

## **Most Frequently Asked Voucher Questions**

**1. How and when do I report absences for voucher children?**

You can find the form to report absences on our website at [www.childcarecircuit.org](http://www.childcarecircuit.org).

**Definition of explained absence:**

Explained absences are absences due to illness, emergency, or a minimum of two weeks (ten service days) vacation per year.

**Definition of excessive or unexplained absence**

An excessive absence is defined as:

11 or more absences due to illness or emergency within a 30 day period, or more than 10 service days of vacation per year; or three consecutive unexplained absences.

Absences should be reported to your case manager on the 11<sup>th</sup> day of an explained absence and on the 4<sup>th</sup> day of an unexplained absence. Failure to report could result in a reduction of payment for that child.

**2. Does the parent have an appointment or did parent renew their voucher or was the voucher written?**

These questions should be directed to the parents. When a voucher has been renewed, parent received two copies of a voucher, one for their record and one for the provider, which clearly states the start and end date. Child Care Circuit also mails a copy of the voucher to the provider.

**3. Can the provider have a faxed copy of the voucher?**

Child Care Circuit mailed a copy of the voucher to the provider and the parent has received a copy of the voucher as well.

**4. When is the end date of a voucher?**

A copy of the voucher has been mailed to the provider after the voucher is written. You can also find the start and end date of a voucher for each child on the RFR that is mail to you monthly. Also we mail you a reminder notice of all vouchers that are expiring 8 weeks prior to the expiration date.

**5. Why was a voucher written for a short term?**

The Child Care Circuit is authorized to write vouchers for up to one year. If the Child Care Circuit writes a voucher for less than one year, it is for the following reasons:

- The child care authorization issued from the primary source (DTA or EEC) is for a specific period of time.

6. **Why aren't parents written full time voucher all the time?**

Vouchers are written according to EEC Financial Assistance Policy Guide and based on the specific service need of the parent. If the parent service need is more than 30 hours a full time voucher is granted; if the service need is less than 30 hours a part time voucher is granted.

7. **Sometimes I do not receive payment for a voucher child and later find out there was not an active voucher. How can I receive payment since the child was in care?**

The Department of Early Education and Care (EEC) policy states: providers will not be reimbursed for children that are enrolling without a current voucher.

8. **Are all parents eligible for transportation?**

A parent who does not have a vehicle and lives further than one half mile from the provider would be eligible for transportation, if the program offers transportation and the program has a transportation addendum as part of their voucher agreement.

**A. Can transportation be added at any time?**

A parent can request transportation be added to their voucher at any time and transportation will become effective when the parent signs the voucher indicating transportation has been added

**B. Can the provider request transportation for the parent?**

No- to add/change/delete anything from or to a voucher the parent must make the request by contacting Child Care Circuit.

**C. Does this mean that the parent must come for "another" appointment?**

No- a parent will be required to sign the voucher when adding transportation

9. **If a child is terminated for behavior, can I still bill for 2 weeks?**

Child should not be suspended or excluded from a child care program without a notice of termination/reduction financial assistance for voucher child care, unless the child is a danger to themselves or other children.

10. **How do I know if a child has an active voucher?**

If the child does not appear on the RFR that is mail to you monthly, then the voucher is not active.