

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.

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 11th day of an explained absence and on the 4th 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.