

May 6, 2020

Dear Childcare Provider:

The Department of Human Services (DHS) would like to take this opportunity to thank you for providing childcare to the children of Iowa during the COVID-19 crisis.

In an effort to support families and childcare providers during this time, the Department's Child Care Assistance (CCA) Program is allowing unlimited absent days to be paid in order to retain childcare slots for children and to maintain normal cash flow for providers.

As an additional support, DHS is now waiving family co-payments. This change will be backdated to the billing period starting on April 6, 2020 and continue through the billing period ending July 26, 2020. Although the family co-payment will still be deducted from your normal payments, DHS will issue reimbursements to providers for that amount through a separate payment.

We ask that providers stop collecting the family co-payments from families starting immediately. For any family co-payments you have already collected, please credit those payments to the family's account or reimburse your families for those payments made once DHS issues you the supplemental payments intended to cover this cost.

Providers do not need to do anything extra to receive these co-payment reimbursements; these payments will be processed every four weeks and will be sent out to providers automatically.

Once again, thank you for your efforts in providing childcare to the children of Iowa. If you have any questions, please look at our Frequently Asked Questions (FAQ) document on Funding Opportunities page of our website <https://dhs.iowa.gov/childcare/funding-opportunities>. If you have additional questions not addressed on the FAQ you can email us at Canwehelp@dhs.state.ia.us.

Sincerely,

Julie Allison, Bureau Chief
Division of Adult, Children and Family Services
Bureau of Child Care