



Need help  
paying for  
child care?  
We want to help.

The COVID-19 pandemic has caused a lot of uncertainty for so many of us. Beyond keeping our families healthy and safe, we are all being affected economically in different ways. We have made changes to one of our child care subsidies programs to help more families afford child care and reduce their expenses.

**We urge all families impacted by COVID-19 to apply for Child Care Connection Hawaii subsidies today.**

## What's Different?

During this crisis, DHS is temporarily expanding eligibility for Child Care Connection Hawaii (CCCH). Some of the most notable changes include:

- **No income cap** – CCCH subsidies will be awarded to all families impacted by this emergency, with priority given to underserved and at-risk families, so long as money is available.
- **Suspension of activity requirements** – parents temporarily do not have to meet activity requirements to assist families who have lost jobs and are looking for new employment.
- **Suspension of subsidy co-payments** – parents may have their family co-payment portion of the subsidy payment waived.
- **Ability to hold spots** – families who have kept their child at home during this crisis or whose providers have temporarily closed can still use subsidies to hold their child's spot until their provider reopens.

These changes are meant to help families who are impacted by COVID-19. We know that our recovery as a community and state means that families need someplace safe to send their youngest children when parents start to go back into the office or look for new employment. Your ability to afford child care is essential to overall recovery. **Please apply if you need help paying for child care.**

# FAQs for Families

## **I already receive Child Care Connection Hawaii subsidies. Will the subsidy assistance continue even if my provider has temporarily closed?**

All families who already receive child care subsidies will continue getting this assistance. If a provider does not require payment to hold your child's spot, your subsidy payments will resume when you notify your subsidy worker that your provider has reopened.

## **My child isn't attending her care provider right now, but the provider needs payment to hold our spot. Can the CCCH subsidy be used for that? Even if I'm new to CCCH subsidies?**

Yes, CCCH subsidies may be used to hold your child's spot for both existing and new CCCH families. Your child needs to remain enrolled in the child care provider though. If you notified your child care subsidy worker that you disenrolled your child, you will not receive assistance until you select a new provider or re-enroll with your existing provider. Please be sure your provider gives you a receipt for all payments received for child care for you to provide to DHS.

## **Are there only certain kinds of providers CCCH pays for? My child goes to a provider who is not required to be licensed. Can CCCH be used for a provider like that?**

CCCH can be used for various providers including preschools, family child providers, and what is called legally exempt providers. Providers already licensed or registered with DHS only need to fill out the Child Care Provider Certificate and Confirmation form. You may also use a provider who is not legally required to be licensed (most likely those who care for up to 2 unrelated children or caring only for related children). If you choose this kind of provider for CCCH subsidies, they would also need additional screening. You can contact the nearest Child Care Connection Hawaii office with additional questions about using your child care provider and receiving child care subsidies.

## **If our family is approved for CCCH assistance, how long will it last?**

Once you're determined eligible under these expanded rules, you will continue to be eligible until your next

re-determination period. Redetermination occurs every 6 months. You will still receive child care assistance, even if our government declares the emergency over before your 6-month redetermination.

## **I'm an essential worker. Our regular provider is temporarily closed but requires payment to hold our spot. We have to pay for emergency care too. Can I get assistance to hold our spot and pay another provider for emergency care?**

During this emergency situation, if you provide verification that your usual provider requires payments to hold your child's spot and you select another provider temporarily while you continue to work, you can receive subsidies to use toward your costs for both providers. Both providers will need to complete the necessary forms and go through additional screening (if they're exempt from being licensing).

## **We are currently getting CCCH subsidies or were just approved for them, and we cannot afford our copayment. Can we get our copayment reduced?**

Please contact your child care subsidy worker. During this emergency period, family copayments may be waived and subsidy payments can be increased to cover your copayment amount up to the maximum rate that DHS will pay. Copayment waivers are considered on a case-by-case basis.

## **Will unemployment benefits or the federal stimulus check be counted toward our household income?**

No. Any emergency-related benefits, including emergency unemployment benefits or emergency stimulus benefits, are not being counted toward the family's monthly gross income.

