

Facility Orientation Session Childcare Subsidy Program and Facility Reporting

Wednesday, April 24, 2024

00:15

Jason Booth

Hi, good afternoon, everyone. My name is Jason Booth, Engagement specialist with Manitoba Early Learning and Child Care Division.

00:07

Jason Booth

Thank you for joining us for this afternoon's webinar, "facility orientation session childcare subsidy program and facility reporting," presented by Angel Delorme, childcare subsidy advisor and Carla Kernested, senior policy analyst.

During the course of the presentation, we will have time for questions after each section, which you are welcome to submit by questions after each section, which you are welcome to submit by the chat throughout the presentation.

We will try to answer as many questions through the chat as we can, which will be read out by Jessica Brosch, child care coordinator.

ELCC will be documenting all the questions that are sent. It's to ensure that even questions that are not answered live will be viewed and considered.

As a reminder, please limit your questions to the matter of hand. I will now give a quick land acknowledgement.

We recognize that Manitoba is on Treaties 1, 2, 3, 4, 5, 6, and 10 Territories and the ancestral lands of the Anishinaabe, the Anishinewu, the Dakota Oyate, the Denesuline, Ininiwak, and Nehethowuk Peoples. We acknowledge Manitoba is located on the Homeland of the Red River Métis. We acknowledge northern Manitoba includes lands that were and are the ancestral lands of the Inuit. We respect the spirit and intent of Treaties and Treaty Making and remain committed to working in partnership with First Nations, Inuit, and Métis people in the spirit of truth, reconciliation, and collaboration.

And with that, I'll turn things over to Angel for the agenda.

01:51

Angel Delorme

Hi, I'm going to go over the 4 topics that you can see in session topics, which is the chapter substitute program, the application process.

How we determine eligibility. The approval process, what are the facilities responsibilities? That will be going on to parent fees with unfunded and funded facilities.

And then in section 3, we're going to talk about the child tenants facility reports, how substitute payments are done and and the introduction of the reduced parent fee revenue grant on facility reports.

And lastly, we'll talk about policy review and, and including the new or renewed allowable absent days and how attendance is dealt with.

Okay. In subsidy, we only accept subsidy for people who live in Manitoba. We won't accept them from anybody that is living in a different province. So citizens, of course, permanent residents, temporary residents, people with work visas and student visas. And of course refugees and newcomers.

02:53

Angel Delorme

We are an inc based program. But we do take applications for foster children. That are submitted by an agency. Only not by foster parents. And we do employment and income assistance applications. They are not income based but they are pre screened by the DAA program. She's. And they essentially are screened by them 1st so we don't have to do that. The eligibility criteria. Is based on 2 points. Reason for care and the income test. So a parent has to have a reason for care, which we will get into. And they must be financially eligible.

03:41

Angel Delorme

Now, EIA applicants, like I said, they don't have a financial criteria because they've been screened already, but they do need to meet the reason for care criteria and CFS. Will be accepted under any circumstances. And they have no criteria that need to be met. Now we have 5 or 6 different reasons for currently say 5. We can take subsidies for based on employment. Education, seeking employment, special needs, which is usually for the child.

We'll get into that later. Medical or rehabilitation, which is usually based on the applicant but has exceptions, and nursery school. For employment, you could be self-employed. You can be part time employed. You can do shift work, you can get casual, and you can work remote.

There are no restrictions like there used to be. You can get full-time subsidy regardless of the type of employment you have. With education, we accept high school, college, university, online courses, and practicums that are part of an education program. We do not allow general interest or fitness program volunteering unless it's part of a practicum.

Or any kind of leisure programs, okay? For seeking employment. People can be actively seeking employment either online or in person. We allow it. And They can't be used to hold a childcare spot. We've seen that before. Facilities should not be encouraging that. Special needs, it's usually based on the child's special need, but it can be have exceptions.

05:14

Angel Delorme

Yeah, so for example, if you have a child that has. Learning disability that would be a child's reason for needing. Exposure to their children, but it can also be related to something like a domestic situation where there's abuse evolved.

Living in a shelter, something unexpected has gone on or if they're newcomers and refugees. There's a lot of different situations if you have a family that you think can be eligible you should encourage them to talk to us and let us know and maybe we can do something for them.

Now, for medical and rehabilitation, it's usually based on the parents reason. If the parent has broken their leg, obviously they might not be able to chase after a tougher. So that would be that type of recent rehab any kind of addictions programs would be covered. Maternity and parental leaves are allowed as a reason for care if the parent is collecting Employment insurance for a maternity or paternity benefit.

Now, that is usually the infant that was just born. Is staying at home and it's other children in the family that are going to be covered under that medical reason for maturity. Lastly is nursery school. Now that is not. Requiring a reason for care so a parent could be a stay-at-home parent and still be allowed, but they still financially have to qualify. It is a good option for parents if they are looking for some part-time care or respite. It has to be at a licensed nursery school facility and we won't pay more than 3 to 4 h 5 days a week.

06:47

Angel Delorme

So you can't do double sessions like evening and or morning and evening. Sessions and still get paid for all 10. You would only be allowed 5. Okay, the income test. So as I mentioned, you must qualify financially to be part of our program. And it's based on several different things such as the net annual household income. You'll often hear us asking for gross income. The reason why we ask for gross income is because our computer will naturally automatically include CPP, EI and tax information, but we must manually enter unique things like union dues. Pension plans or health plans. So we do ask for gross, but it is used as a net at the end. Each family member gets an exemption, a tax exemption, so it's important that when people apply that you encourage them to include all family members, even children who are not.

In childcare and that's because those children have a financial deduction. So if we're doing an assessment based on just 2 parents and one child when there really is 4 children, that's a lot more mouths to feed and we need to know about them all.

So that is how we get to the annual cost of care in New York's assessment. But we can't tell somebody over the phone what an assessment is going to be.

We have to enter all the information to get the actual exact amount that subsidy will be allowing. But yeah, the size of the family, the ages of the children, disabilities, private care costs, all those things are factored in. Okay, sources of income. For employment, we require 2, the 2 most recent consecutive pay stubs to determine. Employment. If somebody is self employed. We require a proof of income. If somebody's on Unemployment insurance, then we would ask them for a copy of their EI. If they're receiving any kind of disability income that can sometimes be through NPI. If they're receiving a disability that's medical or private we would need to know and people have to report survivor benefits if they're receiving them but they no longer have to report. Orphan benefits was, which was something that we used to have the require, but now they do not. Grandparents. We do not require retirement in camp. So if a grandparent has custody of a child. They don't have to report. If they're on CPP, that would not be required.

09:27

Angel Delorme

It might be nice to note that CRA visits the 1 14 Gary Street office. Every Tuesday from 1030 to 2 30 and it can assist parents. With getting proof of income or EI statements, they'll print them out for them.

09:38

Angel Delorme

I see that our slideshow is frozen.

10:36

Angel Delorme

Okay, so let's resume. How we do an application approval process. We now approve everything full-time unless they request otherwise. So sometimes we might have somebody who shares a custody and we have 2 different parents applying that as a time that we would not necessarily do full-time. But for the most part we allow full-time. That's a nice change from before. So you should see all your assessments be full-time. And if they're if they're not and you want it to be let us know. What about? Except for nursery school. Nursery school is still limited to this 0 4 5 days a week. Okay, according to the age of the children, infant preschool, school age and nursery school is how we do the assessment. And we do it if it's an EIA file. We do one year assessments if they're foster children, which is CFS, we do one-year assessments. If they're employment or special needs, we will do one year unless there's some reason why we might know.

Education and medical are done anywhere from 6 months to a year depending on what information we have. And seeking employment is done in six-month intervals.

And nursery school will follow the program that the facility offers. Sometimes it ends in June, sometimes they end in May. But we'll assess based on the schedule and childcare online. Okay

12:08

Angel Delorme

This is the new screen that people see now when they do an online application. As you can see it's quite detailed and tells parents that they have 31 days to provide the information.

That is listed. So if they're employed. You can see that it asks for 2 copies of the 2 current back to back pay stubs if they're self employed and asked for the tax information.

It has the email address for subsidy right there. And if they submit an online application, they get that 31 day warning. Subsidy will flag the file. To follow up in 31 days if the documents have not been submitted the file gets close with no notice.

And the parent would have to reapply. I think that's budget for that. So we. With paper applications, we have to do this manually. They'll still get 31 days notice for providing the same kind of documents, but we do a manual letter. Sometimes that's by email or mail depends on what their method of correspondence for question is. But a paper application would be given the same scrutiny of 31 days to provide the information required. Now, if a parent applies with no facility or start date. Subsidy is not able to do an assessment, childcare online doesn't accept us to do an assessment without that information.

So we will notify parents that they have 90 days to let us know the name of a facility and the start date. We close the file and if the file is not no contact after 90 days it stays closed. It's a family let us let us know that they do have a start date, then we will process the application as normal.

13:48

Angel Delorme

The approval process. For new applications, if somebody is starting a job or starting school to start getting the childcare. Must go inside with the reason for care or we won't start the subsidy until that reason for care has started.

So if a child starts on April 1st but this parent doesn't start school until May 1st the subsidy won't start till May 1st and we would not cover the time prior.

For reapplications. If a parent applies early then we would lose no care in between. Then everything would be assessed based on when the next reporting period or the next period of care starts based on when the last one ended.

If it's received late. Anything over 30 days. Will become effective only from the 1st day of the reporting period in which we receive that reapplication.

So if facilities are Seeing that an application has come to an end. Based on what they had on their last app approval. You should be building parents and agencies immediately. That will let

parents and agencies know that they need to contact subsidy or get their 3 applications in in order to. Get a new subsidy in place. We encourage everybody to. Not assume to just start billing. Okay, for facilities when you see an approval letter You should be checking the names of the children, the ages of the children.

Maybe we've got the names backwards or the age category is not right as especially with school age. Sometimes we can't tell whether they're grade one or actually in kindergarten. You should also be checking to see if your facility name is a right if you have more than one location you need to let us know that we've if we've got the wrong facility site. To tell us what we should put on corrected and we can reissue the approval letters so that you can get paid properly.

15:42

Angel Delorme

So any any of these things, let your child care subsidy advisor know that there's a discrepancy and we can fix that. And you can do that through the childcare subsidy. Inbox or your actual advisor. Okay, ineligible applications.

So applicants will receive an ineligible. In an expiry list letter for existing subsidies, facilities only get the expiry letters. We no longer issue ineligible letters. To facilities and that is due to FIFA privacy loss that we are no longer allowed to share that information.

If we get a new application, you would not know that we found them ineligible. Because you would not get a letter. So you would not be notified. Applicants are, but facilities are not. Again, we encourage you to make sure you're billing full fees.

Because sometimes you don't know that the next application they weren't eligible. Okay, now appeals All of our approval letters and all of our ineligible letters always have the appeal board information and contact information.

They have the email address, they have the website address, and parents can contact them directly. We always encourage our parents if they are peeling to contact us 1st because it's possible that there may be a stakes.

There may be information that we weren't aware of, but we always encourage parents to let us know. If they are appealing so that we can go over everything and make sure that it is accurate. Now expiry letters.

Every approval letter has an end date. So you should be able to track the start and end date of an approval. Based on the actual original approval letter. It's the responsibility of the applicant to note that date. It's also this responsibility to know that date.

Experian letters are courtesy and may not always go out. Sometimes it's because the mailboxes are full. And sometimes it's because they've moved or they haven't told us. Sometimes they just don't go out.

So it's an important that you pay attention to the end date because you should be billing parents after that's happened and you haven't seen a new approval.

17:57

Angel Delorme

And to you see an approval, you're not getting paid. Now if we try to make a change in between. Let's see a child leaving your facility. We will send out an expiry letter if we're ending a subsidy early. Just as a courtesy. But yeah, try not to rely on them because they're not always reliable. Age categories. So subsidy can be applied. 2 children enrolled in a licensed facility according to the ages.

Infants as a child less than 2 years of age. But over 12 weeks. Preschool is a child that is at least 2 years of age but not enrolled in grade one. And school age as a child enrolled in grade one to grade 6 or up to 12 years of age. So we don't always get that category right, which is why I'm telling you, we can't always tell when they're in grade one.

So if you see a mis-assessment on a preschool that's actually a school age, let us know. And same with school age that should have been a preschool. Age changes. And for the preschool.

So a child has to be reported under preschool in the pain report on the day that they become 2 years of age. So you should be transferring them out of your infant program the day before they turn to and on your payment reports on the preschool side you should be reporting them starting as preschool when their birthday is 2 years of age.

For preschool to school ages a little different. It's up to the facility to let us know when you want to move your preschool to school-aged children. We can't tell you because it's a space thing. So let us know when you want to move. It has to be between. July 1st and August 31st not the 1st day of school make sure it's August 31st that they get changed So if you're moving your preschool to school aged children, you have to do it between those 2 dates.

You can leave it right up to the end if you'd like. But it's up to you guys when you want to do it. If you have a large number of children moving from preschool to school age, it's a good idea to maybe send that list. For your subsidy advisors so they can make the changes to the subsidy applications. So that your payment report doesn't get delayed because sometimes we're reassessing like 1012 kids.

So yes. I hope that helps on that one. But yeah, you can determine whether you wanna do it at the beginning of summer and the summer and the summer. And it can vary for different children too. You might have some spaces that open up right at the beginning of July for some school age or you move 5 of them.

20:36

Angel Delorme

And a different bunch of moving August 1st and the rest are moving August 31.st Yeah, you you can tell us. Will do it whenever it suits you. So for age exemptions. Sometimes you have a situation where you want to obtain an age exemption exemption for a child that's actually going over the age of 13 years of age.

You have to make these age exemption requests through your childcare corner, but they are allowed under circumstances. If it's approved. Then that approval. Through your coordinator would get passed down to the subsidy office and then we would reissue an approval or do a new approval to say that this is now this child is.

This age category from this point forward based on what the approval says. So we do notify you when we get that with a new approval letter. You can do that on through your coordinating. You can see the link on screen there. But yeah. Okay, that's section one. Do we have questions? No. Thank you.

21:50

Angel Delorme

Oh, roll right into pet fees. Okay, these are setting a regulation for different age categories and types of care from 0 to 4, 4 to 1010 plus.

It includes the maximum subsidized daily fee and the maximum non-subsidized daily additional fee per child. So for example, if you have an infantry school child between 4 to 10 h per day and the maximum subsidies daily fee is \$8 and the maximum non-subsidized fee would be \$2 for a parent fee of \$10 a day.

It's the facilities decision whether or not you want to charge the full non-subsized daily fee. You can go below it, but you cannot go over it. So if you decided not to do a \$2. Pulled a fee, you could do a dollar 50, that would be fine. It's your choice, but it cannot exceed \$2. So daily fees for subsidizing. Applicants sometimes for the family contribution it would be indicated on the approval letter. The non-subsized fee of \$2 a day is also listed on our approval letters. We do try to tell them.

22:56

Angel Delorme

Sometimes parents think that they don't have to pay anything because they didn't have a family contribution. But we do state it on our letter. And if you have 10 plus our care. You are allowed to charge up to \$3 a day, but that does require special approval.

So even if a family is full of fully substitutes, they're always going to have at least the non-substice B if a center choose. To build that. Oh, and sometimes you need to point that out to the family. Like the 0 family contribution shows up really nice and clearly the 0 family contribution shows up really nice and clearly in the letter.

Like the 0 family contribution shows up really nice and clearly in the, shows up really nice and clearly in the letter. But sometimes I don't notice the smaller type about the letter. But sometimes they don't notice the smaller type about the non-subsidized piece so if a family is new to your program need to having a family contribution you might want to point that out with the approval letter.

So, so we're going to talk a little bit about parent fees for unfunded and funded facilities. Things are a little bit different. It's Carlos speaking. I always forget to say that.

24:07

Angel Delorme

So for funded childcare facilities they must be willing to enroll those children, they must charge uniform fees for all children receiving the same type of care. So non-subsidized, subsidized, your grandchild, your neighbor, your friend, they must always be the same fees for the same type of care.

You cannot charge any more than the regulated maximum of these. And funded child care facilities are eligible for the reduced parent fee revenue grant, which makes up for the change in income since the fees went down to \$10 a day.

Unfunded child care facilities may establish their own fees for all non-subsidized families. They can choose general subsidized families or not. If they enroll subsidized families, an unfunded facility cannot charge subsidized families more than the regulated maximum fees.

And just to share people that they would still be receiving the same amount of money as they would have prior to the change in the fees from April, the second and 2023. They are paid subsidy at the, at the previous rates. So they don't get the revenue grant, but they get an additional subsidy on behalf of that child.

25:48

Angel Delorme

So, \$10 a day initiative. We're, past one year of that, So as part of the \$10 day initiative, unfunded facilities are paid at the little higher rates on behalf of eligible subsidized.

Excuse me. And funded facilities receive the difference between the previous and current regulated maximum fees as the reduced parent fee revenue grant. And we've done 4 lump sum payments for that issue between April second. 2023 in March 30, th 2024.

And not too long ago, you received, your funded facility, a 1 time transition grant. Was issued at the end of March to help bridge the gap in payments received after the reporting period.

So we are about to begin and that is partly partially why for the timing of this webinar. Is that beginning next week for the March 31st April 27th reporting period. The revenue grant will be paid through the subsidy reporting and payment process based on enrollment information in your facility report that you submit through childcare online, which we will be getting into.

And we'll talk a little bit about that with some screenshots later. So once again, we're showing you the total parent fee revenue table and the 1st one in the slide show is for centers and for family or group child care homes where the licensee is classified as an EC 2 or 3.

They are allowed to charge the same rates as centers. So we did separate it into 2 different tables because Okay. Would be confusing enough as it was. So the 1st column is the age of the child. Second is the number of hours of care type of care.

And then it lists the maximum subsidized daily fees per child that subsidy will pay up to that amount if a child family is fully eligible. Maximum non-subsidized day of the additional fee per child is in the 4th column and then it tells you the maximum that you can charge parents in the 5th column.

And then the reduced parent fee revenue grant per child is the amount that you will receive in a revenue grant to make up for the difference in the the change to the fees.

And if you look at the last column, those numbers are exactly the same as the maximum piece were prior to April 2, 2023. And the second table is for where the family child care provider is not classified as an EC 2 or 3.

28:29

Angel Delorme

And prior to April 2. Excuse me, the fees are a little lower. Now that they're \$10 a day, the amount of the reduced parent fee revenue graft is different when they're not trained doesn't.

Hey, we're into the 3rd section now, facility child attendance reports and payment process. The facility child tennis report is required in order for you to get paid for now both subsidy and the reduced parent fee revenue grant.

In order to provide accurate reporting facilities must submit the facility report at the end of each 4 week reporting period. That's supposed to be done within 30 days. And to ensure that you get paid correctly, report the attendance.

For all children enrolled, subsidized or not. So make sure you're putting every child on your report. Not just the subsidized one. And you need to report attendance exactly as the children are enrolled.

And I'll extend that in a in a second. If a child is enrolled for 4 to 10 h but attends only a half day or 0 to 4 h. Sundays during a reporting period enter all the days. Attended and absent for this child as 4 to 10.

So basically what we're saying here is ill put on your substance for attendance what you expect to be paid for that child if you require full-time care. If you only put 0 to 4, you're only going to get paid for your reduced parent fee revenue get grant. As a half day so if you're expecting your payments to be based on full time then put 4 to 10 h care. You start to put the absent days in there, but make sure that your attendance is based on what you're expected to be paid.

So if you want to get paid to reduce parent fee revenue grants correctly, you need to report your tenants based on that. Half days will be paid at half days. So if you want full time, make sure you're entering full time.

Okay. So facility has to as I think I mentioned already. Report within 30 days of the last reporting period. After 30 days you run the risk of not getting paid if it consistently happens that could

happen. If you're having any issues with your reporting, talk to your subsidy advisor to let us know. That you have a problem. If you have somebody who's, if you've lost your director and you're a scabbling to try and get your reports in, let your subsidy advisor know so we can document what's happening.

We may offer other means to report maybe with a paper report for the next 2 if you for some reason got locked out or something. But we can answer anything related to that. So we also encourage everybody to get direct deposit. If you are non non direct deposit and you have not experienced the postal strength.

You're lucky because when it last happened people had to go to finance and wait in line and get their postal stuff. But yeah, definitely. Try to get on direct deposit.

And you can get that online if you go to Child Care Online. On when you're doing your reports there is a link for direct posits that you can ask for that. Okay, the child care online screen when you now come on to it and when you log in for your next facility payment report session we encourage you not to do it. Before Monday, please do not submit reports on Friday. Or Saturday or Sunday, please submit all reports on Monday because this is a new program change.

It's going live this weekend, so we suggest that you do not report early. Please make sure you wait till Monday, April 29th. Okay, and you can see on here it talks about that the reduced parent fee revenue grant is now going to be showing up on your facility report, that the reduced parent fee revenue grant is now going to be showing up on your facility report.

32:28

Angel Delorme

Revenue Grant is now going to be showing up on your facility report. So you can see that on on your interaction screen. It does mention all that. The online facility report page if you want. That is pretty self-explanatory.

I think you all have seen this. I'm not going to go into detail about it, but you can see the different age categories here. Submission number your facility number and such Now, the next page is the calendar. This one I can only encourage you to make sure that the calendar is the first.st

Part of your report that you fill out. I say that because it affects When you enter attendance and we see it quite regularly, if you go straight to your infant or preschool and sent enter your attendant sometimes it gives errors and we see people entering start dates when children don't actually start that time.

They started months ago, but. Because no calendar has been set. The system is not able to recognize that the child should have already been going there all along. Please set your calendar first.st So I'm going to go back to this calendar page again. There are driven drop-down boxes.

When you're choosing in service that should only be for school-aged children in services. Do not use and services to indicate PD days or to indicate staff holidays.

If it is for school age children and when they are on in service days. Instead, open stack closed. Those are to be used for stat holidays. And open closed if you report a day closed it will not pay for that day.

So you can have 20 days of tenants and mark that you had a closure. If you have a stack closed and you mark a stack closed, you can have 20 days. The stat closures allow for payment. I explain this because you're gonna see later on that we're gonna talk about that. Okay, now the next page is your comments box. This is your best friend. This is your link to tell your subsidy advisor what's going on in your report.

Every PD day, every stat holiday if you have closures because there was a storm. Put everything in your comments box to let us know. If you were closed on a storm day, we need to know whether or not you build parents and you're expecting us to pay for subsidy or if you did not build parents and we should not be paying for subsidy for that storm closure.

So these kind of things are really important to put. If you have anything weird or walky or you didn't know what to do with a chow, put it in there and we can communicate with you about it afterwards.

35:11

Angel Delorme

But at least it gives us information about what's happening on your Okay. So this screen you can see this is an infant or preschool attendance. It's pretty straightforward. You can see this one has a transfer out, I believe. On January 14th of 2018 but this information showing on the screen you can see the enrolled withdrawn, transferred in, transferred out.

Enrolled or withdrawn is basically for any movement in and out of your facility. So if the child is starting at your facility or leaving your facility, that's enrolled or withdrawn.

If you have movement within your facility for age changes. That is a transfer to in and that transferred out. So you're going to transfer out of an age category and transfer into a new age category. So if you have an amphi the moving to preschool.

The infant is going to transfer out of infant and transfer into creaseville. So. Basically enrolled withdrawn outside of your facility. Transferred in transferred out for inside your facility. Okay, Again, we're gonna get back to. If you, we've always told you guys to report exactly as a child attends.

We're telling you to scrap all that and make sure that you if you have 3 period care that you are entering 3 period care despite the child attending only 2. So if you're expecting a 3 period care payment. This goes back to your. Your revenue grant, you're not going to get paid properly if you put in 2 periods.

So make sure that if you have 3 period care and you offer 3 period care and you're expecting payment of your grant based on 3 period care. Sure you enter it. His 3 period care is the only one eligible for that grant. And if that is what you're charging family.

So if a family is enrolled. For 3 periods a day, whether or not they regularly or never use lunchtime. But if they are enrolled for 3 and that space is filled for 3 periods of day, then that's how you report them. If you have a child that you enroll, even though you have 3 periods. But child A is using the morning and child B as using lunch and after school, then you would report those children as that.

Yeah, subsidies should always be billed as if you were building a parent. You need to treat subsidy as if it was a parent if you wouldn't be building a parent, then you shouldn't be building subsidy.

37:35

Angel Delorme

Okay, now this is just the preschool or any infant or free school. That's how it would look when you go to enter it. There's really no changes. The introduction of this parent fee revenue grant has 0 impact on how it looks when you submit your facility reports.

They're going to look exactly like they always have. So you're going to enter it exactly as you always have. The only difference, like I said, we can't say it enough is to make sure you bill according to what you expect.

So that's how it's gonna look. It's how it's always looked. It hasn't changed, so don't, don't expect to see anything different there. The only thing that's changed on that screen is they were a reminder about recording as enrolled versus reporting as they attempt.

So it's just another reminder that you market that way. No, I think I've touched on the holidays as stat closed or stat open on the facility report calendar. That's important that if it is a step. Open or stack closed that you indicate so. Don't mark your children's attendance as an absent date.

If you're recording a staff holiday. So for example, Christmas and Boxing Day. If you're billing all your parents for Christmas and Boxing Day but you're closed, which is typical.

Then you should be entering that attendance as a day attended, not an absent day. And the reason being is that parents are limited on their abs and days. And they shouldn't be taken away on a day that they couldn't attend. So your facility wasn't even open.

And therefore that parent didn't even have the option so it shouldn't get ticked off their. Absent day list as being missed. So put them as a tendon, the step. Closed or stat open will allow payment to go through even though it says it was closed.

Hope that makes sense to everybody. But yeah, you have to enter it as a attendant, not absent.

39:42

Angel Delorme

Okay, if you aren't billing parents, do not bill subsidy. So if you're not, if you were close for Good Friday, for example, but you didn't build anybody, subsidy shouldn't be built and expected to pay the parents, the other parents were not.

Okay. I think I covered everything on that page. I just to be paid for, on a sad holiday, you have to charge all families similar for the holiday.

Include the whole image and let's say total number of days of before and after all over you do have to be open one day per or one day after a holiday Now, my best example is always Christmas Eve.

Falls on a Friday for my example and boxing day and Christmas Day fall on the weekend so that they're going to be moved to Monday and Tuesday. If you don't remain open on Christmas Eve. And then you're closed for the rest of the week the next week.

You will not be paid for Christmas Day or Boxing Day. You have to be open one day prior. Or one day after. So if you stayed open on Christmas Eve on Friday and then you were closed Monday, Tuesday and all of the next week you're okay.

But if you were closed on Christmas. Eve and then closed on botany. And Christmas Day Monday Tuesday and then you close for the rest of the week. You have no open and closed before or after. So it doesn't matter that there's a weekend in between unless your facility is actually open on those days.

But if those are normal close days, then you have to be open one or one before or one after in order to get paid for staff holidays. So if you have any confusion about that, you can always ask a subsidy advisor or color intake line. Clarification. Okay, so when a child transfers one for one facility to another. The subsidy expires on the date that the child transferred.

41:37

Angel Delorme

So you can't take that approval letter and move to another facility and expect the subsidy. If you're like name is not on the approval letter, then you should not be accepting it.

So the applicants have to notify subsidy the child's transfer to a new facility and we will reissue a new approval letter so that the new facility's name is on it. Please do not accept approvals from another facility. You will not get paid because your name is not on that approval letter.

Sub can be provided to. 2 different facilities at the same time though, that's always possible. You can have that happen and both will be on there. One partially subsidized children 10 for more than one facility and reporting period the family contributions will need to be prorated as well.

Based on the attendance. So you might have 4 days at one facility and 16 at the other. So you'll need to prorate your Yeah, to accommodate the days that are at your facility.

Okay. Facility payment summaries. They're sent to a facility after substitute payment has been processed and paid. It will be expanded now to include the details of the revenue grant payment. Like I said, you don't actually see anything.

When you do your facility report, but you will see a difference on the summary. So facilities are required to verify the information that's on a facility payment summary and report any errors, discrepancies or anything within 30 days.

Please don't tell us last September you forgot to put a child. On your report and then ask us to go back and cover it. We do have limitations on how far back we are allowed to make changes. So 30 days is what you're supposed to be telling us. Again, if you see anything, just let us know that. Directions need to be made. Next.

43:23

Angel Delorme

We have a chart of this is how So to know it's gonna look when you get a summary now. This is your parent fee revenue grant explanation on the facility report. As I said, you're not actually doing anything different when you do it, but when you get it back, you're now going to see a breakdown.

So what you'll see, each one is broken down to different categories. On our example, here we have infantry school, nursery, and school age, all listed at the same. Time but in different sections. It will list the hours of care so for the infants in this particular example they were 4 to 10 h care and there was 10 of them.

For a total of a hundred 80 days. So that is clearly that there was a child in there that only attended 18 days and the other ones had 20. So it will break down to the number of days that are payable. Take the amount that the grant rate pays per day, and that's how you get your grant amount for that age category.

That our type and the number of children's days. You can have that total number of payable days fluctuating based on how how many days each child. When so they're not always all 20 days as you know. So that payable days will fluctuate and the same will go you'll see the next example with the preschool children You have 4 to 10 our care and then there's 4 of them that have 10 plus.

And with the 4 that are 10 plus, clearly the rate is higher because they were there longer. But of those 4 children, they totaled only 12 days in total. So, 12 days at 1620, that's how you get your total amount for that. But the payable days are days attendant and absent days.

Yes, not just the days they were there. It's what you report. So everything that you entered under infant 0 to 4. Every child's days present days absent are all added up together to get to that 180. So this and you don't have to do anything the system's doing it in the background.

You're all piled into one to tell you what you're getting your grant is going to pay and that's why it's important to enter the data properly. Which is what you guys are doing to make sure that you get this grant paid properly. Okay. The next page again is just a breakdown to show a little closer to show how many days it's exactly the same chart you just seen just kind of blown up to show you a little bit better.

And so really the only parts that you're using to figure out the calculation is the number of payable days times the grant rate equals your grant amount. The number of eligible children. Sort of really doesn't really come into play, but that would be something to say.

Yes, I have 10 infants right now So that is I didn't miss anybody. Right? Because 2 of those infants could be only enrolled half time. So that you don't get the full, well, would it be 200 200 payable days if they if all those 10 infants were Yeah, but clearly there was one that went 18, which is why it's 1 80.

Okay, now when we have adjustments for payments, this is actually not something new. You have to request adjustments. 2 years, or the subsidy office. By mail, email, or fax. You can also submit it to the childcare subsidy.

46:56

Angel Delorme

Intake inbox if you're advisors not available for somebody if you get them out of office. And we may ask for a supplement form. That supplement form has a little bit more. Criteria information requested so that we have a better understanding of what happened.

That'll often happen if you have multiple. Reporting periods or multiple children we might ask you to put it on an actual form. But yeah, if you're doing any kind of supplement request, we ask you to be clear.

Make sure that you're putting the facility ID number, make sure you're telling us what reporting period make sure you're giving us the child's 1st and last name. We don't know all of your children by name, so that's important. The ID number, what you.

May be reported wrong and what you're asking us to change or maybe we paid it wrong and what you're asking us to change. So make sure that you're giving us lots of information and it's clear. If you get an approval letter.

That wasn't followed up with an adjustment to pay that should have paid, let us know. Because sometimes you'll get an approval letter that goes back dated and then you've already been paid for that report but you don't get a follow-up then make sure you let us know.

We do have high volume times so that sometimes adjustments get put towards the end of the supporting cycle and that's just because we're really busy so please be patient with them.

48:29

Angel Delorme

Does anybody have any questions?

48:41

Jessica Brosch

Yeah, we do have some questions specific to some of the information that you're sharing at this time. So Anna asked, how the reported attendance for children who are absent for an entire period.

48:49

Angel Delorme

Well, I mean, we wouldn't normally allow if there's subsidized. A full period of absences without some kind of an explanation. So if you report 0 in 20 days, we're going to question why is that child absent for that long?

Now, if a child has, let's say, they're having a surgery done. And that parent would be in would have been advised to let us know with the medical notes so we could clear and cover those absent days if there's a medical reason.

But if they're 0 on 20, they're going to eat up their absent days essentially and if it goes through because they have the cover it which we'll get into. Then they would pay. If they don't, then they, it's going to come up with an error and then that parent would not be covered and you'd be indicated by that with an error message on your facility report to say the child.

Absent days have been exceeded. So you will get an error message. I'm not sure if that is the nature of your question, but I hope I covered it. You are allowed to report 0 in 20. But it's usually if there's some kind of a reason like they've left the country for a month, then maybe they should be. Suspending their subsidy until they return rather than taking that kit with the absentee.

50:03

Jessica Brosch

Thank you. Janice, if a family is approved for full-time subsidy, but this but only use the space a couple times per week. How do we bill that family?

50:20

Angel Delorme

Well, I mean, have parents approved for full time? And they're not coming full time, then they now are limited on their absent days. So if they run out, you should be reporting them as absentees because you're expected to get paid for those days.

Any day that a parent is expected to have their child attend and that child doesn't show, that is what your absent days are for. Now if you have an arrangement where This child is only coming Monday to Thursday and not Fridays, then that's attendance that should be based on 16 days, not 20.

But if your parents are expected to come for 20 days and they're not coming for then those are absent days and you should be marking them. Once they run out of their absentees, then it's now the parents responsibility. Usually when when we had these absent days before and we're getting into that in the next subject when they run out of them they start to realize that they have to pay.

And they start to care for them a little bit better. So hopefully that returns, but everybody's been a little spoiled. So in that situation, the family truly only needs to. 2 days a week. Could that subsidy approval be changed?

Only, what's that? 8 days, billing period? Yes, and, and I've, I mean, I personally have had approvals where the home provider was okay with it only being 3 days a week. Based on only 12 days per reporting period or 3 days a week. So if that is the arrangement we can revise the subsidy to reflect what the arrangement is.

Or you can just base it on 12 days. If you don't ask for more than 12 days, and that is what you want to get paid, that's okay. And then perhaps another family that needs part-time care could make use of those. As shared spaces, it happens a lot in rural areas where you will share spaces between 2 families.

That is allowed and What you enter for the attendance, if you enter an attendance base on 12 days instead of 20, the substitute advisor is not gonna question it, even if it is for an approval for 20 days.

If you are asking for only 12, that's fine. If you put it 8 and 4 as the attendance and you're not asking for 20, subsidy is not going to question it even if it is a full approval if that's what you're asking for.

52:29

Angel Delorme

You're gonna get paid on your grant but that won't affect their their absent days then. No, because that's the array. And, so you enter it as you're approving it. For what you want, but if you are expecting 20 days of care and they're only coming for 12, then the other are 8 absences and you should put that in there. Because that's what you're anticipating for payment. And that's how your grants gonna pay. So hopefully that it clears up how that works. But you're not required to have 20 days every time. If you want to have a family that has less than 20 day approval, that's perfectly fine. I hope that answers the question. Thank you. That was also related to a couple other people's questions.

So. Thank you for that. And when in doubt you can always contact subsidy directly for your specific situation and we can answer it more. So just to clarify, everybody is asking when entering 3 period care versus one period care, so the child would typically attend before and after school.

But maybe for a week only attends before school. Do we still include this in their dates attended as 3 periods of care? Family is is a 3 period date. Now remember, subsidy is just like any parent. So if you had a child that was always 3 period care and they only came for a week of one period.

Would you expect them to be paying it based on a 3 period rate? Because if that's your expectation, then that's what you should expect subsidy to pay and enter. So if you're expecting a three-period rate, then enter it as a three-period rate, even though they came for one.

Now if you're okay with getting paid at a 1 period rate and that's fine and that's something you've arranged with that parent, that's okay. But subsidies only going to pay it at a 1 period rate if that's what you ask for.

The grant is only going to pay it at a 1 period rate. So like I said, it's based on what you're expecting from the . There not from just because it's subsidy. Agreement for enrollment. Yes. Hopefully that answers that question.

Again, it's kind of technical and hard to explain it. With not actually seeing somebody or feel free to contact us directly and we can explain better if it's not clear for you yet.

54:57

Jessica Brosch

Okay, we've got a couple of questions from Eloise, Jodine and V Vallia or PD days when charging parents, do we mark them as attending? For example, the MCCA conference. How do we report the children's tenant and how do we report the days?

We are going to get into PD days in a in a couple of slides from now because we do talk about professional development days and how to report them. So I'm gonna let that go to that screen and if they still have a question after I deal with that one.

We'll go back to it after that next section, cause it does cover that. Okay, thank you. Maybe we'll carry on with the presentation. Okay, we are now on policy. So this is where we're going to get into the abs and days that if you've being here before COVID.

You might remember absent phase because it's basically reverting to what we had prior to COVID. Allowable absent days are always assessed as 15% of the total assessment timeframe. So if you have a 6 month assessment, it's still 15%. If it's a year long, it's 15%.

56:05

Angel Delorme

If it's a month long, it's 15%. If the allowable absentees are all used, subsidy will be paid only for the actual days attended until the conclusion of the subsidy appeared approval. So if they run out, they're on their own. There are exceptions. They can provide medical notes in case of extended illnesses.

If there's a funeral or if there's a court order, they have to provide documentation to get waivers for anything above and beyond what they were originally allowed. But otherwise they're on their own for the payment of those days if they start to miss beyond that.

You might want to review the information that came out about the reinstatement of allowable absent days. We aren't, doing allowable apps and days on. Subsidy approvals that occurred before we re-instituted them.

So keeping track of whether an approval was pre or post March first, st I think March 1st or March second. My second is my first.st Yeah, sorry, I should have relooked up that information. Oh no, it was March 31st so we sort of have 2 different groups the ones that had their approval before and they weren't notified about allowable absent days on their approval letters until we reinstated allowable absent days.

So I think it would be prudent. To mark. You know, kind of keep track of when they were approved and whether allowable absentees are coming into play for them. Basically, if you have an approval with, with allowable abs and days listed on it, that's likely now in place because the reason why it predates March, the 31st is because those approval letters lacked the allowable absentees to be written on them and therefore nobody knows how much work used, I mean, without a lot of work.

The parents don't have any idea what their representations were, so we have to honor the fact that we never gave them a limit. So after March 31st they have them there all the letters have them. And everybody from that point forward is now on those allowable limitations.

So it'll be a bit of a confusing one-year period until we get rid of any any of the people that were approved prior to that. So we did talk, we had a session this morning, we talked a little bit about maybe finding methods to kind of make sure you're keeping track of their allowable absent days and helping families know about it.

We have not been doing it for 4 years, so we could have somebody who had a baby and they're almost entering kindergarten and they never knew about allowable absent days. So I think it's not they were going to have to retrain, families about. So, you know, even marking on invoices, how many allowable absent days they've used. Up to this period and how many they have left to you know whatever they're the end of their period is just to kind of help parents get used to that idea because a lot of parents I know even in the old days didn't keep track of their absent days.

59:11

Angel Delorme

They sort of We're very surprised when they ran out of days. All right, we're going back to enrollments or withdrawals. I touched on this a little bit before if a child in roles or withdraws during a reporting period period the family contribution needs to be prorated based on the number of eligible days attended during the period.

And the total number of days of the reporting period. So if you've got a child starting like the second week. And there's only 10 days, then you need to prorate the family contribution to match that.

If a child enrolls and withdraws from the facility in the same four-week period, They're only allowed absent days for an equivalent of 15 days of the days attended, 15% of the day's tent, sorry.

So I know that many of you if you've been around know that we would allow 10 business days for notice, but that doesn't apply in situations where a child enrolls and withdraws in the same period. And that 10 days is only there. For a notice period if the absentees exist on the approval. So if you have a child, exiting without any kind of notice and they have Ted apps and days available.

We will allow payment. Of notice periods as long as the child hasn't enrolled in another facility. As soon as the child enrolls in another facility, it supersedes anything that's been allowed from before because the approval will now transfer to the news site.

So we will not pay 2 facilities at the same time. Okay Now attendance policies. For in services, subsidy will be paid at the full day rate for in service days or school holidays.

On early school dismissals we only pay period care So, we paid at the regular school day rate of attendance, so if they were one period 2 period 3 period, it would be paid on that kind of a rate.

And if they have a suspension from school. Subsidy will not be paid for a full day on regular school days unless the suspension period has been approved. At the request of the family of the provider through your coordinator. So. Yeah, subsidy is not here to pay for school suspensions, basically, unless there's some kind of a reason behind it and it's approved, okay?

01:01:35

Angel Delorme

Oh, our lovely holidays. You should have all got in your holiday letter. I think it came out at the end of December. This year we have National Day for Truth and Reconciliation added to it. So, then you'll see that change.

If a holiday falls on a Saturday or Sunday, the province will designate the alternate day. And, and the revenue grant will only be paid if your facility is normally open but is closed for the holiday.

I gave an example this morning. If you're a nursery facilities, it's only open Monday to Thursday and good Friday happens you're not going to get paid for good Friday. That's just not a day that you would be open normally. So we won't cover it. So that's what we mean there. The recognized holiday closures. That allow you to move the day are limited to these 3 days, Easter Monday, Terry Fox Day and Boxing Day.

So if you choose to move them within the reporting period that they happen. So I'll just go with Terry Foxy if you moved it. 2 weeks later and wanted to. Have it on a certain day. You wouldn't have to request approval.

You can move it as long as it's within the period that it happens. But if you're asking to move Easter Monday to Christmas time, you have to request that through the subsidy office.

And in lieu of requests can go to either the subsidy manager directly. You can send it to a childcare subsidy advisor, your advisor, or you can also send it to the childcare subsidy inbox and we will make sure that it gets forwarded to the safety manager for approval and she will send out an approval letter if it is approved.

And you can see that there's a link on this page. That takes you to the holiday closure schedule that can be found on childcare online. I really want to encourage you to make sure that you are documenting those things within the explanation. And, a comment section on your facility report.

So if you're using Easter Monday at Christmas time within that facility report you need to note that in the comment sheet and then when it comes to Easter Monday reporting period you also market in there we used Easter Monday last Christmas break.

Yeah. And you should always use your comments box to report any kind of weird change or. Something that you're moving or asking for that's special in that period. Use your comments box on your facility reports to tell us everything. Did you wanna discuss? So professional development day sort of ties in with that as well.

This year we were approved to have a second professional development day. And that you can charge parents and receive subsidy payment on behalf of eligible families and you would also receive the revenue grant payment for up to 2 professional days annually.

And you need requests, there's a little list of information on the holiday professional development letter that tells you the kind of information you need to provide to your childcare coordinator at least 6 weeks in advance of your proposed closure date.

Or approval and we want that you give at least a minimum of 4 weeks notice to the families so if they need to make alternate care arrangements they can. So on your facility report, in which in the reporting period in which the PD day closure is falling, we want you to pick stat closed from the holiday calendar. We do not want you to pick In service day because that is for the children not for the school age children.

01:05:27

Angel Delorme

Because that is only for school in services. And doing the stat closed and notating it in your explanation comments will help us be able to pay you for that day.

And we want you to tell us which day in the comment section. And we want you to if a child would normally attend We want you to mark them as attendant, cause again, we don't want to utilize families, taking away allowable absent days when they, they had no choice in, being there or not.

And I do believe this addressed the question earlier about how to report a PDD. That's how you would report it on your facility reports. Stat closed. And indicate it in your comments box. Emergency closures. Sometimes it happens that you have your heat went or your water tank went.

And you have to close your facility. You have to submit this request through your coordinator. Outlining what happened and all families must be charged for the day for the request to be approved.

You can't just ask subsidized parents to pay or that and not your non-subsized. If it is approved, the subsidy advisor will be notified and we will do that. Now, We've with inclement weather and especially with rural areas it doesn't really happen in the city.

Inclement weather we have been allowing without having to go through a coordinator for approval. Last month, almost every This silly report I did for a rural area had 2 snow days.

Because we had a storm system come through twice. Again, you have to indicate it on your comments box. Were you open, were you closed? Did you charge parents? Did you not charge parents? You'd have to tell us if you charged parents then we would subsidy would pay for the subsidized parents.

But make sure that you're indicating it on there. That that's what happened on that day. So you should market as an open in order to get paid if that's the agreement that you've been approved to be paid, then you have to market as open otherwise you won't get paid.

And then again, you have to include it in the days of the children who are enchanted so that, doesn't go against their absentees.

01:07:48

Angel Delorme

This is this page has some resources that are available to you. If you're not on a childcare online, you can register to get on it because it's a great way to report your Pasilla reports.

It is faster than the other way paper. This also has a link for the direct deposit. It has the tech support if you're having online password issues or anything that's through CDC facility.

And then you could also get a copy of the reporting periods and. All circulars that have been done and including this webinar shortly will be available and you can see the link there. It's all through your child care online.

And to contact subsidy, you can see that we have a CDC subsidy inbox. That's a great way to communicate with this. We it is managed by substitute advisors so If you ask questions, we will be looking there. And answering as fast as we can.

And there's the link again. To our website and the general inquiries. In information line, that's Chuck. I don't think so is it. Do we have any other questions? Do we address the ones that were asked before that we said are coming?

01:09:13

Jessica Brosch

We do have some questions. When he asked if there will be access to this PowerPoint after the presentation.

Angel Delorme

Yes, through that webinar listing you will see that the PowerPoint after the presentation. Yes, through that webinar listing you will see that on that last resource page that we just had, and if you want to go back to it.

One page back. There is the bottom link that was 2 pages back, sorry. It says for a coffee of the circular FAQs and webinars, it will be available shortly. It's not going to be instantly in 5 min, but it will be there probably in a, I don't know how long it takes, but a few days at least. For it to show up there but it will be available to people to look at and we post the We post the PowerPoint.

The recording. And in French as well. And a transcript. Thank you. The French version will be available in the future as well.

01:09:55

Jessica Brosch

Thank you. That also answers Candace's question. Timory asked if directors can check the status of newcomers applications or anybody's applications who may be having difficulty filling out the paperwork or not sure what to submit.

01:10:07

Angel Delorme

How does that? We do to privacy laws. We are not allowed to communicate with a facility about a parent's file. Unless the parents with them. So if a parents present in the room and you call and they're struggling to understand, by all means call with parent, but the parent has to give us permission to speak to you.

And it has to be done every time. It's not like you can call and say, oh, from now on, I'm gonna call about this, but no, that's not allowed. Privacy laws required on every individual session to have permission to speak to someone. Unless they might be a special situation where a social worker might step in.

Because that's a government agency speaking to a government agency there might be exceptions in those kind of situations. But unfortunately due to privacy laws, we are somewhat restricted on what we can share with it.

We're really restricted on what we can share with the facility. It's not by choice, it's by law. No, we can't contact you directly. Can speak with you directly unless a parent doesn't. Hopefully that answers that question.

01:11:15

Jessica Brosch

Thank you. Jen and Irma asked how many consecutive seeking employment approvals can a family be approved for and how long is seeking employment?

01:11:23

Angel Delorme

Seeking employment is done in 6 month blocks now. It used to be that we have 12 weeks. It's now changed to 6 months at a time. They can not use it more than 3 consecutive times. They will be not allowed to apply for a 4.th

They are required to have a different reason for care until that can be used again. So it is limited to 3. And whether you are on social assistance or not, it's 3 6 month sessions. That's the max.

01:11:53

Jessica Brosch

Jen asked when children were done school age care without an exemption. When are they done with the exemption?

01:12:09

Angel Delorme

You mean like when is the last 12 or 12 they can attend I think enough I recall because I'm pulling this off the top of my head I believe they can attend to the end of the summer in which they turned 13.

If you wanted Zack, if you have a actual situation like that, contact us to get it for, but I'm pretty sure that that's the actual policy. I don't have that. Obviously, it's not tapped on very often. That's why I just not positive, but I'm pretty sure that that's the Doing it for 20 years.

I think that's what it is. So I've got more of a question for those children with earlier birthdays, right? Yeah, and when in doubt contact us and we can tell you that this is the last summer that it can be subsidized up until the end of this summer.

01:12:51

Jessica Brosch

Thank you. John has asked, how can we find out what a family is covered for? Let's say they offer extended hour care evening or weekend care. How will they be provided that specific information?

01:13:11

Angel Delorme

The approval letters are capable of saying that it's an approval for 10 plus or evening we can actually specify it because those are age categories and when you see when you go to Enter that on your facility reports.

They actually have their own categories. So when an approval letter comes out, it should actually display it. As 10 plus or evening weekend evening slash weekend is how it comes up.

Your approval letters should actually state that. Now these 10 plus and. Evening weekend care sometimes required if they are beyond the 200 h maximum that's allowed.

Would require exemptions and have to be approved. Through the coordinator. So. Sometimes 10 plus. Or the subsidy manager. Sometimes those situations require contact. From the parent to us to give explanation as why that kind of care is required.

We don't give 10 plus out just because they asked. They do get questioned on it and they do have to provide some information as to that. So anybody that's asking for 10 plus care or evening and weekend care that is starting to exceed the normal.

200 h they have to have special approvals and just encourage the parents to contact us and go through what they need to do. Okay, reclassive parents are separated or divorced. Do they both have to identify their income when they apply.

If are you talking about shared custody? I want to talk about shared custody, marriage divorce. I'm kind of hope I cover your question. If there's divorced or separate they do not have to report child support anymore that is no longer required.

So we used to ask for child support. That is not an expectation anymore. They do not have to report that. If you have 2 parents with a shared custody arrangement and only one applies. The one that applies can be allowed full-time subsidy.

Even though they only have it half the time. But if both parents apply and it's a shared custody, then each parent will be given their timeframe days based on their income. So we may have 2 assessments. Let's say it's a 50 50 custody for simplicity here.

If you have each parent has 2 weeks, then. This parent, parent A. Is not eligible because their income was too higher and then you have parent B which was eligible. Then we would allow parent B the full time if they needed to. If you have parent A and parent B both have subsidies and they're both eligible, then they each would have their own.

And they each get assigned their own ID numbers, their own family numbers, and are separate and not communicated with each other. We do not show the information between 2 parents like that, just like we won't share it with the facilities.

So there are custody situations that kind of. Here and there and I mean this is the world we live in so we do see them and they're dealt with each individually because they can vary quite.

Quite a bit from one to the next. But we do allow, and that's something that I think a lot of centres don't realize. We do allow if one parent is applying or only one parent is eligible to be fully subsidized even though the other parent was found to be ineligible.

So that is something relatively new. Hopefully that answers that question.

01:16:26

Jessica Brosch

Thank you. Mary Ann asked when parents are applying and there's information missing. Will they get an email that there's documents or information missing on their application before the end of the 31 days?

01:16:41

Angel Delorme

No. Once they've been indicated, if they're doing an online application, they get that 31 day pop-up that comes up as they submit. It clearly indicates on there that they have 31 days and it tells them exactly based on what they're situation is, that what they have to provide.

So if they're saying employed, it says you need to provide you consecutive pay stubs within 31 days. To this email address. You or your file will be closed. It actually states that online. And the paper one gets a letter sent out to them stating the exact same thing in the 31 day due date is this date.

They have 31 days it tells them on that page that the file will be closed at the information is not received. So if the information is not received, the file gets closed. They don't get contacted. That was their notice.

The So they're on their own if they want to, if they come back to us, 45 days later. They'll be told that they have to reapply. So that all gets closed. And that is why we always you encourage you to charge both fees until you have that subsidy approval letter.

They are continuing to be invoice for full fees. It might encourage them to get their documents in within 31 days. Yeah, I mean, they're they're told they're told online that they've got 31 days.

That's how it is. We do not go back now. We don't follow up with them. It was taking too much time, unfortunately. And we need to be assessing more. Thank you. And just a clarify, Katrina asked, do we record all children as they are enrolled in the report or only subsidized children?

You should be reporting all your children. Substized or not. Because that's just how you're getting your grant payment if you only put your sub-sized children you'd be missing maybe two-thirds of your facility.

So yeah, make sure that if you're an unfunded facility You can submit just your subsidize, but if you are a funded facility and eligible for the revenue grant. You need to report all your children. Or you're not gonna get paid your grant.

01:18:45

Jessica Brosch

Thank you. Beverly asked. When absent days are exceeded, do we go back in invoice for those days?

01:18:55

Angel Delorme

Yeah, if you see a coming up on your facility report as an error message saying child has. No longer approve our Child has exceeded allowable apps and days or something like that.

It'll come up as an error message on your facility report. Then yeah, you need to start building them. I mean, I encourage you to track them yourself. Just to make sure that you know you get your approval letter it says there's 33 abs and days allowed for this family and start keeping track so you know that it's coming.

But yeah, once you see it on your facility report as an error message, you know that you're gonna start billing. Parents from that point forward or going back to Bill. I know some facilities that definitely keep track of the usage of absent days.

They keep track of it, they remind parents, they'll put it on their invoice, and when they're getting dangerously close, they have a discussion.

Yeah, soon we're gonna start charging you for these. So that there's no support. So that you don't end up with a big bill or somebody running off on a big bill.

01:19:56

Jessica Brosch

Thank you. Melissa asked for the absent days. It's related in a sense. Can absent days be exceeded if not on subsidy, but for parent revenue?

01:20:07

Angel Delorme

Reduced parent revenue fee grant will provide her to be penalized for the absences on that grant? The parapet revenue, pays regardless. Yeah, there's there's currently no regulated policy on on Right. Using a large number of absent days, but facilities can have their own attendance policies.

They can set up something where you know, you're not leaving space is sitting open. And when you have a long list, you can establish your own policy that If you are taking a space, you need to use your space.

Thank you. Erma asked how often are they getting paid for subsidized and non-subsized children? Is it monthly? Same as a facility report. Yeah, we're on 4 week cycles, so it's not exactly a month. It's always 4 weeks days for you to report your facility report. It's 4 week cycle.

So it's based on 20 business days or more if you're open on weekends and such, but it's a 4 week cycle.

01:21:26

Jessica Brosch

Peter asked, how do you record a child in an infant room who will be turning to, let's say, June, the 15, th but we'll move over to a preschool room at the beginning of July and the board has approved the child to remain in the infant program for those couple weeks.

01:21:40

Angel Delorme

So how do you report that? Okay, so if the child has an age exemption then it would to stay, well it's kind of complicated because I'm not really sure if you're asking about an age exemption or just how to move a child.

No, what she said was the board approved them to remain in the infant program. Until the preschool space was open and they would move over 2 weeks later. Not so so the child is an infant up until the day before they turn 2. And you report them as the infant for those number of days within that.

Reporting period. When the child turns 2, it's from that birthday through the end of the reporting period that you have that many days in terms of your days present and absent as a preschool child.

Regardless of the room they were. Regardless of the room that they're in. So unless there's some kind of an age exemption put in place. The age category is based on the birth date. So it doesn't matter to us as far as subsidy and payments go.

Where the child physically is located within your facility. Unless there's an age exemption in place, we're going to pay it based on the child's age. Hope that we don't tend to have it going that direction it tends to be in infant that is being considered preschool before they turn 2.

Yeah. And that is part of that is the regulations and the fees apply so that They are reported as an infant up until that approval for them to be considered preschool, then they are.

Reported as a preschooler with an approved age exception. And it frees up that infant space now for anyone. Yeah, so, the question very related to this topic. So if you have 5 children in your infant room.

All on subsidized and they're all 2 years old. Joyce, so keep them on the infant to other section of the report because they're remaining in the program in the room.

Yeah, if the child is 2 years of age, the child is a preschool child. I don't it doesn't for us it's based on the age it regardless of where they are in your site if they're taking infant spaces that is up to you guys.

If the child is 2 years old and it doesn't have some kind of an age exemption. The child is preschool, period, end of conversation. If the child infant and not 2 years of age, then the child is reported as infant. So it's all about the age there.

And unless there's an agent. Subsidized or not that it doesn't matter there age category is dictating where you're reporting it Thank you. We have a question from Linda. She's on if we have any information of when the \$10 day for school age will be coming.

I know that there's been talk about it. It has not been formalized and therefore we have no information on it until stuff I mean this is a government decision.

We are just implementing subsidies. So until that is released. We don't know. We're the same as you. It's not being. Revealed to us yet. I can't share anything because I don't know anything.

There will be communications when if a decision, if when decisions are made by. Everyone always lets everybody know by the legislature. Especially a good news one like that. You know Julie and Jen had asked some questions about approvals.

01:24:55

Angel Delorme

New forums and absent days missing. So my pupils don't have a lot of apps and days listed. But there are allowable apps and day listed on the payment summary. So are these days applicable for those children?

If they were all approved before March 31.st If they're approved before March 31st and the end go by the approval letter if you have an approval letter with no absent days listed that parents absent days are going to be waved until the end of that reporting, that approval time frame.

Regardless of if it passes the March 31st timeframe or not unless a new approval letter supersedes it and replaces it. And has absent days on it, then they would start to take effect. So if you have an approval letter that has the Nothing on it about absent days.

It doesn't matter if you're seeing it elsewhere somewhere else. The approval letter is what matters here. If you're not seeing them on your approval letter, then they will be waived until they've either been replaced with a reassessment or they've renewed their subsidy in the future.

So they could have all the way up until maybe even next January for they're absent days to be waved until this reaches a full cycle of a year. We're going to have these unfortunate situations where you have some that do and some that don't.

So go by your approval letter if you have absent days listed on your approval letter. Then they're in effect if they're not on your approval letter, then they're being waved.

01:26:31

Jessica Brosch

Yeah. So a related question from Barb, Lynn. Maxwell, how would the center know the number of days a subsidy approved for for school age children.

01:26:40

Angel Delorme

Wow. How would the centre know the number of days that subsidy is approved for for school age child? Like are they talking about absentees or just approval days, period? The approval letter should indicate everything. Like it should indicate your child is approved from this date to this date for this many days.

Based on the type of care, whether it's period care. Or summer care, it should be all indicated on your approval letter. If you are not and sure about how to interpret an approval letter, by all means contact our substitute intake line.

It's always answered by subsidy advisors and they can walk you through the approval if you're not sure how to read it. But it should all be listed on there including the absent days from this by forward. That are allowed and the type of care that's allowed. So if it's 1 p twop 3 P, it's all going to be on there. It's going to say whether or not they have summer care or not. It's going to be indicated on the approval letters. So if you're not sure how to read one. Or you don't understand, contact us, but it's all written on the approval letter.

01:27:45

Jessica Brosch

Thank you. Sunichi asked for part time. How do we report children who are sharing Part time spaces?

01:27:53

Angel Delorme

So you should have if especially with the new parent free revenue grant you should have an entry for both children. So both children should have their own line on your report. And each of them should be for their days.

So if let's say for simplicity again they're sharing 10 days each. Then each child's attendance should be on based on 10 days. One might be subsidized, one might not. They should both have their entry if the one that is.

Subsidized would need an ID number then. Just keep them as their own lines and they should be based on the number of days that they have. So if one child is Monday, Wednesday, Friday, and the other ones Tuesday, Thursday, then you have one that's 12 and one that's 8.

So your attendance should be reflected based on what you're allowing them for their part-time care. I hope that child day with 12 days the days attended and absent days would add up to a total of 12.

So maybe they were there 10 days absent 2. Child B with 8 days. Perhaps they were away 2 days and you would be entering 6 days present 2 days. Or the total of 8. Yeah, so they should have their own line entry each and you can see that they're not full-time based on the number of days being reported.

01:29:14

Jessica Brosch

Thank you. Narissa asked, If if a facility is close Thursday before Good Friday when we talked about professional development days, will this center still be paid?

01:29:21

Angel Delorme

Substitute for that day if they were closed for a professional. So that's a PD day the day before Good Friday. Now, it's not like a closure. A PD day is like a, almost like a stat holiday that's been approved, but it's for professional development, not for an actual holiday.

So yes, you would be paid if it was already approved by your coordinator. Subsidy would be advised you should be putting it in your comments box hey the day before good Friday was our PD day which was approved.

And please note that that's the day. So yes, we would pay it if it's been approved by your coordinator ahead of time, we would have been notified and you you were indicating it on your facility report.

So yes, we would pay it. It's like treated like a holiday, so. Yes, but not exactly like a holiday Are you, was she also wondering whether she'd be paid for good Friday?

Yeah, because they would be closed. It would be no difference than Christmas and boxing being too consecutive. Stat holidays. So PD days are treated like a stat holiday in the sense that they've been approved to be closed and paid on that date.

But if it happens to back onto another stat holiday, yes, you would be paid. As long as you're open one day prior or after. The event. So in this case Good Friday had Easter Monday, it gets a little complicated but if you were open the day before the PD day then you're fine.

So you still have to meet the open one day prior one day after but PD day is it's treated like a stat in that situation. Just like we were talking about Christmas and boxing.

01:30:55

Jessica Brosch

Okay, Sharon asked if a subsidized child exceeds the allowable absences we charge the parents. But will we begin, will we be paid for the parent revenue fee grant who pays that or do we build a family or does the going to be covered.

01:31:11

Angel Delorme

If that changes, you would be advised. But currently, yes, the PD. Yeah, the absentee is treated as an attended day. Like that. So it would be the same at your rather than subsidy paying for it, the parent anticipating for it.

So then we would pay the revenue grant. Yes. Thank you. Linda asked for school age, early dismissal. If school just missed at 1130, will we not be paid? For an in service. As it has policy states that if there is an early dismissal it's treated like period care which which is why it was brought up there so No, you would not get paid as an in service date.

If that is an issue, you would have to take that up with the coordinator and ask for something more.

01:32:13

Jessica Brosch

Thank you. Interpret asked if a kindergarten child goes to school on alternating days and I marked them absent as they were away at school. Would subsidy be paid for the 20 days or just the days attended at the facility?

01:32:24

Angel Delorme

Okay, that's that's always a tricky one because it really depends on the expectation. Like, you are going to run out of absentees if that happens. And once they do, they run out.

So if you can't share that space with somebody who maybe needs Tuesdays and Thursdays or alternating days where the child is actually. In school and not attending your facility. Then yes, they, once the absent days run out, the parent is responsible for it.

01:33:05

Jessica Brosch

Thank you. Tommy asked, can we charge for days with inclement weather?

01:33:12

Angel Delorme

Yes, so that's what I had talked about snow days that more common in rural areas. If a facility has to close because they don't have the staff or the parents can't get in because of bad weather.

The facility can close but they have to bill all parents not just subsidy all parents have to be built equally then if that is the case, you can build subsidy, but you need to indicate it on your facility report that Likely, March 10th was a snow day.

And our facility was closed and we build all parents for it. So you have to indicate all that information on your facility report, market as We can market as open. Because you're asking for payment otherwise it's not going to go through. But if you market as close, we're gonna fix it for you. So don't worry. But make sure you're clear. That this is a storm day. Nobody was there. We build all parents.

We're asking subsidy to pay it. You can also market us closed and say, we were closed this day. We charged no parents. And subsidy will also not pay that day. So. That's how that would be reported.

01:34:22

Jessica Brosch

Okay, we have time for just a couple more questions. So Terry asked, How do we report full day kindergarten?

01:34:28

Angel Delorme

Is it full day or like every day? It's It sounds like it's full day every day. It depends on how much care is being used. If it's 0 to 4 h care. Then it's 0 to 4 h care. If you're asking for 4 to 10 because they are there for, because the tail end of it, sometimes it does equal 4.

Or more, then you would charge 4 to 10. So yeah, it depends and sometimes you can get age exemptions to have those kids considered to be school age so that you're now using period care rather than.

You know, wasting a whole preschool slot on a child that's only there for before and after. So a lot of rural areas will do that to free up their their spaces for preschool because they have more demand for preschool than they do for school age.

They'll use their school age slots and ask for age exemptions to have them put. In that type of a category so that they're doing period care for children that are only there for before and after.

So it happens. There is alternative choices for what can be done, but you would have to go through your coordinator to get those age exceptions. Hopefully that answers that question. If not, call us. I need to talk to your coordinator both those.

01:35:44

Jessica Brosch

Yeah. Okay, so Sharon Jet, asked, can you move an infant to preschool without an exemption letter?

01:35:55

Angel Delorme

Prior to turning 2. You cannot move a child from one category to another without an age exemption at any time. Always have to have it especially with the infant of preschool if you're you're Even though they're now the same rate you cannot charge or ask for payment of an infant in preschool slot without an H exemption or vice versa.

They have to have them and are they are the question about moving them into the preschool room is that's a different story That's a good. It wasn't specific to rooms, but just can you move in anything to preschool without exemption?

So as far as payment goes, no, an exemption is required to move categories ahead of that birthday, especially on infinite preschool. Because that is a finite date of age of 2. School age, there's some only flexibility in that summer where they're transitioning from preschool to school age, but infantry school know there's no flexibility.

If you're talking about moving it from room to room, that's a question for your. That's not a subsidy question. I can't answer to that. If you're asking about moving it from room to room, the, yeah, you gotta gotta talk to your coordinator, sorry.

01:37:09

Jessica Brosch

Thank you. So we are at the end of our questions. We just want to remind everybody to please contact your the advisor or the subsidy information. Email or phone number or contact your childcare coordinator with specific licensing or subsidy questions.

We will take back any questions that we have not addressed today that we've missed and try to follow up with those with some information.

01:37:38

Jason Booth

Thanks so much Jessica. Thank you to Angel Delorme, Karla Kernasted and Jessica Brosch. This has been child care subsidy program and facilities reporting orientation session. Once again, this webinar will be available on our website within the next few business days.

Thank you and have a wonderful afternoon. Bye!