naptime unless otherwise ordered in writing by the infant's physician.
- Use a firm sleep surface and never use a couch or sofa, pillows, quilts, sheepskins, or blankets (adult beds should not be used by babies for sleep).
- Keep soft objects, toys, crib bumpers, and loose bedding out of the baby's sleep area.
- Do not allow smoking around babies.
- Give a baby a dry pacifier that is not attached to a string for naps and at night but don't force the baby to use it.
- Avoid products that claim to reduce the risk of SIDS and other sleep-related causes of infant death.
- Give babies plenty of Tummy Time when awake and when someone is watching.

Additional information is available on the Department of Social Services website (www.dss.virginia.gov/family/safe_sleep.cgi).

Also as part of your important role supporting parents, you can share *free* materials from the Safe to Sleep® campaign (www.nichd.nih.gov/sts/Pages/default.aspx). Even if you don't provide care for babies, the families you know may still be parents of babies and find the materials helpful. Materials include brochures, DVDs, door hangers, and handouts of what a safe sleep environment looks like. The DVD could be a part of a staff orientation or a parent meeting. See the last page of the safe sleep brochure for contact information to request these materials. Spanish versions are available too.

Thank you for your dedication and special efforts sharing this information with families. Together, we can help keep babies safe.

Sincerely,

Barbara Newlin, Director
Division of Child Care and Early Childhood
Development

Enclosures