



COVID-19 Navy, Air Force, Marine Corps and NGA Fee Assistance FAQs

- 1. Q: If my school age child is currently receiving fee assistance for before and after school care, but their school is now shutdown, is their fee assistance able to be reprocessed for full time childcare?**

A: Yes.

- 2. Q: If my childcare provider shuts down can I switch to another childcare temporarily?**

A: Yes, however, fees will not be paid for duplication of services. If you withdraw from a program and enroll in another program, fees will not be paid for the same dates of service.

- 3. Q: If my childcare is shut down, and I am still required to pay the full tuition to reserve my child's space, will the program still cover the childcare fee assistance amount, even though my child was not in attendance?**

A: Yes, however, fees will not be paid for duplication of services. If you withdraw from a program and enroll in another program, fees will not be paid for the same dates of service.

- 4. Q: If my childcare provider has recently adjusted my tuition, should that information be reported for fee assistance reevaluation?**

A: Yes, if your childcare provider has adjusted your tuition due to the current circumstances, then that information needs to be reported to CCAoA as soon as possible. Your fee assistance may have to be reviewed and potentially recalculated.

- 5. Q: If my childcare provider shuts down temporarily, will we have to be placed back on the Navy's fee assistance waitlist once the facility opens back up?**

A: If the child is removed temporarily from care, the family will be allowed to put their fee assistance on 'pause' until they return to care. Please be advised that you will only be allowed to 'pause' your assistance for a temporary period of time, and your space in the program may be rescinded if you do not utilize the services of the subsidy program.

- 6. Q: What if my spouse was unable to obtain employment after utilizing the 90 day certification of looking for work approval period? Are we able to receive an extension to the initial 90 day period under the current circumstances?**

A: Yes, the period can be extended for an additional 90 days. Not to exceed a total of 6 months.



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- 7. Q: What if I was offered a space in the program off the fee assistance waitlist, but I am unable supply an immediate start date of care due to the current circumstances? Am I able to keep my offer without being placed back on the waitlist?**

A: Yes, your family may keep the offer, but please supply the start date of care as soon as possible.

- 8. Q: What if my childcare provider shuts down and I am unable to sign the monthly attendance sheet for fee assistance reimbursement?**

A: Please make every effort with your childcare provider to sign the attendance sheet. However, if you are truly unable to sign the document at the end of the month, the program will accept the completed sheet with the provider's signature, and an email from the military family validating the accuracy of the attendance. The completed attendance sheet and email may be sent to Subsidy.Payment@usa.childcareaware.org.

- 9. Q: How will my family be affected if we temporarily remove our children from care voluntarily?**

A: If the family is required to pay the provider when their child is absent but the program is open, then we would authorize the subsidy.

- 10. Q: Am I able to submit an application/request for community child care fee assistance if my child(ren) was recently removed from installation sponsored child care by the CDC/CDH program for another family who is considered essential personnel due to COVID-19?**

A: Yes, your family is able to submit an application/request for community child care fee assistance if the installation program removed your family from care. Please submit a letter/memorandum from the military Sponsor's supervisor stating your child(ren) was removed from the CDC/CDH program due to the installation going to mission essential status.