



Child Care Subsidy Program

Vendor Attendance Procedures

Families should record one of the below types of attendance each day an enrolled child is authorized to attend care:

- **Attendance:** When the child is present in care, a parent or secondary cardholder will perform a check in transaction when the child arrives and a check out transaction when the child leaves for the day, to capture start and ending time for child care services.
- **Absence:** An absence should be recorded when a child is authorized for child care but is not in attendance, and care would have been provided had the child been present.
- **Vendor Closure Days (Including Holidays):** Parents should not swipe any attendance (including an absence) when the vendor is not in operation. Additional details are below under "Planned and Unplanned Vendor Closures".
- **Unexpected full-day vendor care due to Pre-K-12 School Closures:** When families require full-day child care due to a school closure (e.g.; a snow day) that is not already reflected in the child's authorization, the family should swipe a "Holiday" to pull a full-day payment from the child's "Snow/Emergency Day(s)" allocation.

Paid Child Absences

- The CCSP will pay for up to 60 absence days per child, per fiscal year. The CCSP will not pay providers for absences over the allotted 60 days. Child absence balances will reset on July 1 of each year, with the start of the new fiscal year.
- Families must report absences no later than 9 days following an absence; defined as the "back swipe" period – the present day and the 8 previous days.
 - Vendors can use the Point of Service (POS) device as well as the Interactive Voice Response (IVR) phone system to make attendance adjustments within the 9-day period.
 - Once an absence is recorded, it cannot be reversed after the 9-day period.
- Vendors are encouraged to use the VA-ECC Vendor Portal to monitor attendance and validate payment records.
- If families incorrectly record absences and use their allotted number of paid absences, the vendor will not be paid for additional absent days. In these cases, there is nothing the vendor or parent can do to correct previously logged absences. **Please contact Vendor Relations if you are made aware of this situation.**

Planned and Unplanned Vendor Closures

Planned Closures

- Planned closures are those that are identified in advance (at least four weeks) for state or federal holidays, school breaks, and/or staff development or planning.
- Planned closure days are communicated in advance to parents and are part of the program's standard operating schedule.



- Vendors are required to maintain records of schedules, including all planned closure days. Vendors must also keep a record of communications announcing planned closure days to families.
- Vendors will receive payment for up to 15 planned days of closure, including 11 state and federal holidays identified in the CCSP Guidance Manual.
- **If a vendor is closed (planned or unplanned), families should not record any attendance.**

Unplanned Closures

- Unplanned closure days are not part of a program's typical operating schedule. For example, a program may close unexpectedly due to illness, staffing issues, etc. Additionally, family day home providers in the CCSP may be paid for up to 3 sick days for themselves or a family member.
- The CCSP will not penalize programs for short periods of unplanned closure. However, the CCSP will not pay for extended unplanned closure (defined as 5 days or more).
- Vendors are expected to notify local departments if an unplanned closure will extend to 5 days or more.

Manual Attendance

Vendor Manual Attendance Reports will be accepted by the Virginia Department of Social Services for entry into the VA-ECC system under the following circumstances only (as noted in section 9.6 of your vendor agreement):

- VA-ECC Card: The family has not yet received their VA-ECC swipe card.
- POS/IVR Problems: The POS device has not yet been installed or 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 malfunction to the manufacturer within 24 hours and shall document the making of such report.
- Retroactive Authorization: If a local department of social services issues a POSO with an effective beginning date prior to the date of issuance, authorized attendance recorded outside of the 9-day back swipe limit may be reported manually.

Manual attendance may only be submitted via email to vendor.services@dss.virginia.gov. Mailed in manual attendance will not be accepted.

When to Contact LDSS

As noted in the Child Care Subsidy Vendor Agreement, you are required to notify your Local Department of Social Services (LDSS) of the following regarding recipients of child care assistance:

- A child does not attend on the first day authorized for care.
- A child is absent for more than five consecutive days.
- A child is officially withdrawn from enrollment.
- The parent does not have a VA-ECC card within one week of enrollment.
- The parent is unable or unwilling to use the VA-ECC card. (If a parent does not have their VA-ECC card, in addition to notifying the LDSS, the parent may log attendance using the IVR phone system.)



QUESTIONS?

- If a parent experiences any issues with their VA-ECC Swipe Card or IVR system, please direct them to contact the parent help desk at 1-877-918-2322 for 24/7 support.
- Please contact Vendor Relations at vendor.manager@dss.virginia.gov with any questions or concerns.