Maryland Together: Maryland's Recovery Plan for Child Care
Frequently Asked Questions
Updated May 26, 2020

Providers

Access to Child Care
Q: Who administers the Essential Personnel Child Care (EPCC) or Essential Personnel School Age (EPSA) programs?
A: The Maryland State Department of Education (MSDE) administers these programs.

Q: Does a program need to be licensed to be an EPCC site?
A: Yes, a program must have a current child care center license, letter of compliance, family child care certificate of registration, or large family certificate of registration in order to be an EPCC site. Child care can be provided only in an MSDE approved EPCC site to children of Essential Personnel.

Q: Who can access child care?
A: Parents who are defined as essential persons in the Governor’s Executive Order Number 20-03-25-01 and parents who work in businesses, organizations, and facilities opened by the Governor may access child care. The Governor recently expanded the businesses that were permitted to open in his Executive Order Number 20-05-13-01. https://governor.maryland.gov/wp-content/uploads/2020/05/Gatherings-SIXTH-AMENDED-5.13.20.pdf.

Q: When will all child care programs open to all parents?
A: Child care providers that are approved EPCC or EPSA sites are currently operating. Governor Hogan’s Maryland Strong: Roadmap to Recovery outlines three phases in which to safely reopen the state. Opening child care to all parents is part of the second phase of recovery and will be available to all parents at that time. There may still be some restrictions in place for the health and safety of children and staff.

Q: If my jurisdiction has not fully opened, can I operate my child care with the guidance given to the rest of the state (e.g., serve parents other than essential persons, increase capacity, etc.)?
A: MSDE provides guidance based on the Governor's Executive Orders and MSDE/MDH guidance found here: https://earlychildhood.marylandpublicschools.org/covid-faqs. However, child
care programs must follow local jurisdiction restrictions if more stringent, including from their local health and education offices.

Q: I have not reopened. Can I apply to be an EPCC site?
A: Yes. Family and Center-based child care programs interested in opening as EPCC sites may contact their licensing specialist. These are the only child care providers allowed to operate.

Q: Is there a cost for child care services?
A: Essential persons, as designated in the Governor’s Executive Order, receive child care services at no cost until June 7, 2020 as it is paid for by the state. Parents not designated as essential persons pay tuition to their child care provider. Beginning June, 8, 2020, all parents pay tuition for child care services.

Q: Do parents designated as essential need to complete a family enrollment form and the other family forms?
A: Yes, parents designated as essential persons need to complete the family forms and other enrollment documents. These should be used until June 7, 2020. Beginning June 8, 2020 when child care provider’s cease invoicing for child care services, parents should complete all paperwork necessary for licensing and any contracts/forms that the program deems necessary for enrollment.

Q: Do parents not designated as essential need to complete a family enrollment form and the other family forms?
A: No. Parents not designated as essential persons do not have to complete the EPCC Family Application Form, but they do need to complete all paperwork necessary for licensing and any contracts/forms that the program deems necessary for enrollment.

Q: Are parents that are Essential Personnel or other parents in businesses opened by the Governor allowed to access child care if they are working from home?
A: Yes. The Governor’s Executive Order only defines Essential Persons and allows other parents in businesses newly-opened to access child care. There are no additional restrictions at this time. If parents/guardians are able, they are strongly urged to keep children at home as the first and best option to protect them from the virus.

Q: Are Essential Personnel who live or work in another state eligible for EPCC and EPSA sites?
A: If a parent lives in Maryland but works in another state as an essential person, they are eligible to be served in EPCC or EPSA. If a parent lives in another state, but works as an essential person in Maryland, they are eligible to be served in EPCC or EPSA. If a parent lives in another state and works as an essential person in another state, they are not eligible to be served in EPCC or EPSA.

Operating a Family or Center-based Child Care Program

Q: How can I purchase food and supplies in bulk?
A: The Maryland State Department of Education has worked with several other agencies to connect with many of the large grocery stores and big box stores across Maryland to request assistance with child care providers having access to purchasing above the limits on certain items and to have access to stores during non-peak hours. Some of the big box stores have
also agreed to allow child care providers to use the store without a membership. Most of the stores contacted are willing to work with child care providers, but in different ways. Please use this letter to contact the manager of your local store to explain the letter and discuss the options they have for you to purchase needed food and supplies. You must have your child care license or registration in addition to the letter when going to the store.

Q: How do I get Personal Protective Equipment (PPE) and other medical and emergency supplies?
A: For medical and other emergency supplies, please contact your Local Emergency Management Directors https://mema.maryland.gov/Pages/emmgrs.aspx. You may use this emergency supply request form to apply for supplies. The local directors will work to accommodate your requests, but they do not always have sufficient supplies.

Q: Are there grants to help new programs purchase cleaning and PPE supplies, as well as ongoing disinfecting?
A: Yes, new programs will receive a one-time grant of $800 for family child care providers and $1,600 for center-based child care providers. Please note, it may take up to four weeks to receive the grant payments.

Q: When can I serve more than a maximum of 10 persons per room?
A: The Governor has prohibited gatherings of more than 10 persons. Until the Governor increases this, child care programs are limited to this capacity.

Q: Can family child care providers serve more than 8 children a day?
A: Yes, family child care providers can serve up to 8 children per day. If they are licensed for evening care, they can serve an additional 8 children in the evening shift, however they must clean and disinfect thoroughly between shifts. They may also serve up to 8 additional children on the weekend if licensed to do so. They may not invoice the state for more than 8 students for each shift per week.

Q: Can I provide unlicensed family, friend and neighbor care in my home?
A: Yes, you may provide care for up to 5 unrelated school-age students (kindergarten and older) only in your home. You may not invoice the state for child care.

Q: Can I use serve the maximum group size in spaces in large rooms sectioned off by half-walls, partitions, and other barriers?
A: Yes, you may use large rooms sectioned off by half-walls and other barriers if that is how you operated previous to COVID-19. You must continue to adhere to MSDE/MDH guidance. You may not section off a classroom that is measured for 20 children by using portable dividers or other barriers. Children in these classrooms should be kept away from the half-wall and other barriers separating the classrooms as often as possible so there is minimal contact.

Q: What health and safety guidance should I follow?
A: All child care providers must adhere to the MSDE/MDH guidance based on CDC guidance, which can be found on our website: https://earlychildhood.marylandpublicschools.org/covid-faqs.

Payments
Q: Is child care paid for by the state available to all parents?
A: Child care will continue to be paid for by the state at EPCC and EPSA sites until June 7, 2020 for all essential persons. Parents not defined as essential persons in the Governor’s Executive Order Number 20-03-25-01 will pay tuition or may apply for the Child Care Scholarship program to help meet the cost of child care. Beginning June 8, 2020, EPCC and EPSA providers may not invoice the state, and parents must pay tuition.

Q: Can I accept children in the Child Care Scholarship program?
A: Only licensed child care programs may accept vouchers from families in Child Care Scholarship program and the program must be participating in Maryland EXCELS. Programs at Levels 3, 4 and 5 receive tiered reimbursements. To find out more about the Child Care Scholarship program, see https://earlychildhood.marylandpublicschools.org/child-care-providers/child-care-scholarship-program.

Q: Do parents still need to pay subsidy copays? Is the state still paying vouchers?
A: At this time, all co-pays for the Child Care Scholarship Program are waived. The State is continuing to pay the voucher amounts to all child care providers. Parents, attending child care at this time, would use the scholarship to help meet the cost of child care, but may still be responsible for making up the difference between the scholarship and the tuition unless waived by the provider.

Q: How do I invoice MSDE?
A: To learn more about how to invoice MSDE, click here: https://www.youtube.com/watch?v=0_BLcfYVjt4&feature=youtu.be.

Q: Who do I contact if we have questions about the invoice amount or if it has been received?
A: All questions about invoices and amounts should be sent using this Google Assistance Form. You may also call us Monday through Friday between 9 a.m. and 4 p.m. at one of the phone lines found here. A payment correction form can be found here. Additional guidance can be found on our website: https://earlychildhood.marylandpublicschools.org/covid-faqs.

Q: How does the invoice payment process work?
A: MSDE receives the providers’ invoices and authorizes them for payment. Once authorized, MSDE keys them into the system. Behind the scenes, review is conducted on an automated basis to ensure there are no errors. Once the invoice batch is error-free, it is forwarded to the Comptroller of Maryland’s General Accounting Division (GAD). GAD reviews the file and releases the batch to the State Treasury to begin payment processing. Treasury then issues the electronic payments to the financial institutions and prints checks, which are then mailed by the Comptroller’s mailroom. Providers usually receive the payments within 2-3 business days after the payments have been processed. For more information, please see the Comptroller’s FAQs.

Q: Where do I access the Comptroller’s General Accounting Division (GAD) online system for Vendors?
A: From the Comptroller’s website at https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp. New users must register for the system. Once you have registered, you simply enter your Taxpayer
Identification Number (TIN) and password, then select “unpaid” to view pending payments or “paid” to view payments that have been processed.

Q: How can I verify if MSDE has transmitted my invoice to the Comptroller for payment?
A: GAD’s One-Stop Vendor Payment System can show you the status of your payment. You can find the GAD system at https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp.
Note: If your pending payment shows the code “123” or “456,” this means MSDE has not yet transmitted the payment invoice to the Comptroller. To check if your payment has been processed by the Comptroller’s Office, select “Paid” on the main page and view processed payments listed with a code of “600.”

Q: How can we verify if our payments were mailed or direct deposits initiated?
A: Verify that the status of your payment shows with the code “600” in GAD, which means the invoice has been paid. If your payment is still listed in the “Unpaid” section as “123” or “456” or “Agency Processing,” your invoice has not yet been transmitted to GAD for payment. If the code shows “600,” but you have not received payment after 5 days, you can email your status request to taxpayerrelief@marylandtaxes.gov, including your provider number, last four digits of your SSN or FEIN, phone number, name and email address.

Q: What should you do if GAD shows an invoice has been paid, but you haven’t received a payment after several days?
A: First, verify that the status of your payment shows with the code “600” in GAD, which means the invoice has been paid. If your payment is still listed in the “Unpaid” section as “123” or “456” or “Agency Processing,” your invoice has not yet been transmitted to GAD for payment. If the payment code “600” is shown and you have not received payment, you may contact taxpayerrelief@marylandtaxes.gov to request the status be reviewed.

Q: How long will it take me for my payment to arrive when it’s in the paid status on GAD?
A: Allow 2-3 business days for the mail or a deposit to transit to your bank account.

Q: What should I do if I do not see any pending payments in the GAD system?
A: There are two ways to contact us:
1. Google Invoice Assistance Form https://docs.google.com/forms/d/e/1FAIpQLSfysB Cp6h-sSFq_ysQwVhH569TistyameJCEK8HD4hITJqmtA/viewform
2. Call us at one of these numbers. Lines will be staffed Monday-Friday between 9 a.m. and 4 p.m.
   (410) 767-1664
   (410) 767-7805
   (410) 767-0583
   (410) 767-7798
   (410) 767-7128

Q: What should I do if I have received an incorrect payment amount?
A: There are two ways to contact us:
1. Google Invoice Assistance Form https://docs.google.com/forms/d/e/1FAIpQLSfysB Cp6h-sSFq_ysQwVhH569TistyameJCEK8HD4hITJqmtA/viewform
2. Call us at one of these numbers. Lines will be staffed Monday-Friday between 9 a.m. and 4 p.m.
   (410) 767-1664
   (410) 767-7805
   (410) 767-0583
   (410) 767-7798
   (410) 767-7128

Q: Are our payments taxable income?
A: Yes, all payments for services are taxable income.

Q: If we have incorrect information regarding addresses for checks to be mailed, addresses associated with direct deposit, or routing numbers for direct deposit, who should we contact?
A: All requests for updating any information associated with your payment mailing address or routing information will require the appropriate form complete and sent to GADCSC@marylandtaxes.gov. We will reply to your inquiry and will work with you to update your account. See the below links to the appropriate forms:

To update your payment address and vendor information, please visit the link, complete the form, and submit to the email above: https://marylandtaxes.gov/forms/state-accounting/staticfiles/APM/gad-710.pdf.

To sign up for direct deposit for payments, visit the link, complete the form, and submit to the email above: https://www.marylandtaxes.gov/divisions/gad/docs/GADX10Form20150615.pdf.

Q: When is the GAD system updated so that we can track our payments?
A: The GAD system updates overnight daily.

Q: Will my daycare payment be offset by any previous taxes I owe the State of Maryland? IRS?
A: Due to multiple accounting systems in play with this payment system, any debts owed to the state of Maryland will be “offset” or captured from the daycare provider payments; HOWEVER, we will release the funds that were captured for a state tax debt the following day via the payment process we initiated for these accounts. Providers impacted by a State of Maryland income tax debt do not need to contact us - our system will automatically release the payment to your account. If you owe money for a federal debt, such as tax due to the IRS, you must contact that federal agency to resolve your federal liability.

Q: How do I sign up for direct deposit?
A: For faster receipt of funds, please sign up for direct deposit: https://www.marylandtaxes.gov/divisions/gad/docs/GADX10Form20150615.pdf. Please complete all sections of this Enrollment Form and attach either a voided check OR a letter signed by your bank representative, confirming account name, account number, and ABA routing number for ACH payments. Starter checks or counter checks are NOT acceptable. Online credit cards are NOT eligible for ACH transfer.
Q: If I have questions that are not answered regarding invoices on this Frequently Asked Question document, who can I contact?
A: For other questions relating to the payment of your invoice, you may email the Comptroller at taxpayerrelief@marylandtaxes.gov. However, questions relating to your invoices and documentation sent to MSDE, must be directed to MSDE. MSDE has provided contact information on their website: www.marylandpublicschools.org.

Additional Information

Q: Where can I find the plan for child care in Maryland during the COVID-19 pandemic?
A: Maryland Together: Maryland’s Recovery Plan for Child Care can be found at https://earlychildhood.marylandpublicschools.org.

Q: Where can I find additional information?
A: Additional information can be found on our website https://earlychildhood.marylandpublicschools.org. You may also e-mail us at earlychildhood.msde@maryland.gov or call us at 410-767-0100.