Meeting started at 10:02 a.m. by the conference operator. The operator informed the callers on how to ask questions. Remarks were made by the following:

Kimberly Krzanowski, Executive Director of the Office of Early Learning, DOE: Kim welcomed everyone to the call and thanked providers for their patience and support. State agencies will continue to provide updates to the provider community during this stressful time. The priority is to keep providers informed as quickly as possible as things are changing. What you are doing is vital to families.

She announced the following people were on the call: Kim Klein, Director of Finance, DOE; Betty Gail Timm, Administrator, OCCL; Meredith Seitz, Chief of Staff, DSCYF; and Thomas Hall, Deputy Director, DHSS/POC.

Reminders included the following:
(1) minutes of this call will be send out following the call
(2) the call will end at 11 a.m.
(3) start time of future calls will be altered so that other providers can participate in the call
(4) if your question is not answered today, feel free to send questions to Tina Shockley and we will do our best to get them answered.

Initial Questions Answered
There are a few questions that many providers have been asking which were addressed:
Q: How do I calculate my vacant slots in terms of payment?
A: Vacant spots are calculated based on the following: licensed capacity minus enrolled POC slots as of 4/15 and enrolled private pay slots) as of 4/15 = total vacant slots
UPDATE: Note the clarification added in the formula above

Q: Who is eligible for Enhanced Reimbursement (ER)? Is it for family child care centers too?
A: All licensed providers are eligible for Enhanced Reimbursement, including family child care and non-POC accepting providers.

Q: Do I need to register to access the FSF system, if I currently receive POC or Tiered Reimbursement?
A: If you receive POC or Tiered Reimbursement payments you do need to register with the FSF system because POC and Tiered Reimbursement are paid on a different system than FSF. If you have never signed up in FSF, you do need to sign up. The purpose of registering with FSF is that this provides you with a Supplier ID which is required for you to received Enhanced Reimbursement.
If you are a program that is accepting reimbursements for the food program known as CACFP, note that CACFP payments do come through FSF, so you would not need to register for the FSF system. Finally, if you are already in the FSF system, the system will tell you when you try to register.
Our priority remains the same - to keep childcare programs open to serve families on the front lines but also to make sure those caring for our children are cared for themselves. DIEEC trainings are being held virtually and your Stars TAs are still available. Delaware Stars verification visits have ceased until further notice.

**DOE Update:**

**Kimberly Krzanowski, Executive Director, Office of Early Learning, DOE**

Reminded providers of the updated financial document which focused on Enhanced Reimbursement (ER) that was emailed 4/15/20. It details types of payments providers can receive and how to receive them. There was a lot of information in that document and we hope to answer your questions today. The biggest issue is that you fill out a complete and accurate application in FSF before you can receive payment.

The guidance document also speaks to open child care sites and what type of payment they are eligible for. Nothing has changed as POC and Tiered Reimbursement will continue, private pay remains and the ER calculation will be based on vacant slots.

If you are closed and paying staff, everything remains the same. Enhanced Reimbursement will be at 70%. If you are closed and not paying staff, POC/Tiered Reimbursement and ER will be at 20%.

**Kim Klein, Director of Finance, DOE**

In order for DOE to process ER all providers will need a supplier ID. If you receive CACFP, you already have a supplier ID. If you don’t have your supplier ID, we ask that you contact the Division of Account (FSF Supplier Maintenance) at 302-526-5600 or via email at FSF_Supplier_Maintenance@delaware.gov. They have been overwhelmed with calls, but are working through them. They have dedicated additional staff to ensure providers get their supplier IDs. Please note that only questions and calls for supplier IDs for FSF should be directed to the Division of Accounting. Such questions would include the need for a new supplier ID, help locating an existing supplier ID or assistance with an access code.

Regarding the Enhanced Reimbursement link itself (not the link to register for FSF), DTI is continuing to work to get that online. We expect it to be available by close of business today.

**UPDATE:** The Enhanced Reimbursement application was not available as of the end of day on April 15. Email to providers with link was sent on April 16 – [https://coronavirus.delaware.gov/childcare-reimbursement/](https://coronavirus.delaware.gov/childcare-reimbursement/)

**OCCL Update**

**Betty Gail Timm, Administrator of the Office of Child Care Licensing, DSCYF**

**Meredith Seitz, Chief Policy Advisor, DSCYF**

Betty Gail Timm thanked everyone for providing care to children of essential workers during this time. You are making it possible to provide child care services in our state. Your efforts have never been more important than now. Providers should reach out to their licensing specialist.
Please know that OCCL can’t help with payment question but OCCL will try to help with any OCCL issues. Licensing extensions are being issued to anyone whose license would normally expire during this time. OCCL is not conducting renewal visits at this time. We will continue to investigate complaints about the health and safety of children. Over half of providers have registered to provide essential child care, and these are the only ones permitted to operate at this time.

To clarify any recent confusion about restricted capacity when limiting your group size to 10 children, this does not have anything to do with payment of POC. Thank you again for all that you are doing—you are heroes. You should be proud of yourselves.

DHSS Update
Tom Hall, Deputy Director, Division of Social Services
The Division of Social Services (DSS) remains open and POC staff are on duty and ready to accept calls and POC questions via the POC Helpline which is 302-255–9670. Like the many of the Child Care providers DSS eligibility offices remain open and our staff continue to work directly with citizens. I have had the opportunity to talk with many of you during the last couple of weeks and appreciate your passion for your work, and your understanding of the fluid nature of the roll out of the special funding for child care providers during the COVID-19 pandemic. I will do a quick review of the guidance to date for POC and tiered reimbursement.

For month of March for sites that closed voluntarily during March, you should have entered attendance up to the day of closure in the POC portal. These providers were also allowed to enter up to 5 absent days per child. For those providers that stayed open during March, you were instructed to enter your actual attendance in the POC Portal.

The Division of Social Services is working on calculating the February enrollment payment for each provider. February enrollment payment equals your POC authorized children at 100% attendance. An additional payment will be made to those providers whose February enrollment, as just defined, is greater than their actual March attendance. During March, families remained responsible for their co-pays.

Now for the Month of April and while the Essential Child Sites are authorized, those sites who are serving as essential child care sites will receive POC and tiered payments based on your currently authorized POC participants at 100% attendance. For those sites that our closed and paying your staff, POC payments will be calculated based on 100% of February enrollment. For those sites that are closed and are not paying their staff, the POC payments will be based on 20% of their February enrollment. Copays will be included in the POC payments for April.

Thank you for your time, as always if you would like to speak to me directly you are welcomed to call my office at 320-255-9605.

Questions and Answers
(Some questions edited for ease of reading; apologies for any wrong names)
Q. Vicki – If previous full paying private client is not paying full tuition, can they be considered a vacant slot for Enhanced Reimbursement?
A. Kim – Vacant spots are calculated based on the following: licensed capacity minus enrolled POC slots as of 4/15 and enrolled private pay slots) as of 4/15 = total vacant slots
UPDATE: Note the clarification added in the formula above

Q. Tina – Are family child cares considered as paying staff or not when determining eligibility for Enhanced Reimbursement?
A. Tom – If you close and you are considered staff (collecting a salary and not collecting unemployment), yes you are eligible for Enhanced Reimbursement.

Q. Crystal – Is there a set start and end date for Enhanced Reimbursement?
A. Kim – The Enhanced Reimbursement application will open by the end of the day. At this point, we do not have a specific end date.
UPDATE: The Enhanced Reimbursement application was not available as of the end of day on April 15. Email to providers with link was sent on April 16 – https://coronavirus.delaware.gov/childcare-reimbursement/

Q. Shaka – Regarding POC, are we still to bill through the portal for the month of April and pay like we normally do?
A. Tom – For POC, if you are open as an essential provider, you would put your info in the portal at 100% attendance for those POC children who are enrolled with your program.

Q. Maria – Regarding certification of payments, what form do we use for that and where or who do we send it to?
A. Kim - As part of the Enhanced Reimbursement application, providers will be required to check a box that certifies the payments and requires providers to maintain payroll records for three years following application.

Q. Bonnie Porter – Regarding POC authorization for clients whose authorization is expiring April 30, do they need to contact their POC worker or are their automatically extended?
A. Tom – Anyone with a certification due to end in March, April or May, we have bumped them out six months. They should not receive recertification paperwork. Anyone who encounters a problem, should contact the POC helpline (noted above).

Q. Kimberly – What is the frequency for Enhanced Reimbursement payments?
A. Kim - Once the Enhanced Reimbursement application is up and running, payments will be sent out monthly.

Q. Latoya – I operate two shifts so would I still be able to claim all of my kids for both shifts for April and May, as closed but paying staff?
A. Tom – We will base payment on the full attendance. Your shifts are not really part of the calculation.

Q. Lillian – I have a home day care license. For the FSF application online, will I be a user or supplier?
A. Kim – Any questions regarding supplier ID should be addressed by Division of Accounting at 302-526-5600 or via e-mail at FSF_supplier_maintenance@delaware.gov.

Q. Beth – I have a small family daycare. Are we eligible for unemployment, even though I have not paid into it as a sole proprietor?  
A. Kim – This is really a question for Department of Labor. We will engage them for a response.

Q. Shavon – I tried to sign on as a supplier but do not know my login or user name, so how do I log on?  
A. Kim – Any questions regarding supplier ID should be addressed by Division of Accounting at 302-526-5600 or via e-mail at FSF_supplier_maintenance@delaware.gov.

Q. David – I’d like to verify that for an open emergency site, regarding POC for April we would get paid for 100% of the people that are authorized for POC, whether they are attending or not. For those who have copays, they will get full POC rate. Is that correct?  
A. Tom – That is correct.

Q. Maureen – Due to the virus, some parents pulled their children out so we had low numbers but kept a half-staff working mornings and half-staff working afternoons. They got partial unemployment. We then had to lower our staff even more as we have only 3 children. What counts as paying employees?  
A. Kim – Department of Labor (DOL) may be able to provide some clarification around the areas of unemployment benefits. We will try to send information separately on this or have DOL on a future call.

Q. Tammy – Where is the website for us to list employees we employ?  
A. Kim – You are referring to the Enhanced Reimbursement application which will be available later today. Note, certification of staff payroll will be required via checkbox in the application. You will be certifying that you agree to maintain staffing and payroll records for three years following application.  
UPDATE: The Enhanced Reimbursement application was not available as of the end of day on April 15. Email to providers with link was sent on April 16 – https://coronavirus.delaware.gov/childcare-reimbursement/  

Q. Paula – We are a preschool in Milford, but not a 12-month school. They have extended our license through the end of July, but we are not in session in July. What should we do in terms of our compliance visit?  
A. Betty Gail – OCCL will not be doing compliance visit when you don’t have children. Please reach out to your licensing specialist to discuss rescheduling.

Q. Tina – If we are already receiving CACFP (food nutrition program), do we have to do the application process?  
A. Kim – Note there are two different application processes. First is to get your supplier ID – if you don’t have this ID, you will need to register with the FSF system to get it. Secondly, once you have your supplier ID, you will need to apply for Enhanced Reimbursement. That system
which will be made available today. In your case, you have received payment through CACFP, so you will not need to register with FSF. You can simply use your supplier ID to apply in the Enhanced Reimbursement system.

UPDATE: The Enhanced Reimbursement application was not available as of the end of day on April 15. Email to providers with link was sent on April 16 – https://coronavirus.delaware.gov/childcare-reimbursement/

Q. Crystal – What is the start date for the Enhanced Reimbursement payments?
A. Kim – Payments will begin in April.

Q. Bonnie – Regarding POC copays for March, we had our POC monitoring visit just before we closed on 3/19. We backed out days we were closed and did not charge parents. Should we have done that?
A. Tom – Parent copays are based on fees set for each family and they are responsible to pay them each month. Providers may work it out differently, but that does not change due to closures. Tom will respond to Bonnie in more detail offline.

Q. Bridget – Regarding attendance in April, would we put in whether they were absent or not?
A. Tom - For April put in 100% attendance.

Q. Joseph – Regarding payroll, how do we confirm it?
A. Kim – In the Enhanced Reimbursement application you will be required to check a box to certify that the information you submit is true and accurate and a reminder that each provider will be responsible for maintaining those records for 3 months.

Q. Antoinette – If I closed for five days in April to clean how would I report that as far as attendance?
A. Tom – If you were not closed to clients and were closed just to clean, then you would enter it as 100% attendance.

Q. Kim – If you close and a parent is temporarily not paying for the spot, is that child considered not currently enrolled and therefore that is considered a vacant spot?
A. Kim – Yes that is correct.

Q. Coco – On the sheet that you sent out it says what the payment will be per county. Is that the amount we would be getting reimbursed for a full month?
A. Tom – I will follow up with a detailed explanation offline.

Q. Steven - We have our full staff on rotation and they are accepting partial hour reductions from DOL so where do we fall upon that line of 20% or 70%? Likewise, at our other facility, less staff is being used, but the rotation is still happening at a larger scale due to the number of staff. How will that work out, because the money they are receiving is coming from stimulus not DOL?
A. Kim – We will get an update from DOL and Governor’s Office to help providers better understand additional funds coming through DOL.
Q. Danielle – In March we noticed some kids not due for expiration for renewal as they all of a sudden dropped off our roll. Some of them were of essential workers. Why did this occur? A. Takeya - Child care could have been extended for families, but it may be another reason. Please contact Takeya at 255-9670 for further information.

Q. Kim – When I am reading the latest guidance document, the Enhanced Reimbursement application should go out today and we are to go in and fill out that application. We will certify for April 1 for POC, and then every Monday we are to go in and duplicate it for the week prior and then we will be paid monthly. My next payroll is April 24, but I don’t get Enhanced Reimbursement until May 1 so could I then do my payroll on May 1 when I get the Enhanced Reimbursement funds and still have it count that I have paid staff for April? A. Kim – The application is for an entire month, but the recent guidance advised what you will receive weekly. When you go into the application you will answer questions about your type of slots, number of slots, etc. DOE will process claims will weekly. Each provider will receive one payment per month. The calculation is based on the weekly rate.

Q. Terry – What do we do if we have a private pay client that says I will pay weekly as long as I can, but the next week that person cannot pay – considering that we did not put that person as being a vacant spot? A. Kim – We know the vacant slots may change from month to month. Since you will be applying each month (on the 15th), you are able to change that in the application from month to month. To further guide you, if a private pay is being paid as of the 15th, it will not be eligible as a vacant spot. If the spot is vacant before the 15th of the month, then you would be eligible for a vacant spot for that month.

Kim Krzanowski thanked everyone and noted that if a question was not answered on the call to please email Tina Shockley (tina.shockley@doe.k12.de.us) and we will work to get your questions answered. We will to have calls as necessary to keep you updated and will send out future guidance as needed. Additionally, we will be following up with DOL on unemployment and related issues. She thanked everyone for the work that they are doing. You are truly heroes in this situation. We cannot thank you enough for serving families, taking care of your staff and we understand the challenging situation we are in.

The call concluded at 11:05 am.