

# Recently Approved Subsidy Vendors

## Next Steps:

- Visit the Virginia ECC Vendor Portal at [vaecc.org](http://vaecc.org). This portal will provide you with access to child authorizations for your program, attendance records, and payment information.
- Enter your User ID, which is your 9-digit Vendor Number beginning with "511" and click "LOGIN", then "Forgot Password" to set up your password.
- If you need additional password assistance, please call 877-918-2776.

**After you have at least one subsidized child authorized to attend your facility, please complete the [VA-ECC Vendor Agreement \(POS Agreement\)](#) and follow these steps:**

- Send the completed form to [eccoperations@conduent.com](mailto:eccoperations@conduent.com) or mail it to Conduent Payment Services, P.O. Box 14371, Lexington, KY 40511.
- Do not submit the form until you have at least one subsidized child authorized to attend your facility.
- Once a child has been authorized to attend your program and Conduent has received and process your VA-ECC Vendor Agreement (POS Agreement), Conduent will ship the POS device to your facility. You can reach Conduent at 877-918-2776.
- Please review the [POS User Manual](#) and the [Interactive Voice Response \(IVR\) User Manual](#). Here you will find detailed guidance on using the POS device and entering information via the IVR system.
- Parents can record attendance by swiping their child care subsidy card using the POS device or by calling the IVR system using the phone number on the card.
- Families should enter attendance by calling the Interactive Voice Response (IVR) system at the number on the back of the Electronic Child Care Card if the POS Device is not available.
- Vendors should not possess a VaECC child care subsidy card or have a parent's PIN number at any time.

## **Participate in the Unified Virginia Quality Birth to Five System (VQB5) Quality Measurement and Improvement Program**

- Approved Child Care Subsidy vendors serving children birth-to-five are generally required to participate in Virginia’s unified measurement and improvement system, VQB5.
- Additional details about VQB5—including specific participating requirements—are available on the [VQB5](#) page.

### **Required training for the child care staff of new approved Vendors:**

- Virginia Preservice Training for Child Care Staff: Within 90 days of approval, all staff must complete the [Preservice Training course](#) and maintain current certification in First Aid/CPR (age-appropriate). Additional information about this training is available in the Program Training Requirement links below.
- Annual Health and Safety Training for Child Care Staff: A 3-hour Health and Safety Update Training course is mandatory for the vendor and all staff members, to be completed annually. Additional information about this training is available in the *Health and Safety Inspection Brochure* link below.

## **Inspection and Training Requirements**

- [Health and Safety Inspection Brochure](#)
- [VA Administrative Code: General Provisions for Child Care Programs](#)
- [Center-Based Subsidy Vendor Requirements](#)
- [Home-Based Subsidy Vendor Requirements](#)
- [Requisitos Para Proveedores Del Programa De Subsidio Para Hogares Familiares Diurnos](#)
- [Center Subsidy Program Training Requirements](#)
- [Home Subsidy Program Training Requirements](#)
- [Deaths, Injuries, and Abuse in Child Care Settings Resources](#)

**For assistance with attendance and payment questions, please contact us at [vendor.services@dss.virginia.gov](mailto:vendor.services@dss.virginia.gov).**