



# COMMONWEALTH of VIRGINIA

DEPARTMENT OF EDUCATION  
P.O. BOX 2120  
RICHMOND, VA 23218-2120

DEPARTMENT OF SOCIAL SERVICES  
5600 COX ROAD  
GLEN ALLEN, VA 23060

June 4, 2024

Dear Child Care Subsidy Provider:

The purpose of this letter is to inform Child Care Subsidy Program (CCSP) Vendors of the implementation of wait lists in the CCSP beginning July 1, 2024.

The biennial fiscal year (FY) 23-24 budget directed the Virginia Department of Education (VDOE) to use all available funds to eliminate wait lists in the CCSP. As a result, VDOE and the Virginia Department of Social Services (VDSS) awarded slots to localities on a rolling basis in response to family demand. Since 2022, enrollment in the CCSP has increased by 17,000 children.

Beginning in FY25, VDOE and VDSS anticipate that family demand will exceed available funding. Local Department of Social Services (LDSS) may initiate wait lists beginning July 1, 2024, once all available slots have been filled.

When slots are limited, it is especially crucial that they are filled by families that actively need and are using CCSP services. VDOE/VDSS will be closely monitoring attendance of approved children participating in the CCSP. CCSP vendors should continue to follow outlined attendance procedures, including notifying local departments of significant non-attendance. Information on attendance procedures can be found [here](#).

## **When to Contact LDSS**

As noted in the Child Care Subsidy Vendor Agreement, you are required to notify your 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- A child is officially withdrawn from enrollment.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.
- 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](mailto:vendor.manager@dss.virginia.gov) with any questions or concerns.

### **Issuance of a Purchase of Service Order (POSO)**

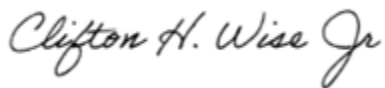
Payment for children is not guaranteed until a POSO has been received. The Child Care Subsidy Program will not pay for children who attend a facility prior to their authorization and issuance of a POSO.

### **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](mailto:vendor.manager@dss.virginia.gov) with any questions or concerns.

Thank you for your participation in the Child Care Subsidy Program and for your continued service to children and families.

Sincerely,



Clifton H. Wise Jr.  
Child Care Operations Coordinator  
Virginia Department of Education



Amanda Kay  
Child Care Subsidy Program Manager  
Virginia Department of Social Services