

## Frequently Asked Questions about Child Care COVID-19 Financial Support Programs

This document contains the Frequently Asked Questions for the four programs that programs can receive payment under during the COVID-19 child care closure period. Programs can participate in one, or more programs, and are not required to participate in any program. Each program has separate requirements.

- [Child Care Financial Assistance Program](#)
- [COVID-19 Child Care Stabilization Payment Program for Private Tuition](#)
- [COVID-19 Child Care Incentives](#)
- [School Age Children Tuition Payments for Full Time Child Care for Essential Persons](#)

### Child Care Financial Assistance Program (CCFAP)

#### 1. Do I need to pay my staff their full salary to bill on CCFAP?

If a provider chooses to only utilize the CCFAP program, then they are not required to pay their staff.

#### 2. I submitted my invoice and it is saying that I will be paid zero for the weeks?

When you submit the “U” code, CDD staff will override the invoice which will pay you the typical amount for that pay period. You may see the invoice initially indicates zero payment. Our staff are overriding this information, and you will see the amount change to paying your invoice in a few days within the pay period.

#### 3. How do I bill to ensure I am paid correctly?

Guidance on how to submit your Child Care Financial Assistance invoice is available at <https://dcf.vermont.gov/sites/dcf/files/CDD/Docs/COVID/Guidance-Related-to-CCFAP-payments-COVID-19-Child-care-closures-absence.pdf>

#### 4. If you are serving essential families and the additional family you take on receives Child Care Financial Assistance (subsidy), how does that work if they're already enrolled in another child care program? Will they still be able to get subsidy in my program? Does

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**that unenroll them from the other child care program?**

Essential persons who are eligible to receive Child Care Financial Assistance (subsidy) will have the following payments made on their behalf:

- The State will pay their Child Care Financial Assistance to the child care provider that the child was enrolled in previously and will be returning to. The family will pay 50% (or any agreed to lesser amount) of their typical co-pay and will continue to maintain the space for their child to return to. That child care program will receive payment based on enrollment (not attendance).
- The State will pay also the full tuition rate of the child care program they are using during the COVID-19 closure period and will pay a \$125 per week supplement to the provider as an incentive to provide the care.

### COVID-19 Child Care Stabilization Payment Program for Private Tuition

**5. I have questions on the Stabilization payments from 3/18/2020 – 4/4/2020, how do I get answers?**

- Guidance on the program is available here: <https://dcf.vermont.gov/sites/dcf/files/CDD/Docs/COVID/COVID-Private-Tuition-Payments-Stabilization-Guidance.pdf>
- Frequently Asked Questions are available here: [https://dcf.vermont.gov/sites/dcf/files/CDD/Docs/COVID/FAQ\\_COVID-Stabilization-For\\_Private-CC-Tuition-Payments.pdf](https://dcf.vermont.gov/sites/dcf/files/CDD/Docs/COVID/FAQ_COVID-Stabilization-For_Private-CC-Tuition-Payments.pdf)
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- Additional questions can be sent to [AHS.DCFCDDInfo@vermont.gov](mailto:AHS.DCFCDDInfo@vermont.gov) or call 802-241-0830
- Invoices must be submitted within 60 days of the service. The deadline for the first invoices to be submitted is 5/15/2020.

**Questions on the Stabilization payments from 4/5/2020 until Governor's Order Ends**

**6. I just opened a program but had not yet enrolled children, can you pay to hold those spaces if the children were not attending prior to 3/18?**

No. This program is intended to support child care programs to maintain their business during COVID-19 closure period, and not for child care spaces that did not have children enrolled prior to that period.

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### 7. Are you only giving assistance to those providers who are currently providing care to essential families?

No. There is assistance available for all programs (infant through Pre-K), regardless of if the program is open for essential families or closed during the COVID-19 closure period. The State has a supplemental payment program for those providers who can remain open for the children of essential workers.

### 8. Is the assistance for all my private pay families? Even those who aren't essential? What about the private pay essential persons that are not attending?

There are different levels of assistance for private pay families.

- During the closure period, the State will pay 50% of tuition for all private pay families, regardless of whether or not they utilize the service. Families who wish to maintain their slot(s), must pay the remaining 50% or a lesser amount agreed to by programs and their families. For families who unenroll, but later want to rejoin, the program should utilize its usual waitlist process.
- For essential persons that were paying privately to utilize the child care program they were using prior to this period, the State will also pay a \$125 per week supplement to the provider as an incentive to provide care during the COVID-19 response period.
- For essential private pay families using a different provider while also paying to maintain their spot in a closed child care program, the State will pay the full tuition rate of the new child care program, and \$125 per week supplement to the provider as an incentive to provide the care during the COVID-19 response period.

### 9. How does the stabilization funding work for families receiving Child Care Financial Assistance (subsidy)?

Essential persons who are eligible to receive Child Care Financial Assistance (subsidy) will have the following payments made on their behalf:

- The State will pay their Child Care Financial Assistance to the child care provider that the child was enrolled in previously and will be returning to. The family will pay 50% (or an agreed to lesser amount) of their typical co-pay and will continue to maintain the space for their child to return to. This child care program will receive payment based on enrollment (not attendance).
- The State will pay the full tuition rate of the child care program they are using during the COVID-19 closure period and will also pay a \$125 per week supplement to the provider as an incentive to provide the care.

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### **10. How does Act 166/public Pre-k funding work with the stabilization program?**

Families should continue to receive publicly funded Universal Prekindergarten tuition dollars for their child enrolled in a private PreK education program to off-set their tuition costs. The Act 166 Universal Prekindergarten tuition dollars must be applied towards the families' (up to) 50% share required to hold their slot.

### **11. If I get sick with COVID-19, will I still be eligible for the assistance?**

Yes. This program will pay for previously enrolled families even if you are closed during the COVID-19 closure period.

### **12. After April 5<sup>th</sup> if a family chooses to unenroll will this program cover 100% of tuition?**

Yes, this program will cover 100% of the tuition up to a weekly maximum of \$360. In order to receive this payment a child care program must certify that 1. the family has been unenrolled from the program and no longer has a slot, and 2. The program is not receiving payment for the slot from another family. CDD will perform quality assurance checks on these criteria.

### **13. We send our families a monthly invoice that shows each individual day charged and the daily rate. Will this work for the state? Or do we need to adapt to a bi-weekly invoicing system to make it work with the state system?**

You may charge families as you typically would. You will be required to report on your invoice the amount the family owed for the two-week period of the invoice.

### **14. What is needed from us to prove to the state that our families cannot pay? Copies of each invoice? A spreadsheet with breakdowns?**

The program that starts 4/5/2020 is not dependent on a families' ability to pay. The State will pay 50% of tuition costs; providers may choose to charge up to the remaining 50% to these families to maintain their slot.

### **15. Should we be asking families, post-April 5<sup>th</sup>, to pay full tuition or to pay 50% tuition?**

Families are encouraged to pay full-tuition to keep their spots and support their providers; the State will pay 50% of tuition in the COVID-19 Stabilization Program, and providers may

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choose to charge up to the remaining 50% to families to maintain their slot.

### **16. For children who are unenrolled during this period, and we receive payment for the child through this program, can the family reenroll their child after the closure period?**

Yes, if the program has space to allow that. If children are unenrolled, the program should offer a slot to other families on their waitlist, utilizing the State's 50% tuition payment program. If spots are not filled, the program may utilize the State's tuition payment up to 100% or \$360/week, whichever is lower, in order to pay staff and be ready to open after this emergency. For families that unenroll but later want to rejoin, the program should utilize its usual waitlist process.

### **17. What are the requirements for programs to invoice through this program?**

- Pay all their staff at their regular salary, in accordance with your established personnel policies.
  - Programs, such as registered homes, where the owner/operator is the only staff are exempt from this requirement.
- Provide required information to the Child Development Division for the processing of payments.
- Maintain a slot for all enrolled families who continue to pay their share of tuition payments.

### **18. We've only seen compensation numbers for early education and preschool programs and wanted to be sure our school-age, after school child care programs were also covered. Any idea when numbers will be released as to what the compensation will look like for this sector?**

The Stabilization program applies to all privately operated or non-profit regulated programs infant through preschool age. For school aged children, the State is paying a flat rate of \$200 for the care of essential worker children during this crisis plus an additional \$125 in order to provide an incentive for child care programs to expand services to these children at a level that is comparable to the total payments provided for the care of younger children.

### **19. If families are unable to pay their 50%, can we settle for a lower amount and request the 50% tuition from the state in order to keep them enrolled until the order is lifted?**

Yes, if you choose to do so, so long as other program terms are met (including staff

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payment). Note: For families enrolled in publicly funded Pre-K, the Universal Prekindergarten tuition dollars must be applied towards the families' (up to) 50% share required to hold their slot.

- 20. If a family can pay up to 30% (example) of their copayment; could scholarship money be used to cover the 20% needed to reach 50% so the program can still keep the family enrolled and receive 50% support by the state?**

Programs must certify that they are able to fully pay staff. If a provider has a source of funds or scholarship program that assists their families in covering tuition, they may utilize those programs to assist families in covering their portion of tuition. Note: For families enrolled in publicly funded Pre-K, the Universal Prekindergarten tuition dollars must be applied towards the families' (up to) 50% share required to hold their slot.

- 21. Can you please tell me where I can find the form for invoicing?**

The form and instructions on the form is available at <https://dcf.vermont.gov/cdd/covid-19/cc-programs>

- 22. Do we include children who are essential workers but were not enrolled prior to this crisis on the jot sheet or do we not include them?**

The invoice for payments after 4/5/2020 will include a place to indicate if it is a child of an essential person, and if the child is newly enrolled. The new form and instructions for the form are available at <https://dcf.vermont.gov/cdd/covid-19/cc-programs>.

- 23. Does this still have to be done bi-weekly or can it be monthly?**

The invoice process is bi-weekly.

- 24. Can families still pay in full tuition or can we only charge them 50% of their monthly tuition?**

Families who are able and willing to are encouraged to cover the full cost of their tuition. On the invoice indicate that this child's tuition is fully covered by the parent.

- 25. What will be the required information CDD will need?**

The form and instructions are available at <https://dcf.vermont.gov/cdd/covid-19/cc-programs>

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**26. Will invoice forms save information from invoice to invoice, or will we need to refill in all information with each invoice?**

Unfortunately, the forms do not save the information from invoice to invoice. You will be required to reenter all the information.

**27. If a family is receiving subsidy and can't afford the 50% co-pay, if they unenroll from our program are we allowed to continue to collect subsidy through closure?**

No. Families must be enrolled in your program in order to collect subsidy. If a family unenrolls then the provider should utilize any waitlist to offer slots to other families; if a slot is not filled, the program may request 100% of the tuition up to a weekly maximum of \$360.

**28. Do we know how this will impact PreK funds? If a family needs to unenroll, will PreK funds stop?**

Districts have been directed to maintain Act 166 tuition payments to private providers during this emergency as a part of a larger economic stability measure. These payments should continue under COL regardless if a private provider is providing PreK services or not, or if a child remains enrolled in the program.

### COVID-19 Child Care Incentives

**29. In the Financial incentives document the state will pay \$125 per essential person's child. When does this payment begin?**

The financial incentives program covers families you serve beginning the week of 3/16/2020. An invoice for the incentives for the week of 3/16/2020 – 3/28/2020 will be available soon.

**30. How will you know how many children of essential persons we are serving?**

An invoice process will be available that will combine the COVID-19 Child Care Stabilization Payment Program for Private Tuition and the Incentive programs. The required information and form will be available by 4/6/20.

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- 31. Does this have to be applied to a parent's tuition or is this EXTRA for providing care during this difficult time?**

This additional \$125 does not need to be applied to tuition. The program is meant to encourage providers to offer care to the children of essential workers.

- 32. I am looking for more information on the COVID 19 incentives. Is this only for home programs? Is this payment automatically made to providers who are open and caring for essential workers?**

The incentive program is available to all regulated child care programs that are open and providing child care services to essential persons' children. An invoice for the incentive will be available by 4/6/20.

- 33. All my current families are considered essential persons that are eligible to use child care services. I do not need to submit a stabilization invoice as the parents are paying their tuition. How do I receive the incentive payment?**

The stabilization invoice and the incentive payment invoice will be the same document. The invoice has a place to document what families are paying for tuition. If families are paying full tuition, then you would indicate this.

- 34. Is it as simple as for every child who is attending (whether CCFAP or private pay) we are getting an ADDITIONAL \$125 for serving them?**

Yes. If the family is considered essential persons that are eligible for child care and the child is attending your child care program you will be able to receive \$125 supplement for providing child care to them.

- 35. If a family is scheduled to come because they are essential, but does not come because of illness or other reason, is the \$125 still paid? Does the child have to come all week or just one day?**

Payments are made based on weekly attendance. (If a child attends at least one day, you may invoice for the weekly incentive payment).

- 36. In a nutshell, school age children will be reimbursed for \$325, correct? I feel like I am reading it all wrong for that in particular.**



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Yes, if you serve school age children of essential persons that are eligible to use child care services you will receive the \$125 incentive for providing the care, and \$200 towards the families' tuition for that child (please see below program). This would be \$325 total.

### Child Tuition Payments for Child Care Essential Persons

#### 37. What is this payment for?

Child care programs that are serving school age children during the time the child would typically been in school will receive this \$200 weekly rate and \$125 supplemental payment for a total of \$325 for each child.

Child care programs that are serving "new" infant through preschool age children because the program they were enrolled in prior to COVID-19 closure period is not open for essential persons will receive their full tuition rate from the State and \$125 supplemental payment for each child. Essential persons will continue to pay the program their child was previously enrolled in under the terms discussed above if they wish to preserve their slot.

#### 38. We do have a few children that have been enrolled with our program that are accessing care still because their parents are essential persons. The rate increased from just afterschool tuition to our full day rate of \$52.00 per day the parents indicated they can pay some but not all. Can I charge this family \$260 per week?

You can invoice the State of Vermont for \$200 per week, plus the \$125 supplemental payment for this child. You may not charge the family any remaining balance owed.