



Child Care Information Session

Division of Early Childhood

October 24, 2024

PRESENTED BY

Dr. Shayna Cook, Assistant State Superintendent



Presentation Outline

1. Welcome and Opening Remarks
2. Division of Early Childhood Updates
3. Child Care Scholarship Program
4. Questions
5. Closing Remarks



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Welcome

Dr. Shayna Cook, Assistant State Superintendent

Welcome to the October Information Session

- Please place your name and organization in the chat.
- Your microphones will be muted throughout today's session.
- Please use the chat box on the bottom menu bar of your screen to submit any questions that you may have during the session.
- Feel free to enter your question during any presentation. We will answer the questions during the Q-and-A portion of today's session.



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Division of Early Childhood Updates

Alexis Washington, Communications and Engagement Manager

Child Care Scholarship Program Open Office Hours

CHILD CARE SCHOLARSHIP OPEN OFFICE HOURS



Join Us for Open Office Hours with the Child Care Scholarship Team!

Are you a provider with questions about payments or invoices? Or a family needing assistance with your scholarship or application? During Open Office Hours you can speak directly with a Child Care Scholarship Central 2 representative or a member of the Child Care Scholarship Branch.

All sessions will be held from 12:00 to 1:00 PM.

SEPTEMBER 24, 2024	MAY 20, 2025
OCTOBER 8, 2024	JUNE 10, 2025
NOVEMBER 19, 2024	JULY 15, 2025
DECEMBER 17, 2024	AUGUST 19, 2025
JANUARY 14, 2025	SEPTEMBER 16, 2025
FEBURARY 18, 2025	OCTOBER 21, 2025
MARCH 18, 2025	NOVEMBER 18, 2025
APRIL 15, 2025	DECEMBER 16, 2025

For access information to a session visit,
money4childcare.com

- The dates for the Scholarship Open Office Hours for the remainder of the year and 2025 have been released.
- CCS Central 2 and the Scholarship Team members will be on hand to help:
- Families who have questions about scholarships or open applications.
 - Providers who have questions about invoices.

Registration links and dates are available on our website, money4childcare.com.

Next Open Office Hours: November 19, 2024

Push to Pre-K Sessions



Are you interested in learning more about State Prekindergarten Grants?


Join the Office of Early Learning and Instruction for a Push to Pre-K information session!

We'll introduce you to the State Pre-K Grant Program, provide a brief overview of the application process, and answer your most frequently asked questions.

Next Session: Faith-based Programs - November 7th 12:00-1:00 PM

- Recordings are available for:
 - [Family Child Care](#)
 - [Child Care Centers](#)
 - [Head Start Program](#)
 - [Spanish speaking providers](#)

Basic Health & Safety Update



ACCESSING THE BASIC HEALTH AND SAFETY ANNUAL UPDATE

- Welcome Page**
Access the MSDE Canvas [Welcome Page](#). Then click on the **Educator Resources** button.
- Early Childhood Modules**
Click on the **Early Childhood Modules** button.
- Login Box**
Click on the **Basic Health and Safety Annual Update 2024** button.

The 2024 Annual Basic Health and Safety Update Training is available now on the MSDE CANVAS webpage. This training meets the regulations for the annual health and safety training, as required by the office, by the end of each 12-month period.

The training must be completed by all child care staff and family child care providers by December 31, 2024. All newly approved family child care providers and staff hired from October to December 2024 must complete the training by March 31, 2025. This training is also recommended for child care substitutes and volunteers.

The training qualifies for Core of Knowledge/Hours: Health, Safety, and Nutrition/1.5, and it is a 90-minute training. Upon successful completion of the training, the system will produce a "Certificate of Participation." Please download and save the certificate to email to your licensing specialist.

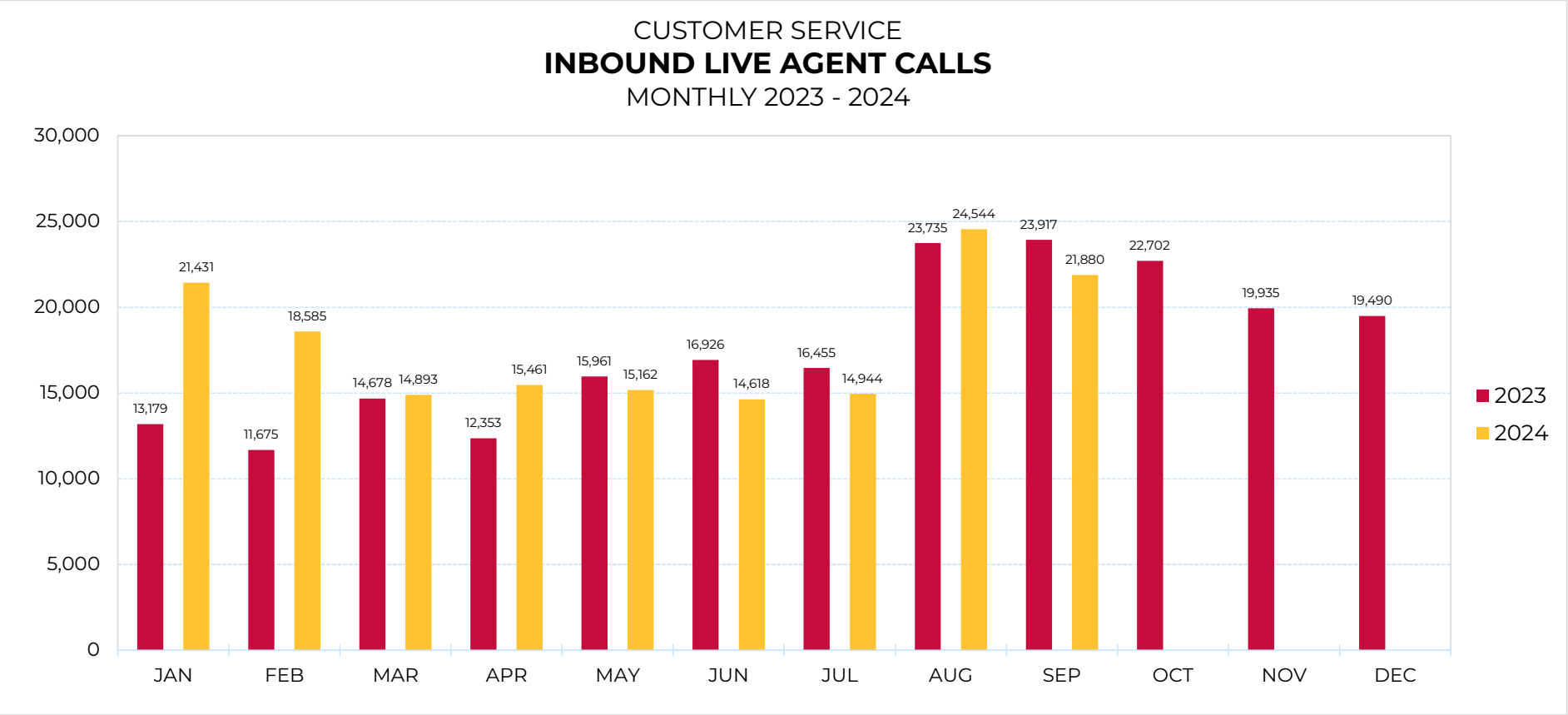


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Child Care Scholarship Program

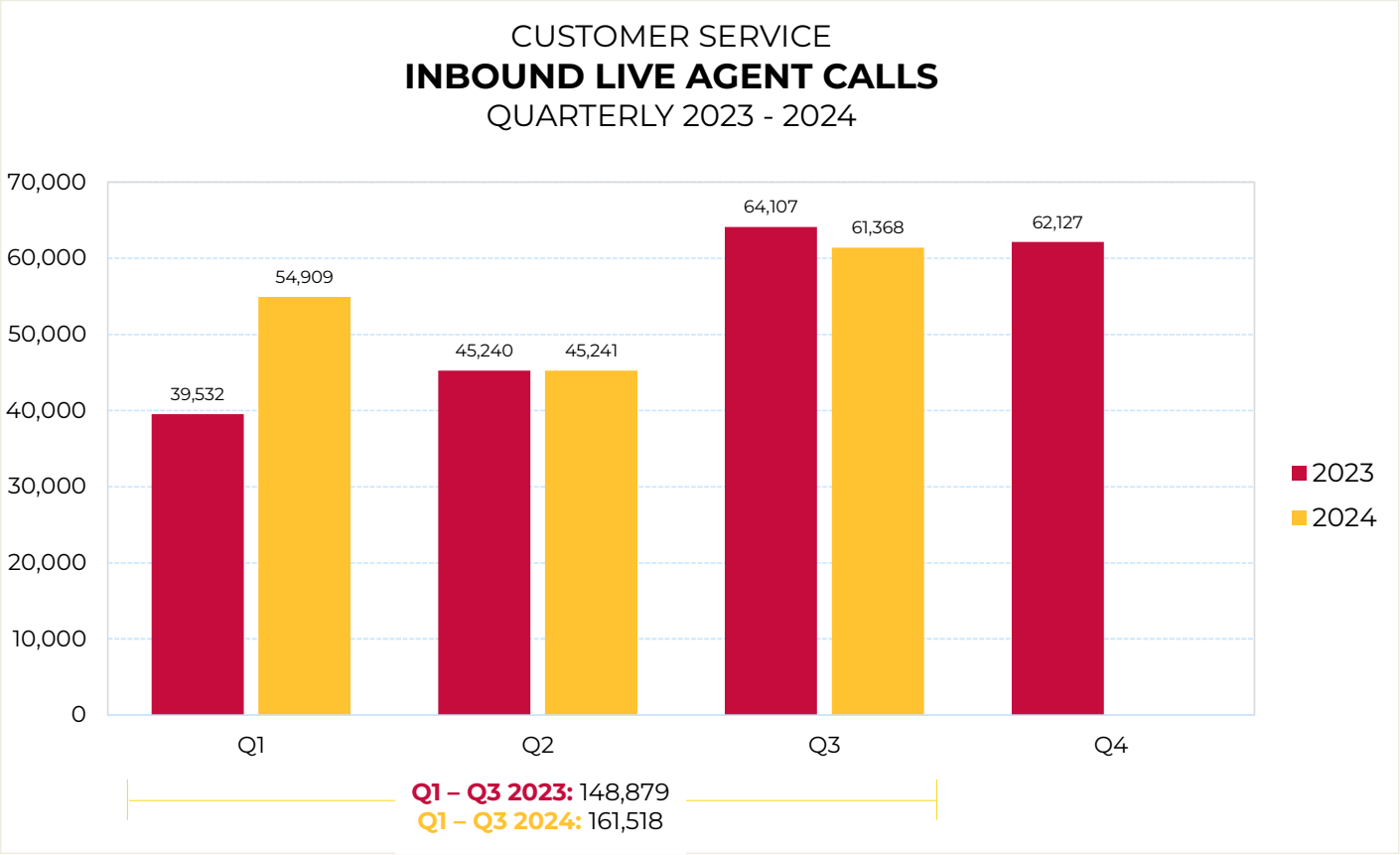
The upcoming section helps providers understand the advance payment process and true-up process.

Customer Service Calls by Month

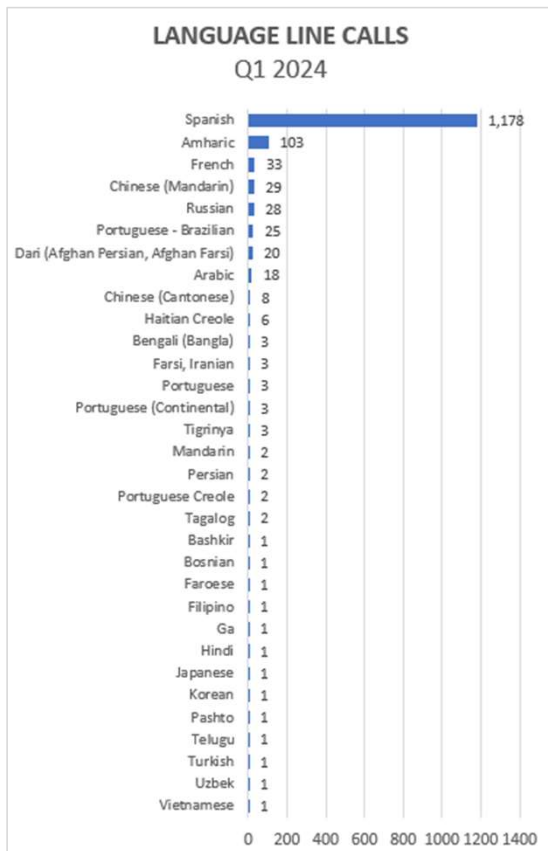


2023: 211,006 / 2024 (JAN – SEP): 161,518

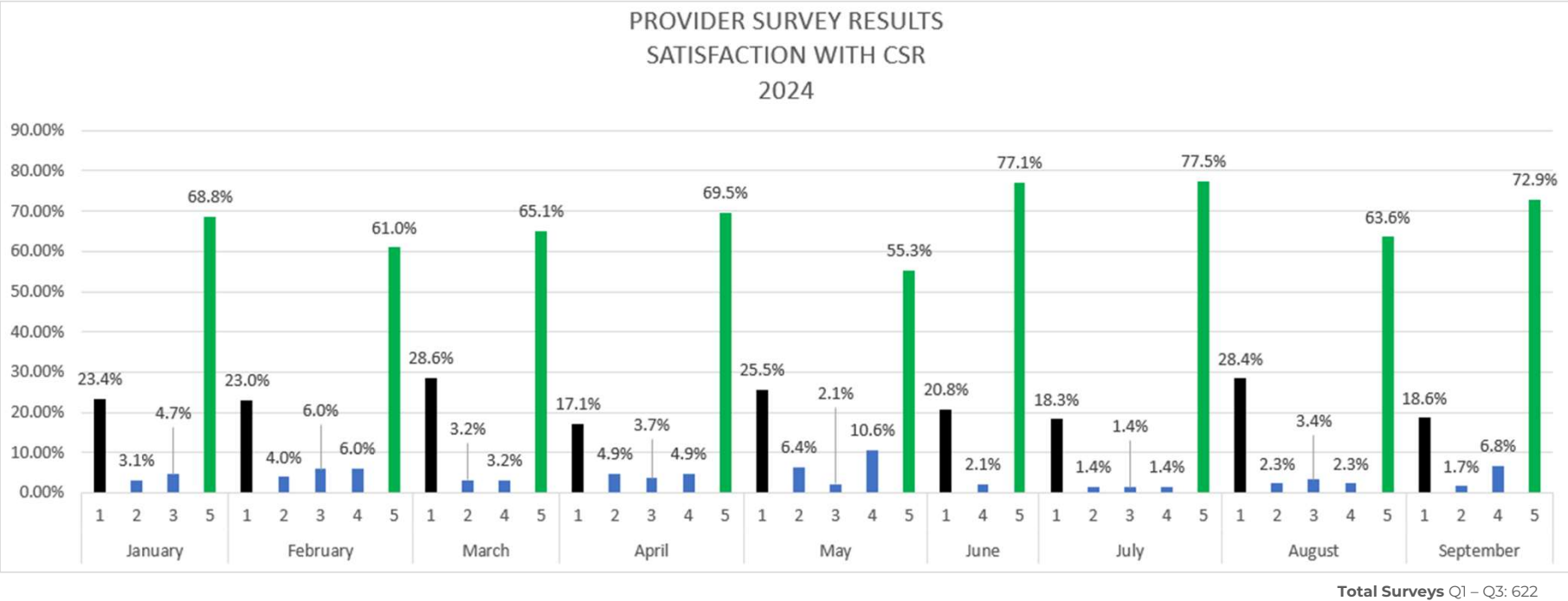
Customer Service Calls by Quarter



Language Line Calls by Quarter

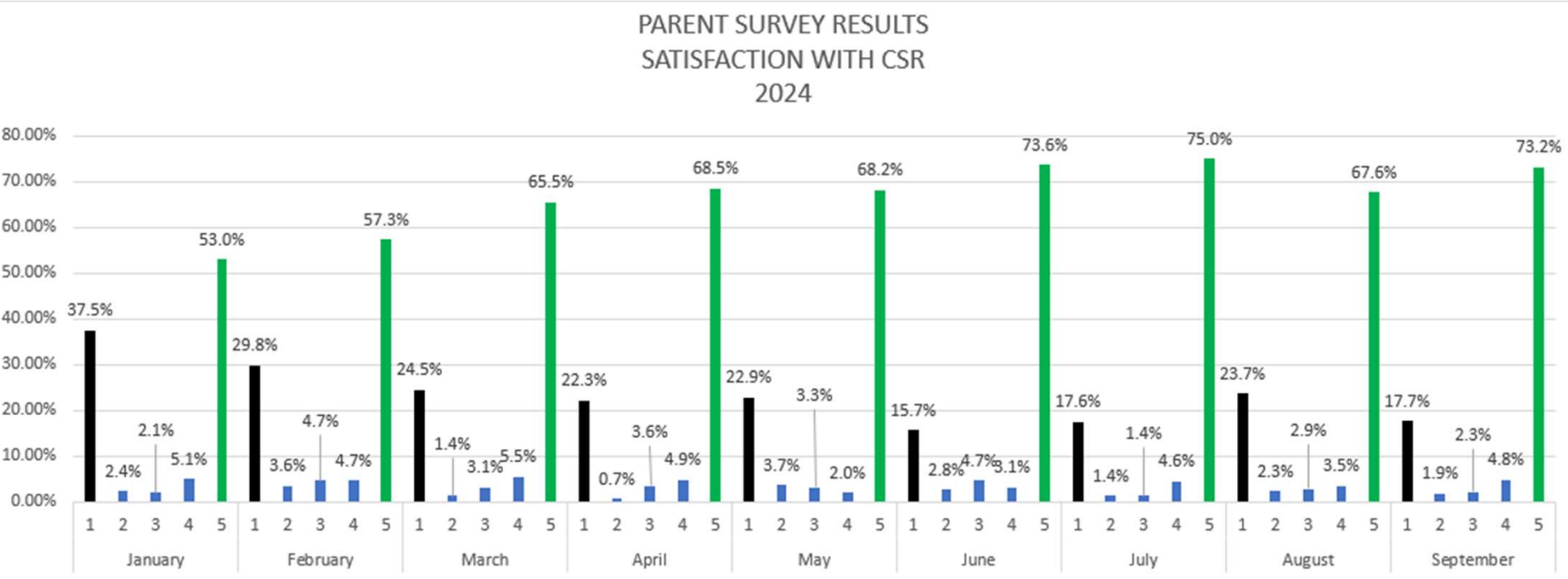


Provider Satisfaction with Customer Service Survey Results



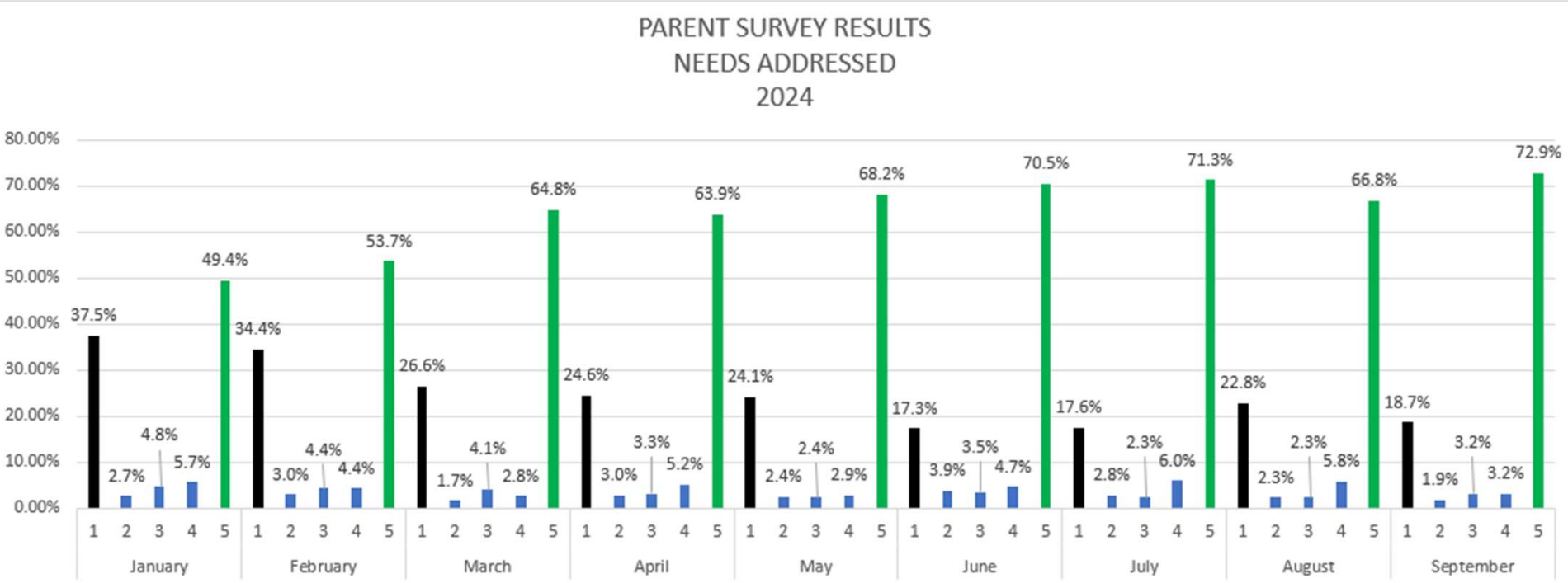
On a scale of 1 to 5, with 5 being **Excellent** and 1 being **Poor**, please rate your experience with your Customer Service Representative.

Parent Satisfaction with Customer Service Survey Results



Total Surveys Q1 – Q3: 2,665

Parent Needs Addressed Survey Results



Total Surveys Q1 – Q3: 2,665

On a scale of 1 to 5, with 5 being 100% and 1 being not at all, please rate how well your needs were addressed on this call.

What is the Advance Payment Process?

To help child care programs receive payments faster and avoid delays, MSDE makes advanced payments **before** the program submits an invoice.

- The payment amount a child care program receives from MSDE is based on the number of children they have enrolled in the Child Care Scholarship Program as of the last Saturday of each month.
- **The first payment is processed by MSDE by the 15th**, covering services from the 1st to the 14th of the month.
- **The second payment is processed by the last day of the month**, covering services from the 15th to the end of that month.
- A semi-monthly Invoice Detail Report is available within the Provider Portal after each payment is issued.

True-Up Process

After receiving the advance payment, if the invoiced amount differs from the advance payment, an adjustment will be made three months later.

- If MSDE paid the child care program less than the amount authorized, MSDE will pay the difference owed.
- If MSDE paid the child care program more than the amount authorized, MSDE would reduce a future payment to the child care program to correct the difference.

Reasons for a True-Up

Additional adjustments can also occur.

For example, adjustments can be made due to:

- enrollment differences,
- unreported closures,
- unapproved holidays, or
- if a program is no longer participating in Maryland EXCELS.

Example of True-Up

Provider was paid \$400 for a child enrolled 22 days September 2024.

Child No Longer in Care

Child moved to Alaska and was only enrolled 11 days in September 2024.

Advance Payment

Provider was paid for a full month, 22 days, of care.

The payments includes 11 days in which services were not provided.

True-Up

The invoice submitted at the end of the service period should not include the 11 days the child was not enrolled.

True-Up will reduce a future payment in the amount of the 11 days services were not provided.

Looking Ahead: Changes to True-Up Process



MSDE and CCS Central 2 are working to **reduce the payment adjustment period from three months to one**, making it easier for child care programs to manage their cash flow and continue offering exceptional care.

Program Integrity Audit

Families must check and confirm their child's attendance in their Family Portal account.

- If there's a difference between the program's attendance records and what the parent confirms, CCS Central 2 will start a Program Integrity Audit.
- Providers will then be required to submit sign-in and out sheets or electronic attendance records within 10 business days.
- Providers who do not respond to a Program Integrity Audit request or cannot verify the attendance reported on their invoice will have to repay the funds.
- Providers that fail to submit an invoice will have to repay funds.



A sample sign-in and sign-out sheet titled "SIGN IN / SIGN OUT". The sheet is a grid with 5 columns and 15 rows. The columns are labeled: DATE, CHILD'S NAME, DROP OFF TIME, PARENT/ GUARDIAN INITIALS, PICK UP TIME, and PARENT/ GUARDIAN INITIALS. A large diagonal watermark reading "Sample" is overlaid on the grid.

DATE	CHILD'S NAME	DROP OFF TIME	PARENT/ GUARDIAN INITIALS	PICK UP TIME	PARENT/ GUARDIAN INITIALS

Preventing Scholarship Repayments

1. Turn in your invoices within 15 calendar days.
2. Record attendance correctly.
3. Send "No Longer in Care" forms as soon as the child stops attending.
4. Help parents understand that they must confirm attendance.
5. Report planned closures.
6. Turn in sign-in and sign-out sheets within 10 business days.



**Questions?
Ask John!**

Contact Information

Branch/Office	Contact Information
Division of Early Childhood	earlychildhood.msde@maryland.gov
Office of Early Learning and Instruction	early.learningbranchesmsde@maryland.gov
Office of Family Support Services and Head Start Collaboration	decfss.msde@maryland.gov
Office of Child Care	earlychildhood.msde@maryland.gov
Licensing Branch	licensingocc.msde@maryland.gov
Child Care Scholarship Program	money4childcare.com 1-877-227-0125
Maryland EXCELS	info@marylandexcels.org or marylandexcels.org