

# Frequently Asked Questions for Child Care Service Providers about Child Care Fee Subsidy Model

**Table 1: Frequently Asked Questions**

Questions	Answers
<b>What are the benefits to parents as a result of the changes to the child care fee subsidy?</b>	Parents will have more options and flexibility when choosing child care. In this new model, parents are approved for funding and can choose to direct their funding to the not-for-profit child care service provider (CCSP) of their choice (as long as that provider has space available and has a signed contribution agreement with the City of Ottawa).
<b>Will the fee subsidy funding be available in January 2016?</b>	Yes, fee subsidy funding will be available as of January 2016.
<b>Are CCSPs limited to the number of subsidies they can have?</b>	As of January 1 <sup>st</sup> , 2016, CCSPs with a signed contribution agreement with the City are no longer limited to the number of subsidized spaces within their agency. CCSPs are limited only by the total budget for fee subsidy.
<b>What should CCSPs do when there are multiple applications in the CCRAW for the same child (for example, in different programs or age groups)?</b>	When you place a child in one of your programs, you can ‘remove application’ for the other program(s).
<b>If a subsidy application status is “new” in the CCRAW and the parent advises the CCSP that they have submitted their application package, where can an agency get more information on the status of this application?</b>	The City advises parents of the status of their application and of any outstanding documents. Parents can contact the City to obtain information about their file at: <a href="mailto:ccraw-relage@ottawa.ca">ccraw-relage@ottawa.ca</a> .
<b>How will CCSPs be informed on the availability of fee subsidy funding?</b>	Notification about the availability of fee subsidy funding will be displayed to CCSPs upon logging into the Child Care Registry and Waitlist (CCRAW). CCSPs will receive 15 days advanced notice by email when fee subsidy funds are not available.
<b>When are the fee subsidy funds expected to be limited next?</b>	Should funding for fee subsidy be limited to transfers, agencies will receive 15 working days notice by email and a message displayed on the CCRAW user screen.
<b>Could the City run out of fee subsidy funding and children lose their subsidized space?</b>	The City will monitor fee subsidy funding utilization to ensure that it meets the number of subsidized children placed. Once a child has a placement and a fee subsidy, the funding will follow the child until they are no longer require the subsidy or are no longer eligible.

Questions	Answers
<b>Must CCSPs use the CCRAW?</b>	Yes, CCSPs with a signed contribution agreement must use the CCRAW to place subsidized children.
<b>Can a full fee parent in my center transfer access to a fee subsidy if he/she becomes eligible for a subsidy? How will they be prioritized in the CCRAW?</b>	A parent can choose to accept a full fee space in your center until a fee subsidy becomes available. CCSPs are responsible for collecting from the parent any child care costs that occurred prior to the confirmation of fee subsidy eligibility form submitted and approved. Parents who require a fee subsidy should keep their profile on the waitlist active and will be ranked in priority as per the approved priority criteria. Should a CCSP place a full fee paying child who is not the highest subsidized child on their priority waitlist, a rationale must be provided on the confirmation of placement form.
<b>How do parents pay the City their partial fee subsidy payment effective January 2016?</b>	Parents who currently pay a partial fee for their child care costs have three options to choose from: 1. Pre-authorized bank payments; 2. Scheduled credit card payments; 3. In person at one of the <a href="#">City of Ottawa's eight Client Service Centres</a> ; Questions from parents can be directed to 613-274-0427 or email <a href="mailto:FSU-childcare@ottawa.ca">FSU-childcare@ottawa.ca</a> to set up your preferred method of payment.
<b>Who is responsible to collect arrears from parents before January 2016?</b>	CCSPs are responsible to collect any arrears accumulated from parents prior to December 31, 2015.
<b>Can a CCSP place children with a status other than "accepted"?</b>	No, as of January 1 <sup>st</sup> 2016, only children approved for a subsidy with a status of "accepted" can be placed by a CCSP. This ensures that City staff have made a determination of eligibility based on their application for fee subsidy. In some circumstances, the City may need to reconfirm eligibility at the time of placement should a change have occurred in the family situation.
<b>How does a CCSP confirm placement of a child with the subsidy office?</b>	As of January 1 <sup>st</sup> 2016 CCSPs may place a child after the family is assessed and determined eligible for a child care fee subsidy by pressing the "PLACE" button in the CCRAW.  A child's status must be "accepted" on the CCRAW prior to being offered a space. Where the CCSP starts a child in a space, prior to the City confirming eligibility for fee subsidy, the CCSP is responsible for collecting from the parent any child care costs occurred prior to the confirmation of fee subsidy eligibility.
<b>Why should I use the "place" button?</b>	The use of the "PLACE" button when you have a confirmed placement will keep your waitlist updated by: Removing the child off your list; Removing the child off other agency lists that are of lower priority; Initiating the automated confirmation of placement form; it will be pre-populated, requiring you to insert the start date, care code and reason for placement AND it will be sent automatically to the subsidy office; Automatically updating your vacancy report.
<b>Could we automate the care code changes in the CCRAW instead of using the manual "multiple changes form"?</b>	Not at this time, but this will be added to a list of suggestions for possible future enhancements.

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<b>Can the child be placed with a later start date while funds are available or do they have to start prior to funds being limited?</b>	The start date of a child must not exceed 30 days from the date the Confirmation of Space form was received by with the exception that a start date may exceed 30 days for a placement form submitted between May and September.
<b>If a parent cannot be reached by phone and email, can we remove them from our list?</b>	As per your regular business practices, you may remove children from your list when you cannot reach them. You may also want to include a note in the comments section.
<b>How do CCSPs update care codes if a child is moving from an Infant to a Toddler program?</b>	CCSPs can continue to update care codes by submitting the Multiple Changes form with required information via email to <a href="mailto:childcaresubsidyinformation@ottawa.ca">childcaresubsidyinformation@ottawa.ca</a> . You may request the form at the same email address.
<b>How are children on the subsidized waitlist prioritized?</b>	The City implemented priority criteria that were developed in consultation with the Expert Panel and Stakeholder Reference Group. Ranking is based on weighted priorities such as income, activity and more. Children “accepted” for a fee subsidy will appear by order of priority on the waitlist.
<b>Does the subsidy priority ranking follow the child when they change age group?</b>	The ranking will be recalculated when filtering on age category.
<b>Can a CCSP choose a child with a lower priority on their Waitlist?</b>	A CCSP must indicate the reason for not choosing the child with the highest priority child from the appropriate drop down box on the confirmation of placement form. Reasons may include but are not limited to: not able to contact parent; parent declined space; parent does not meet program requirements.
<b>What is the Transfer filter?</b>	The transfer filter will allow CCSPs to view the children on their waitlist who currently have a subsidy placement but are requesting a “transfer” to another CCSP.
<b>How will a child become identified as a transfer in the CCRAW?</b>	When a child is placed by a CCSP, the system will automatically identify this child as a “Transfer” on other CCSPs lists that are higher on their preferred selection. For example, if a parent selects 3 centres on the CCRAW and they get placed at their 3 <sup>rd</sup> choice, the first and second choices get identified as transfers.
<b>When can CCSP place children with a status of “Transfer”?</b>	Transfers can be placed any time in order of priority. When the City informs CCSPs that fee subsidy funding is available, you can place children who are identified as ACCEPTED or TRANSFERS. When the City informs providers that fee subsidy funding is unavailable, you can only place children who are Transfers.
<b>Are transfers affected by differences in cost “per diem” rates?</b>	Parents can use any CCSP that has a signed contribution agreement with the City as of January 1 <sup>st</sup> 2016 regardless of cost. If a child shifts from less expensive to more expensive agency, the full cost of care will be covered. Partial contributions will remain in place and will continue to be collected by the City as long as the parent remains eligible. Parent contributions are re-assed when the cost of care is equal to or less than the parent contribution.
<b>Is the 10 days notice to CCSP going to be used for transfers?</b>	Yes, parents must provide 10 days notice when transferring to a new CCSP.

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<p><b>Is there a change for parents requesting additional paid days away?</b></p>	<p>Parents are responsible to make requests for additional paid days away by utilizing and signing the designated “Request for Additional Paid Days Away form” available on <a href="http://www.Ottawa.ca/daycare">www.Ottawa.ca/daycare</a>. Parents can make a request directly to child care staff or can work with CCSP to assist with the request. Parents may submit the request for additional paid days away at: <a href="mailto:subsidycoordinators@ottawa.ca">subsidycoordinators@ottawa.ca</a>; By fax at 613-580-2447 or; In person at any Community and Social Support Centre(CSSC): Central: 370 Catherine Street; East: 2339 Ogilvie Road; South: 2020 Walkley Road; West: 100 Constellation, 2<sup>nd</sup> floor East.</p>
<p><b>Can we send a mass email to all clients on a list?</b></p>	<p>To send mass emails, run your waitlist report, select and copy the email address column. Go to your email client, click on Compose and paste the email addresses into the BCC field. You can then customize your email message that will be sent to clients.</p>
<p><b>Can we search for a child in all wards for home child care?</b></p>	<p>Not at this time. This will be an available option once the upcoming Home Child Care enhancement is complete.</p>
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<p><b>Can we send a mass email to all clients on a list?</b></p>	<p>To send mass emails, run your waitlist report, select and copy the email address column. Go to your email client, click on Compose and paste the email addresses into the BCC field. You can then customize your email message that will be sent to clients.</p>

Additional information about Fee Subsidy will be available in the Child Care Provider User Guide which will be posted on [Ottawa.ca/daycare](http://Ottawa.ca/daycare) in January 2016.