

# The Children's Cabinet Child Care Subsidy Program

## *Frequently Asked Questions*

### Applying/Application Process

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- ? What is subsidized child care?
  - a Subsidized child care is funded through the Child Care Development Fund (CCDF) and streamed through the Division of Welfare and Supportive Services. It was developed to fund child care for low income working families and families reentering the workforce.
- ? How can I get subsidy assistance?
  - a The first step is to apply. You will then meet with a Case Manager to determine if you qualify.
- ? How can I get a subsidy application?
  - a You can print one from our website, call to get one mailed to you, or stop by any of our offices and pick one up.
- ? What office do I go to?
  - a We have several locations throughout Northern Nevada. Please call and we can direct you to the office closest to you.
- ? What are the age limits for subsidy?
  - a Children must be between the ages of zero through 12. Children 13 and older may qualify if they are verified as a child with special needs.
- ? Why do I have to go for an appointment?
  - a You have to attend an appointment with a Case Manager in order to meet and build a rapport with the person working your case. We also want to make sure you understand the policies of the subsidy program. There are some exceptions, so please don't let having to come in for an appointment stop you from applying.
- ? How long does the process take?
  - a Generally, we can get you in for an appointment in about week. However, if the documentation needed is not submitted timely, it could be a longer process.
- ? When can I start taking my child to his/her provider?
  - a We can start paying from the day your application is submitted ONLY if you follow through with the documentation by the due dates as set by the Case Manager and/or on the day you have arranged services with a child care provider (on or after your application has been submitted).
- ? How do I qualify for Subsidy?
  - a Qualification for the subsidy program is based on two main areas; household size and household countable income.
- ? What is the maximum income I can make in order to qualify?
  - a The maximum income depends on your household size. Please call and we can further assist you with this question as it pertains to your case.

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- ? How much do I have to pay the provider?
- a** The amount owed to the provider depends on your co-pay and the provider's rate. Please call and we can further assist you with this question as it pertains to your case.
- ? What is a co-pay?
- a** A co-pay is the amount you are responsible to pay the provider directly. The co-pay is based upon your household size and your household countable income. For example, if you qualify for 95% subsidy, you will be required to pay the 5% to your provider up to the State Maximum.
- ? What is an overage?
- a** An overage is the amount over the State Maximum Daily Rate. The state sets a Maximum Daily Rate for each age group (infant, toddler, pre-school and school age) by geographical area (Washoe, Carson / Douglas and Rural). If your provider charges more than the State Maximum Daily Rate, that is an overage and it becomes your responsibility to pay any overages.
- ? What is a certificate?
- a** The certificate is an approval note. It tells you the dates subsidy benefits begin and end, the subsidy percentage, the co-pay, the State Maximum Daily Rate, the name of eligible child(ren), the authorized schedule and times, and notice to the client and provider that benefits may be terminated prior to the end date on the certificate if case circumstances change.
- ? What is purpose of care?
- a** To be eligible for child care subsidy, the applicant and all required adult household members must have a purpose of care. Purpose of care is an approved activity such as working, seeking employment, attending school and/or training.
- ? I don't work, nor do I go to school, but my child needs someone to play with and I need a rest now and then. Can I get subsidy?
- a** In order to be eligible for the child care subsidy program, you do have to have a purpose of care. If you need some time apart from your child, call our Resource and Referral Department for ideas about finding child care on a drop-in or part-time basis.

## Qualifications

- ? What forms do I need to take to the appointment?
- a** A case manager will give you a list of specific documentation that you will need. Generally, most applicants need: picture ID, children's birth certificates, proof of residency, proof of all income, proof of work/school schedule, proof of child support, etc. This is not an inclusive list and you might be asked to provide additional documentation based on your case.
- ? Why do I have to apply every year?
- a** The State guidelines dictate how often a client must reapply. This is to update your information and to verify that you still qualify for subsidy.
- ? Why do you go off gross (before taxes) income? I have other expenses such as electricity, rent, groceries, etc.
- a** Again, this is a State regulation in order to be fair to every client.

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- ? I don't want to take my child to a licensed child care provider. I believe my mom takes better care of my child.
- a Good News! By using the Family, Friend & Neighbor (FFN) program you can use anyone you feel is the best choice for you and your child(ren). The FFN provider must register with the Child Care Program and there are policies around the FFN program so please call for more information.

## Wait list

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- ? Why is there a waitlist?
- a There is a waitlist due to budget cutbacks in the State of Nevada. The waitlist applies only to parents whose gross monthly income is above a certain level.
- ? When will the waitlist be lifted?
- a The waitlist will be lifted when there is adequate funding at the Discretionary level to serve additional families. We will be notified by the State when this happens and will then notify you by mail to contact our office for an appointment.
- ? If I'm on a waitlist here, where can I go?
- a Please call and speak to a Case Manager for a list of centers that use a sliding fee scale. You may also call the Quality Department for a child care referral.

## Providers

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- ? Which providers accept The Children's Cabinet's subsidy reimbursement program?
- a Almost all licensed providers in northern Nevada take Children's Cabinet Subsidies. If they don't, have them give us a call and we may be able to enroll them.
- ? Can you tell me of a good child care to take my child to?
- a You are welcome to call the Quality Department for a child care referral based on your needs. The resource list is a personalized list of child care providers in your area. The list is a resource only; we do not recommend or endorse any provider.

## Other

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- ? Where do the lovely quilts come from?
- a The beautiful quilts are handmade with great love by the wonderful ladies and gentleman of The Sewing Group. The group makes around 100 quilts a month (they have made well over 15,000 so far); they also make shirts/sweaters, dolls and other miscellaneous items which are all made as gifts for The Children's Cabinet clients. They love to hear from the people who receive these quilts as well as hear special stories about how the children love to curl up with them. If you would like to send The Sewing Group a special message, call a Case Manager to get their address.
- ? If you can't help me, who can?
- a The Children's Cabinet is a resource agency. You may call at any time during business hours. We have access to many resources in your area that are specific to your needs.

**If you have any questions not asked, please call our office and we will be happy to assist you.**