Child Care Subsidy Program

Seas Success:
What's on the Horizon

Fall 2026 BPRO Training

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

VIRGINIA DEPARTMENT OF EDUCATION

Agenda and Overview

- **Guidance Updates/ What's on the Horizon**
  - Recently implemented guidance updates
  - CCSP TANF Polit Change
  - Auto-closure in phased stages
- **Child Care PASS: Attendance Tracking Update**
  - PASS data along with planned enhancements
  - Emergency Unscheduled Care (Snow Bucket)
- **Waitlist**
  - Reset action taken since May, stats on progress, clearing the waitlist, and increasing enrollment
- **Slot Allocation Update**
  - Status of slot allocations since April update and where we go from here
- **Provider Fraud Prevention Updates**
  - Get an overview of the new provider fraud investigation process
- **WIC Data Transfer**
- **Discussion and Questions**

Section 1:

Guidance Updates

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CCSP Guidance Manual Updates

- Transmittal 226 and the Memo outlining changes are live on Fusion as of August 27, 2026.
- We are currently working on T227.
  - With every guidance transmittal, VDSS/VDOE collect FAQs raised by LDSS and RPCs to ensure clarity within the guidance and to address common questions proactively.
- **Key Changes**
  - **Redetermination Packet:** The redetermination packet consists of the Notice of Redetermination, the Child Care Subsidy Redetermination Application, and all applicable verifications required to determine continued eligibility for the household.
  - **PASS References and Policy:** The Provider Attendance and Scheduling System, or Child Care PASS, was rolled out as the system of record for CCSP electronic attendance tracking in December 2025. This required extensive system reference and policy revisions to the Guidance Manual.

CCSP TANF Pilot Changes

- VIEW pilot removes hours from the Activity & Service Plan (ASP), leaving CCSP without required documentation to determine part-day vs. full-day care.
- To ensure uninterrupted care and consistent statewide processing, all VIEW children will receive **full-day authorizations** during the pilot (existing school-age exceptions remain).
  - This approach prevents VaCMS errors and avoids delays or gaps in care caused by missing hour data.
  - Supports stability for families and alignment with VIEW participation expectations throughout the demonstration period.
- **Existing CCSP cases:** Apply full-day at next redetermination or VIEW plan update—whichever comes first.
- **New applications (on/after Oct 1, 2026):** Apply updated rules immediately.
  - Avoid retroactive changes unless needed to prevent loss of care; document these in case narrative.

Auto-Closure Part 1-November Release

- **Automated Communication to Families**
  - Families will receive the Child Care Communication Form when their child reaches 30 consecutive days of no attendance.
  - Notice instructs families to review attendance with the provider, correct any missing PASS entries, or contact their case manager if care needs have changed.
  - Clarifies that no action is being taken on the authorization at this time.
- **Automated Communication to Providers**
  - Providers receive the new Provider Communication Form when 30 consecutive days of no attendance occur.
  - Notice prompts providers to verify/update PASS attendance, report enrollment changes, and contact KinderSystems for technical issues.
- **Case Manager Notification/ Alert**
  - Case Managers will receive an automated alert triggered in their Task and Reminders at the same 30-day non-attendance threshold. *This alert is not new*
  - Alert informs staff that:
    • The child has reached the 30-day no-attendance mark.
    • Provider and family communication forms have been issued.
    • Case Managers should be prepared to support families/providers who respond with questions or report changes in care needs.

Auto-Closure Part 2- 2027 Release

- **Socialization with LDSS, Families & Providers:**
  Planned outreach to clearly explain the 30-day no-attendance communication process and expectations for families and providers.
- **LDSS Workgroup Engagement:**
  A collaborative workgroup will be formed with LDSS to gather feedback, refine processes, and ensure smooth implementation statewide.
- **Data-Driven Process Review:**
  Following the November 2026 implementation, data will be collected on the number of impacted cases/children to inform adjustments, improvements, and future policy direction.
- **Goal for 2027:**
  Strengthen understanding, ensure consistent practice, and prepare stakeholders to effectively support families and providers.

Section 2:

PASS: Attendance Tracking Updates

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PASS Enhancement Status

Issue	Status
Payment Screen	**Updated**: New Payment Detail Features have been added: Payment summaries, detailed daily attendance information, expanded export options, and payments are visible sooner. **Ongoing**: Refining filter and search functionality.
VaCMS CR918	**Ongoing**: Proceeding with development, implementation and testing activities related to required changes.
Absence Counter	**Ongoing**: Ability to see yearly absence totals per child. JAD sessions have concluded and currently in the design phase. **Interim Workaround**: Email childcarepass@doe.virginia.gov to request absence totals for specific child IDs
POSO/Authorization Change Alerts	**Ongoing**: System alerts when authorization information changes **Interim Workaround**: Regular POSO review prior to customer billing
Electronic POSOs	**Ongoing**: Child copay, pdf export capability

Emergency Unscheduled Care (EUC)

Formally known as Snow Day/Emergency Bucket in VaCMS

- This bucket has been renamed to better reflect its use, but its functionality remains exactly the same.
- When a child is authorized for a part-day schedule but unexpectedly needs a full day of care due to an unscheduled closure or schedule change, the additional units are drawn from the EUC bucket in VaCMS and sent to PASS.
- Common scenarios include school-age children with school closures for weather, power outages, water main breaks, or other emergency situations. This can also apply when a non-school-age child has a standing appointment that is canceled, resulting in the need for full-day care at the center.
- This functionality will go live with the November 2026 release.

Resources for Providers, Families & Stakeholders

- **KinderSystems Support:** training, registration, and system questions
  - Email (supportva@kindersystems.com) or phone (1-888-211-6884)
- **VDOE Child Care PASS Inbox:** policy or provider PASS questions
  - ChildCarePASS@doe.virginia.gov

- **Key Resources:**
  - VAPASS Infosite (training, support, payment calendar, quick reference cards (QRCs), CCMS listing, FAQs):
    - https://vapass.info
  - VDOE Child Care PASS Page (Policy updates, communications, and FAQs):
    - www.childcare.virginia.gov/providers/child-care-subsidy/child-care-pass
  - VDOE CCSP Communications Page (Provider and Parent letters and memos):
    - www.childcare.virginia.gov/families/paying-for-child-care/communications

Section 3:

Wait List Reset

Continuing the Momentum

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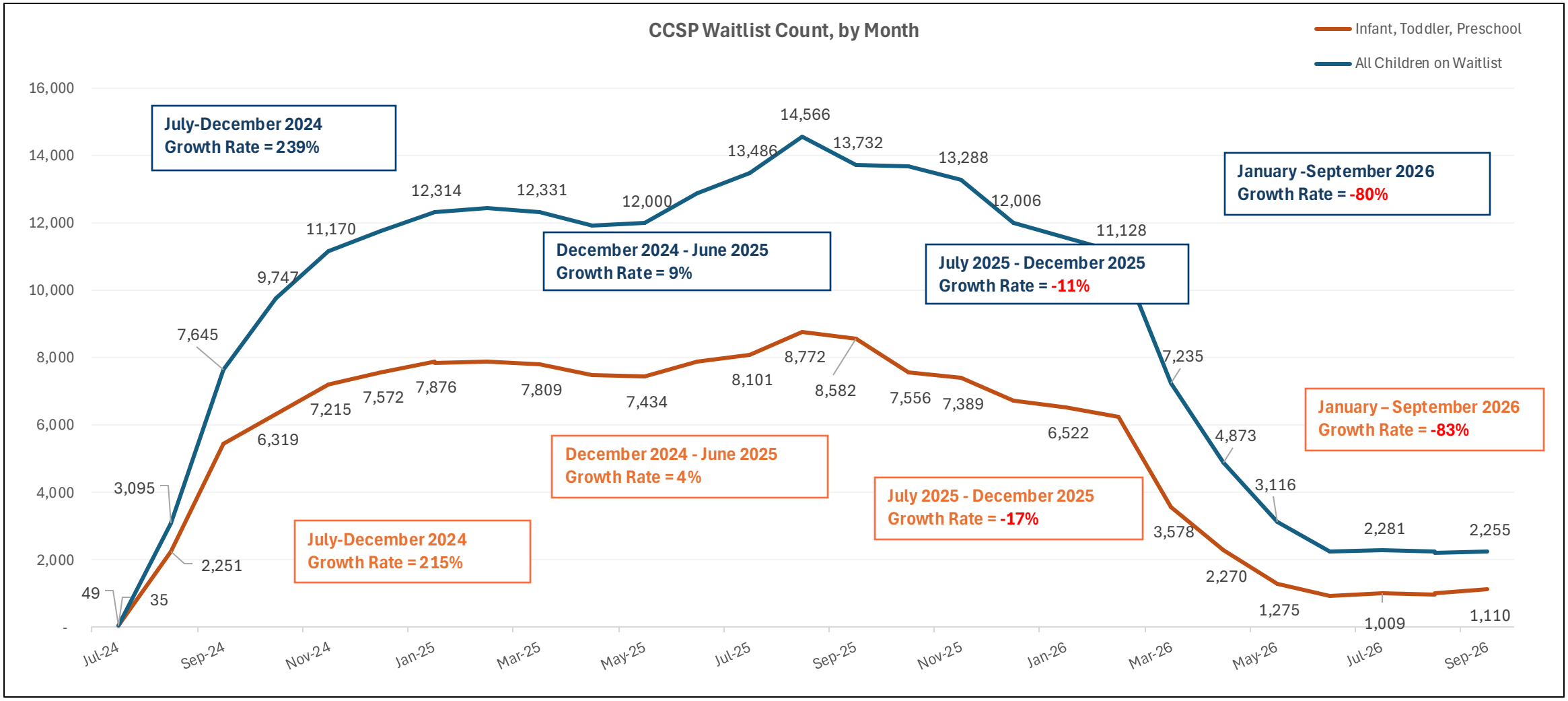
CCSP Waitlists (June 2024-Sep 2026)

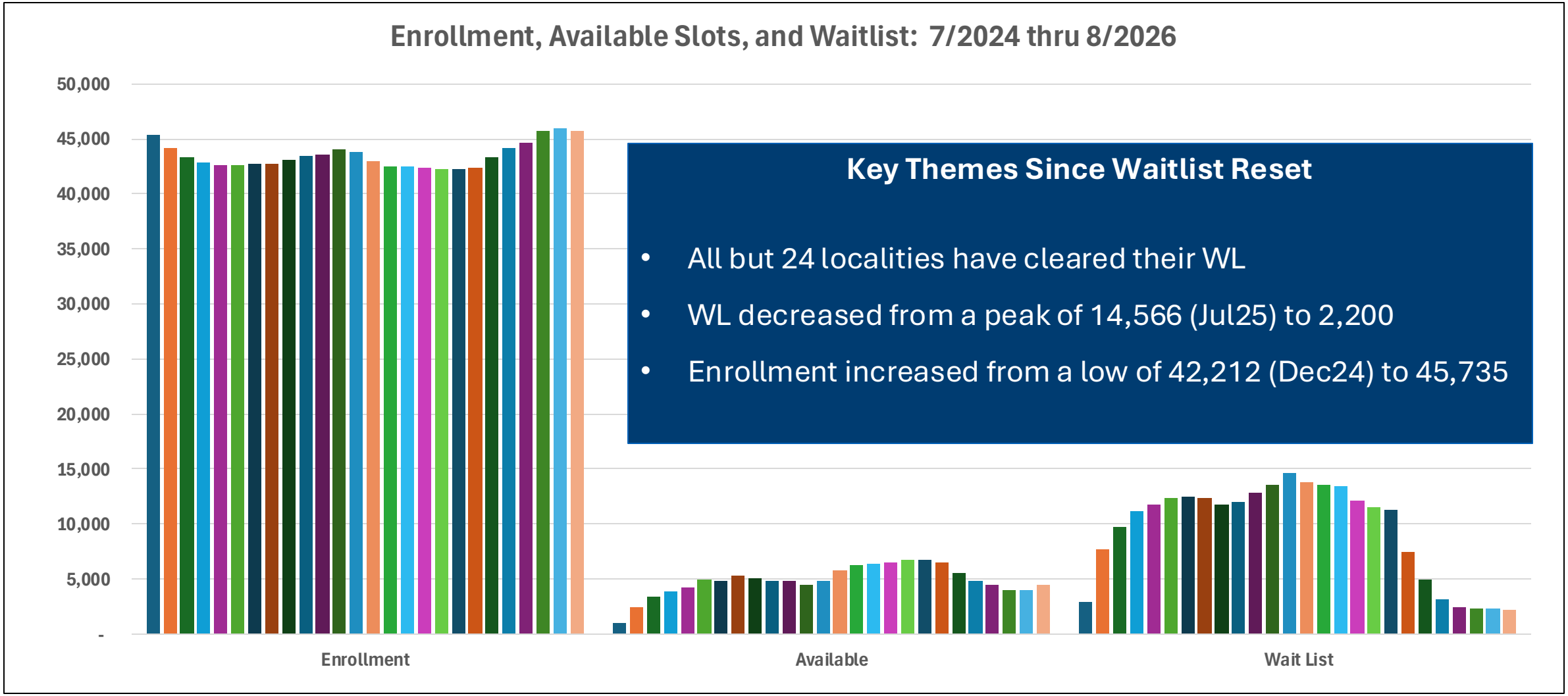


Continued Mandate to Maximize Available Resources

The General Assembly directed VDOE to maximize all available funding to meet family demand for ECCE services.

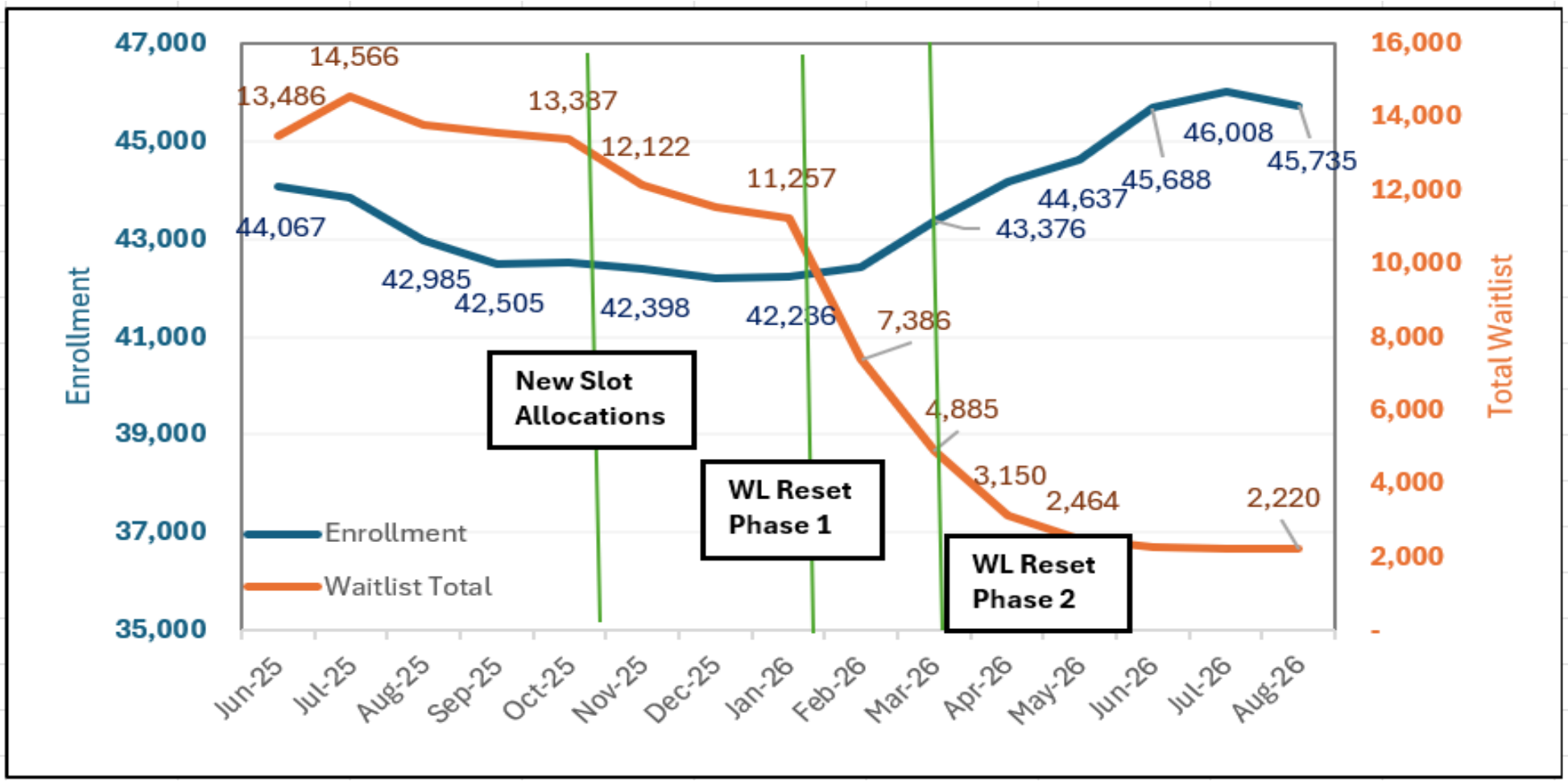
- § 22.1-289.03 of the *Code of Virginia* requires VDOE to reallocate slots annually to ensure all funding appropriated for ECCE is used to meet family demand for services across the system.
- Current budget language directs DOE to establish child targets at the local level, while ensuring local mechanisms "for maintaining waitlists *if family demand exceeds the targets*."
- SFY27 budget included an increase in the investment in child care subsidy to provide sufficient slots to clear the waitlists.

Impact on Enrollment & Waitlist Trends



LDSS Action and Results

CCSP Waitlist and Enrollment Counts Through August 2026



Phase 3: September 2026

Slots Offered to All Families and Increase in Slot Availability

- On September 1st, local Directors received individual letters regarding their accomplishments to date and actions to take during Phase 3.
- Approximately 4,200 additional Fee slots were allocated to localities, based on projected needs through the end of the current fiscal year.
- Additional slots remain available for allocation as needed upon request in VaCMS.
- Localities were notified to offer slots to ***all families*** on the WL within a specified timeframe (based on historical enrollment capacity). Nonresponsive families are to be removed from the WL.
- **Localities without a WL should not be placing children on a new WL until further notice.**
- Additional information was requested from localities with WL cases that do not appear to have been updated in the past several months.

Waitlist Processing Updates

Effective September 1, 2026 – New Procedure for Existing Applications

- To reduce barriers for families being served from the Waitlist (WL), Case Managers may use an existing CCSP application when the application is less than 60 days old and available in DMIS.
- Re-register the existing application to obtain a new T number and associate it with the pending WL case.
- Use the intake interview date as the effective begin date.
- Document the application and T number used in the case narrative.
- If the application is more than 60 days old, a new application is required.

Waitlist Processing Updates Continued

Coming November 2026 – Tier Group Required in VaCMS

- The Wait List Priority Group will become a mandatory field during the WL Driver Flow and Authorization Management process: Tier 1, Tier 2, or No Priority Group.
  - The system will evaluate all eligible children in the case and identify the highest priority group based on the children's priority criteria.
  - The highest priority group identified will be assigned to all applicable authorizations for children in the case.
  - If a child meets applicable Special Needs criteria, the system will automatically create a Special Needs Rate record using the authorization begin date to support the applicable rate calculation.
- These enhancements will help ensure families are served in the appropriate order based on priority group and that applicable Special Needs rates are accurately supported during authorization creation.

Section 4:

Slot Allocation Updates

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Slot Allocation: Two-Part Framework

#1 Adjusting Local Slot Allocations

- Starting in October 2025, slot allocations were based on historical enrollment trends.
- In September 2026, VDOE allocated ~ 4,200 additional slots as the result of an increase in state general funds provided for the purpose of clearing the waitlist.
- By accounting for prior processing capacity when increasing targets, VDOE aims to ensure that localities have slots available to utilize through each fiscal year end.

#2 Maintain Reserve of State-level Slots

- Since October 2025, VDOE has reserved statewide slots available for immediate need.
- Until further notice, additional slots may be requested when a locality has met its target.

Ongoing Goals: Eliminate large numbers of unused slots, meet true child care needs, increase statewide enrollment, and eliminate remaining waitlists.

State Requests and Adjustments

- **Slot requests from state reserve:**
  - Additional slots may be requested in VaCMS when the locality has met its target. Requests should include a comment that supports the request.
  - Requests are reviewed and processed within 2 business days.
  - VDOE will continue to notify LDSSs of the state reserve balance on Fusion and in the monthly funding adjustment emails.
- **Ongoing monitoring and adjustments:**
  - VDOE is regularly monitoring slots, enrollment, and WL reports to assess additional needs. Slots may be adjusted to prevent a locality's processing disruption.
  - The statewide reserve may be adjusted up or down throughout the year based on projected available funds.

Section 5:

Provider Fraud Prevention Process

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The Process at a Glance

One referral. Five steps. Each step has a clear owner.

1	**Intake & Triage**	**VDOE**	Receives the allegation and determines whether it should be referred. VDOE may receive allegations from families, local DSS, licensing inspectors, or anonymous online submissions. Any concern can be sent to providerservices@doe.virginia.gov.
2	**Referral**	**VDOE → Fraud Management → LDSS**	VDOE sends the referral; Fraud Management logs it and routes it to the locality.
3	**Investigation**	**LDSS**	Local investigator conducts the investigation. Fraud Management supports and monitors.
4	**Findings & Review**	**LDSS → Fraud Management**	LDSS documents the findings; Fraud Management reviews the completed package before routing to VDOE; Fraud Management may ask LDSS for more documentation or clarification, if needed before routing forward.
5	**Post-Investigation**	**VDOE / LDSS / Fraud Management**	VDOE handles program action; LDSS may pursue criminal referral; Fraud Management tracks outcomes.

VDOE = program • LDSS = investigation • Fraud Management = coordination

VDOE: Program Authority & Referral Source

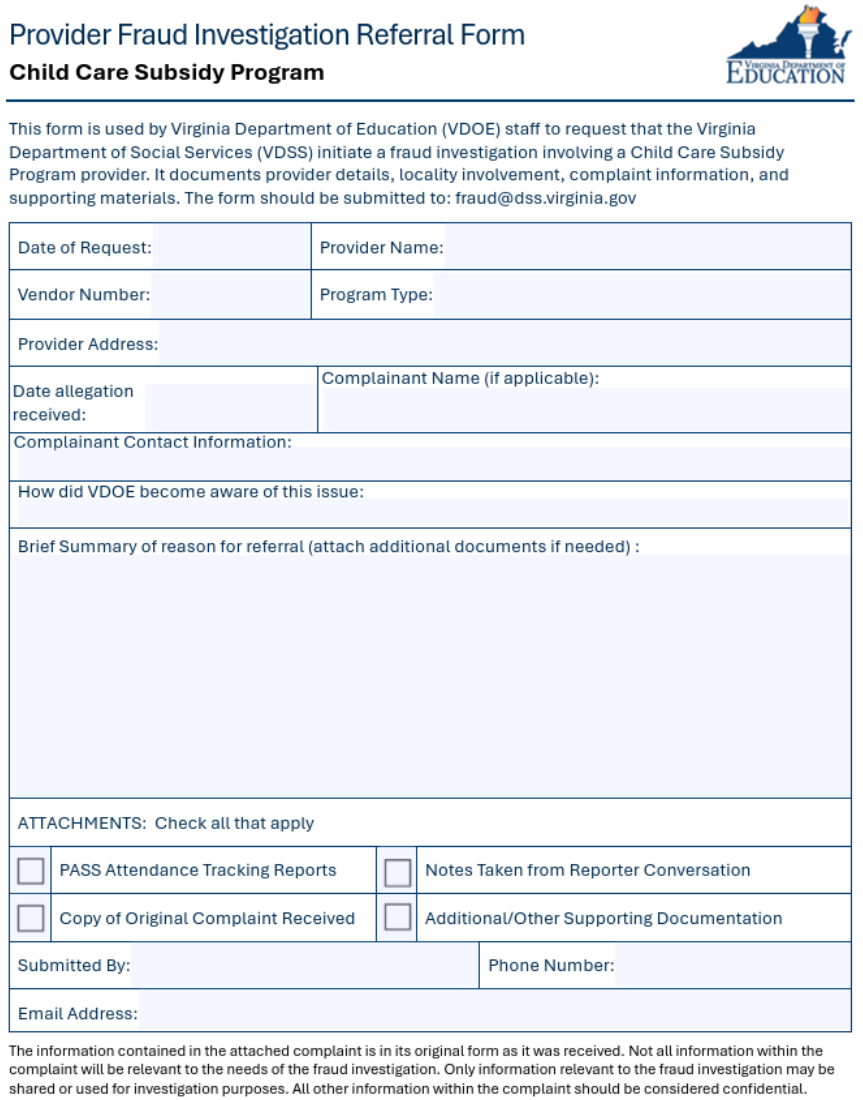
VDOE starts the process and remains the CCSP program authority throughout the case.

1	**Receive & review**	Document the allegation, assess credibility, and determine whether a provider fraud referral is appropriate.
2	**Prepare the referral**	Complete the standardized referral and include available supporting documentation.
3	**Support the investigation**	Answer program or policy questions and provide available information that may assist the investigation.
4	**Act on findings**	Review final investigative information and determine applicable provider/program action and due process.

KEY POINT: VDOE owns the program side of the process.

Standardized Provider Fraud Referral Form

- **Consistent Referral Information:** VDOE completes the standardized with provider details, allegation information, and the reason.
- **Supporting Documentation:** Available records, such as PASS attendance reports, complainant information and other relevant documentation will be identified and included as applicable.
- **Investigative Preparation:** The information provided will give the local investigators a starting point for reviewing allegations, identifying potential discrepancies and determining the appropriate investigative steps.
- **Feedback Encouraged:** As this process is implemented, investigators are encouraged to identify additional information or documentation that may improve the referral process.



Provider Fraud Investigation Referral Form

Child Care Subsidy Program

This form is used by Virginia Department of Education (VDOE) staff to request that the Virginia Department of Social Services (VDSS) initiate a fraud investigation involving a Child Care Subsidy Program provider. It documents provider details, locality involvement, complaint information, and supporting materials. The form should be submitted to: fraud@dss.virginia.gov

Date of Request:	Provider Name:
Vendor Number:	Program Type:
Provider Address:	
Date allegation received:	Complainant Name (if applicable):
Complainant Contact Information:	
How did VDOE become aware of this issue:	
Brief Summary of reason for referral (attach additional documents if needed) :	
ATTACHMENTS: Check all that apply	
☐ PASS Attendance Tracking Reports	☐ Notes Taken from Reporter Conversation
☐ Copy of Original Complaint Received	☐ Additional/Other Supporting Documentation
Submitted By:	Phone Number:
Email Address:	

The information contained in the attached complaint is in its original form as it was received. Not all information within the complaint will be relevant to the needs of the fraud investigation. Only information relevant to the fraud investigation may be shared or used for investigation purposes. All other information within the complaint should be considered confidential.

VDSS Fraud Management: Central Coordination Point

Fraud Management keeps the process connected from referral through final handoff.

1	**Receive & track**	Confirm receipt of the VDOE referral, log the case, and maintain statewide tracking.
2	**Send to LDSS**	Identify the appropriate locality and provide the referral and supporting information.
3	**Support & coordinate**	Provide investigative guidance and coordinate questions or information needs with VDOE.
4	**Monitor updates**	Review monthly Fusion tracker submissions and follow statewide case progress.
5	**Review & return findings**	Review the investigative summary and supporting evidence, then coordinate final findings back to VDOE.

KEY POINT: Fraud Management is the bridge between VDOE and the local investigation.

LDSS Fraud Investigator: Own the Investigation

The local fraud investigator conducts, documents, and brings the investigation to a supported conclusion.

1	**Review the referral**	Review the allegation and supporting documentation and identify what needs to be verified.
2	**Investigate**	Complete appropriate investigative steps, gather evidence, and interview parties or witnesses when needed.
3	**Keep the case updated**	Submit the monthly Fusion tracker and communicate significant developments, barriers, or assistance needs.
4	**Document the findings**	Clearly document investigative actions, evidence, findings, and any applicable provider overpayment.
5	**Submit & follow through**	Complete the standardized Investigative Summary and submit the summary and supporting evidence to Fraud Management.

SUPERVISORS • RPCs • REGIONAL DIRECTORS Support assignment and progress, help connect resources, reinforce the statewide process, and elevate recurring barriers.

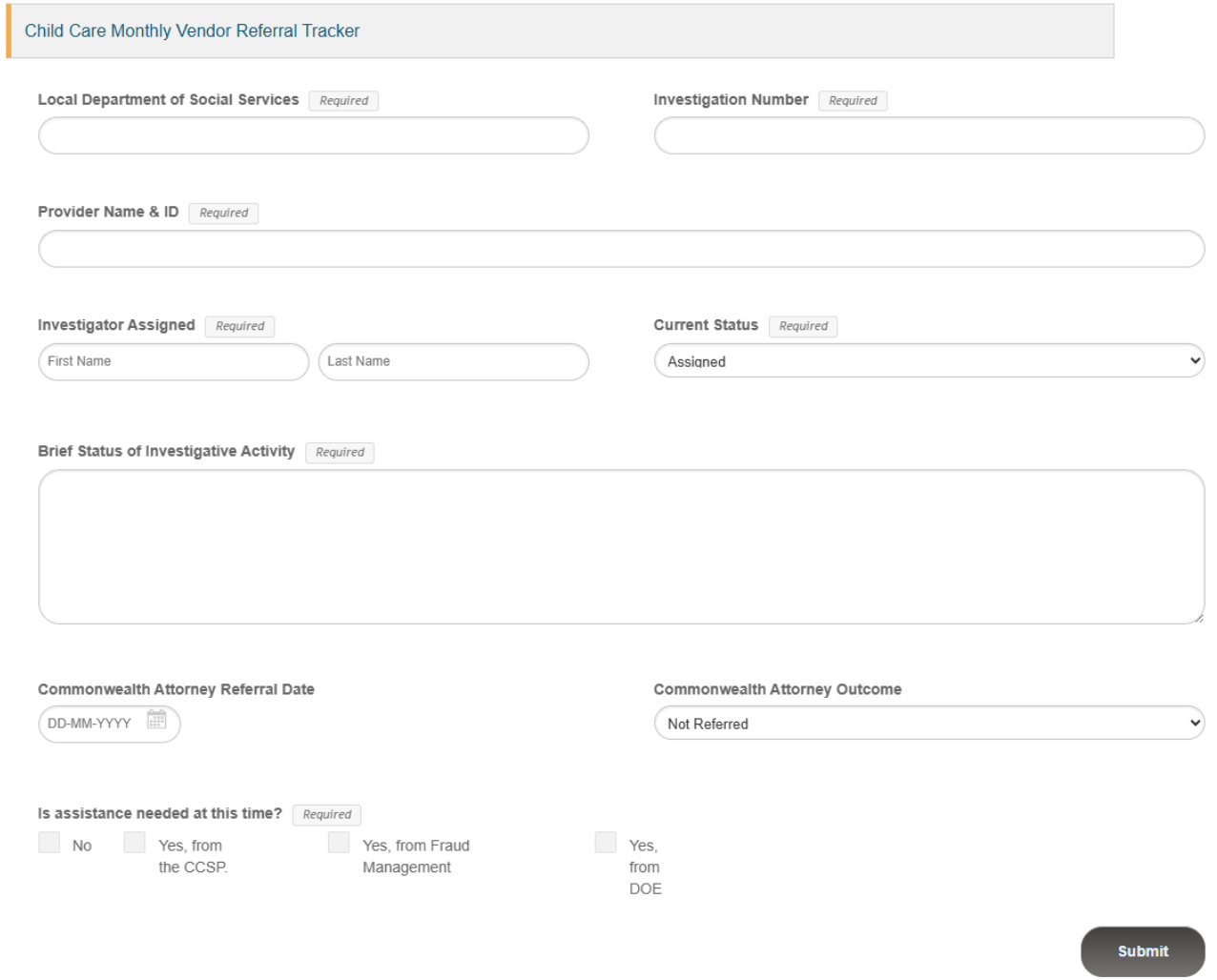
Monthly Provider Referral Tracker — Due by the 5th

- Complete the tracker by the 5th of each month for active referrals.
- Fusion → Fraud Management → Fraud Links → Child Care
- No separate monthly status email is required.

Monthly tracker fields

- Current status
- Brief status of investigative activity
- CA referral date/outcome, when applicable
- Assistance needed: CCSP, Fraud Management, or DOE
- No separate monthly status email required.

[Fusion Child Care page]



The Investigative Summary

When the investigative work is complete, close the loop in this order:

1. **LDSS completes the Investigative Summary**
   Document the allegation, evidence, key facts, witnesses/documents, overpayment if applicable, and recommendations.

2. **LDSS makes the investigative determination**
   Select one: Substantiated • Unsubstantiated • Inconclusive.

3. **LDSS sends the package to Fraud Management**
   Submit the completed summary and supporting evidence for review.

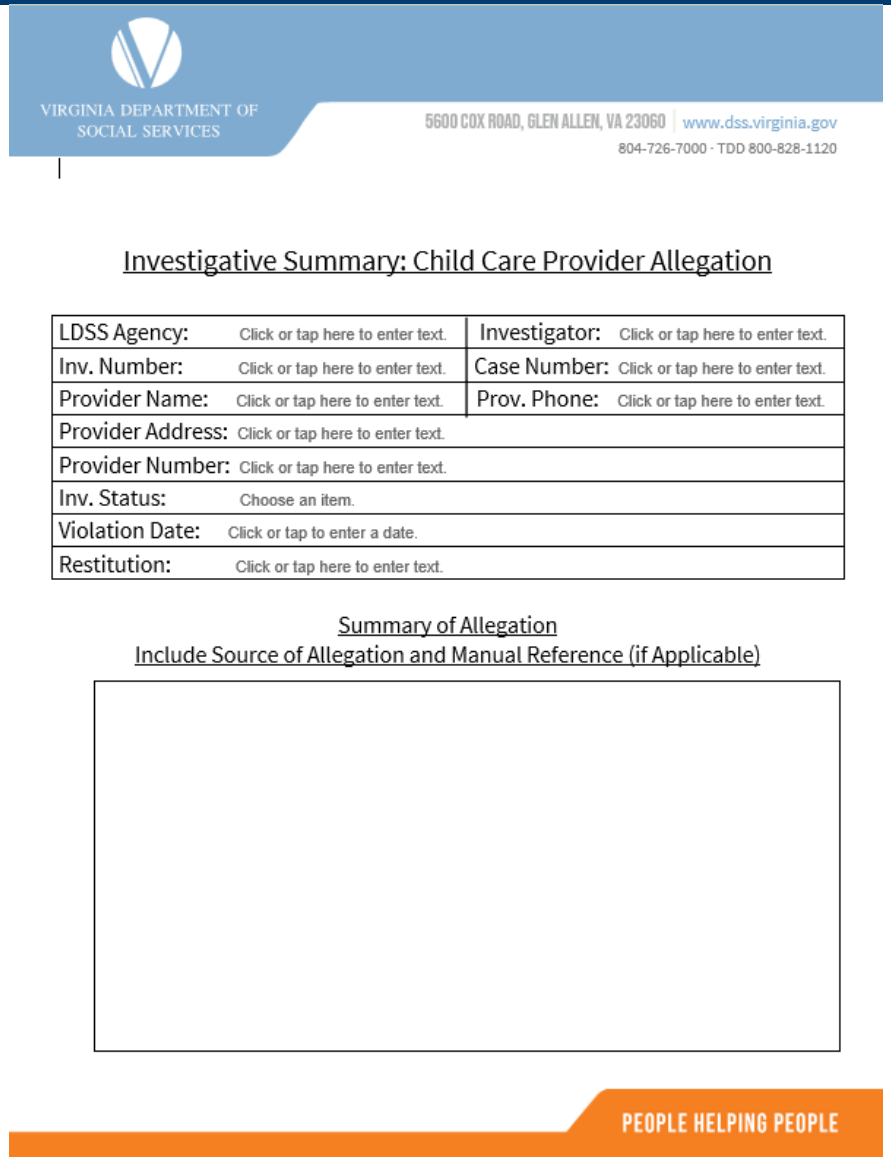
4. **Fraud Management reviews and returns findings to VDOE**
   VDOE determines program consequences and due process. LDSS may pursue criminal referral when appropriate. VDSS Fraud Management requests that LDSS keep VDSS informed when a criminal referral is pursued so that VDSS can ensure VDOE is also kept informed.

Important: the investigative finding and the program consequence are separate decisions.

Standardized Provider Fraud Investigative Summary

Documenting Investigative Findings and Communicating Outcomes

- **Investigator Responsibility:** The LDSS Fraud Investigator completes the standardized Investigative Summary upon completion of the investigation.
- **Investigation Information:** The summary captures provider and case details, investigation status, violation date, restitution amount and a narrative of the allegation.
- **Findings and Documentation:** Investigators should provide a clear, factual summary of the investigative activity, evidence reviewed and findings supporting the reported outcome.
- **Final Submission:** The completed summary is submitted to VDSS Fraud Management for review and forwarding to VDOE.



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5600 COX ROAD, GLEN ALLEN, VA 23060 | www.dss.virginia.gov

804-726-7000 · TDD 800-828-1120

Investigative Summary: Child Care Provider Allegation

LDSS Agency:	Click or tap here to enter text.	Investigator:	Click or tap here to enter text.
Inv. Number:	Click or tap here to enter text.	Case Number:	Click or tap here to enter text.
Provider Name:	Click or tap here to enter text.	Prov. Phone:	Click or tap here to enter text.
Provider Address:	Click or tap here to enter text.		
Provider Number:	Click or tap here to enter text.		
Inv. Status:	Choose an item.		
Violation Date:	Click or tap to enter a date.		
Restitution:	Click or tap here to enter text.		

Summary of Allegation

Include Source of Allegation and Manual Reference (if Applicable)

PEOPLE HELPING PEOPLE

Walk-Through: What This Looks Like in Practice

Follow the case from referral through final handoff.

VDOE	Reviews allegation and sends the referral with available supporting information.
↓	
FRAUD MANAGEMENT	Logs the referral, sends it to the locality, and remains available for coordination.
↓	
LDSS INVESTIGATOR	Conducts the investigation, documents activity, and updates the Fusion tracker by the 5th.
↓	
LDSS → FRAUD MANAGEMENT	Sends the completed Investigative Summary and supporting evidence.
↓	
FRAUD MANAGEMENT → VDOE	Reviews the package, returns final investigative information, and continues outcome tracking.

Questions, missing information, or delays? Ask early • Keep the case moving • Use the assistance field • Contact Fraud Management

Key Takeaways

1	**One coordinated pathway**	VDOE → Fraud Management → LDSS → Fraud Management → VDOE
2	**Clear roles**	VDOE owns the program side. LDSS owns the investigation. Fraud Management is the bridge.
3	**Monthly update in Fusion**	Update each active referral by the 5th. No separate monthly status email is required.
4	**Standardized closeout**	Use the Investigative Summary to document evidence, findings, determination, and recommendations.
5	**Ask for help early**	Use the assistance field and contact Fraud Management when you need coordination or guidance.

Section 6 :

WIC Data Transfer

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Purpose

HB407 was passed into law in the 2024 General Assembly session. The bill states that any family that receives public assistance through Medicaid (MA) or the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) shall be deemed to categorically satisfy income eligibility requirements to receive assistance through the Child Care Subsidy Program (CCSP).

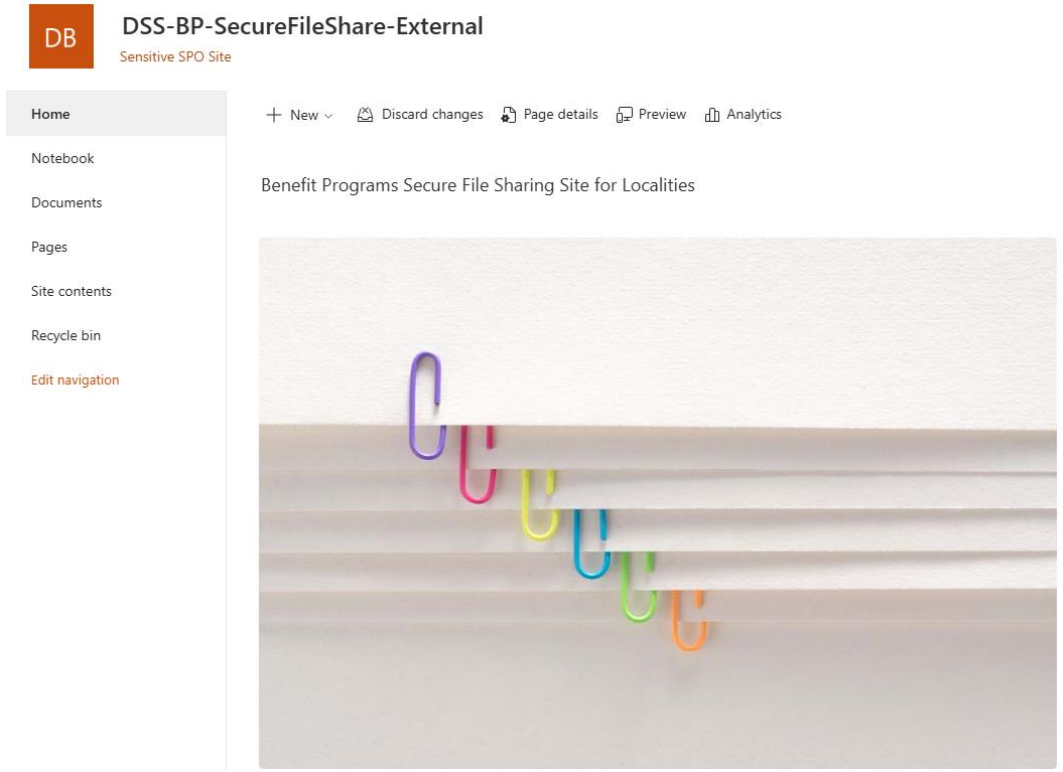
- **Currently**, If proof of WIC participation is not available to confirm enrollment, the case manager can provide the applicant with a WIC Verification form or contact the WIC office directly to gather details, such as the name of the verifying employee and the date benefits began.
- **Coming in 2027,** VDH will transfer the WIC participation data securely to VDSS. The case manager can now verify WIC participation by looking up their client on Sharepoint in the designated folder. Data will be updated on a monthly basis.
- Once WIC participation is verified, the case manager should document in the case narrative that they verified WIC participation using the data on Sharepoint, and the month verified.

Gaining Access to Sharepoint

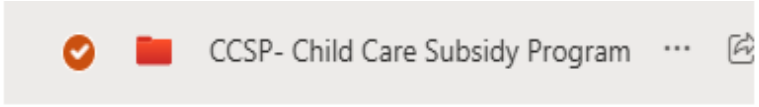
- Case Managers must request access to the Sharepoint folder through their local security officer.
- A broadcast with instructions on how to request access was sent on November 18, 2025.
  - https://fusion.dss.virginia.gov/broadcasts/article/14075/secure-file-sharing-with-local-department-of-social-services

NAVIGATING BP SHAREPOINT

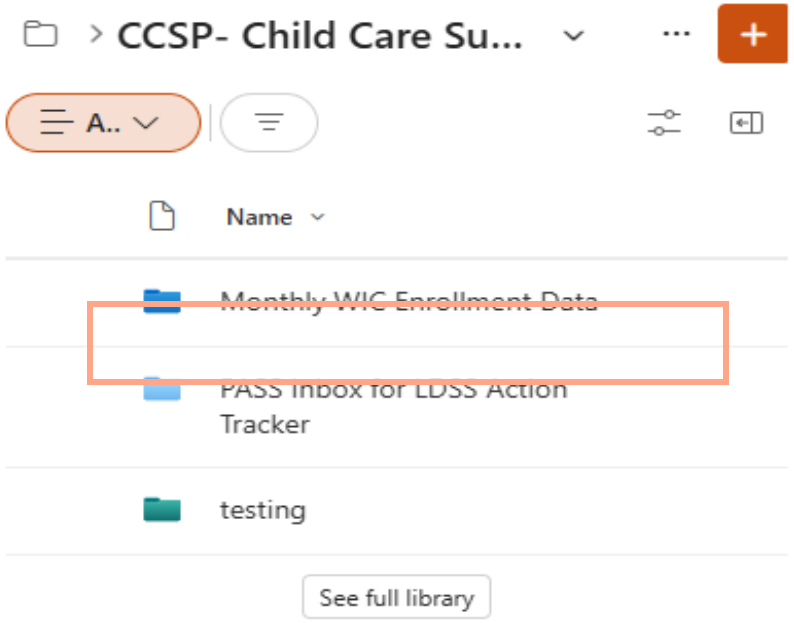
1. After access has been granted, open the DSS-BP- Secure File Share folder on SharePoint.



2. Find the CCSP Folder



3. Open the folder and locate **"Monthly WIC Enrollment Data"**



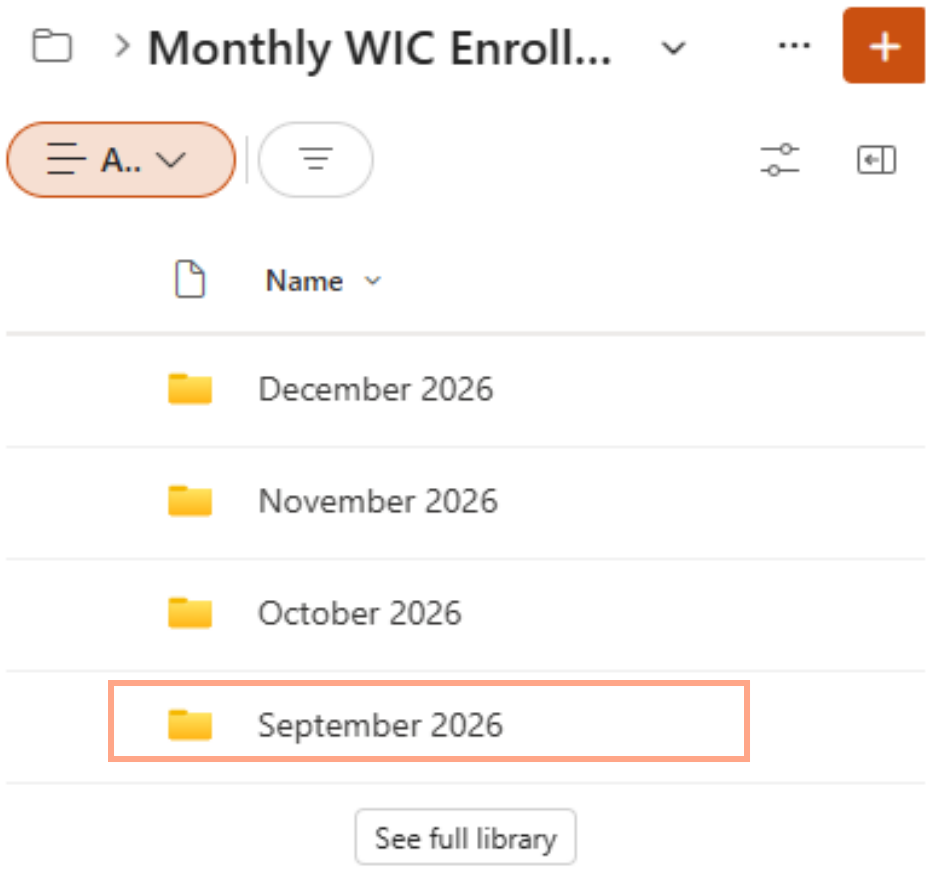
Navigating BP SharePoint Cont.

Locating Monthly WIC Reports

- After opening the main folder, you will see subfolders labeled by month and year.
- Each WIC report is stored in the folder for the corresponding month.
- Reports include all WIC recipients approved up to the end of the previous month.

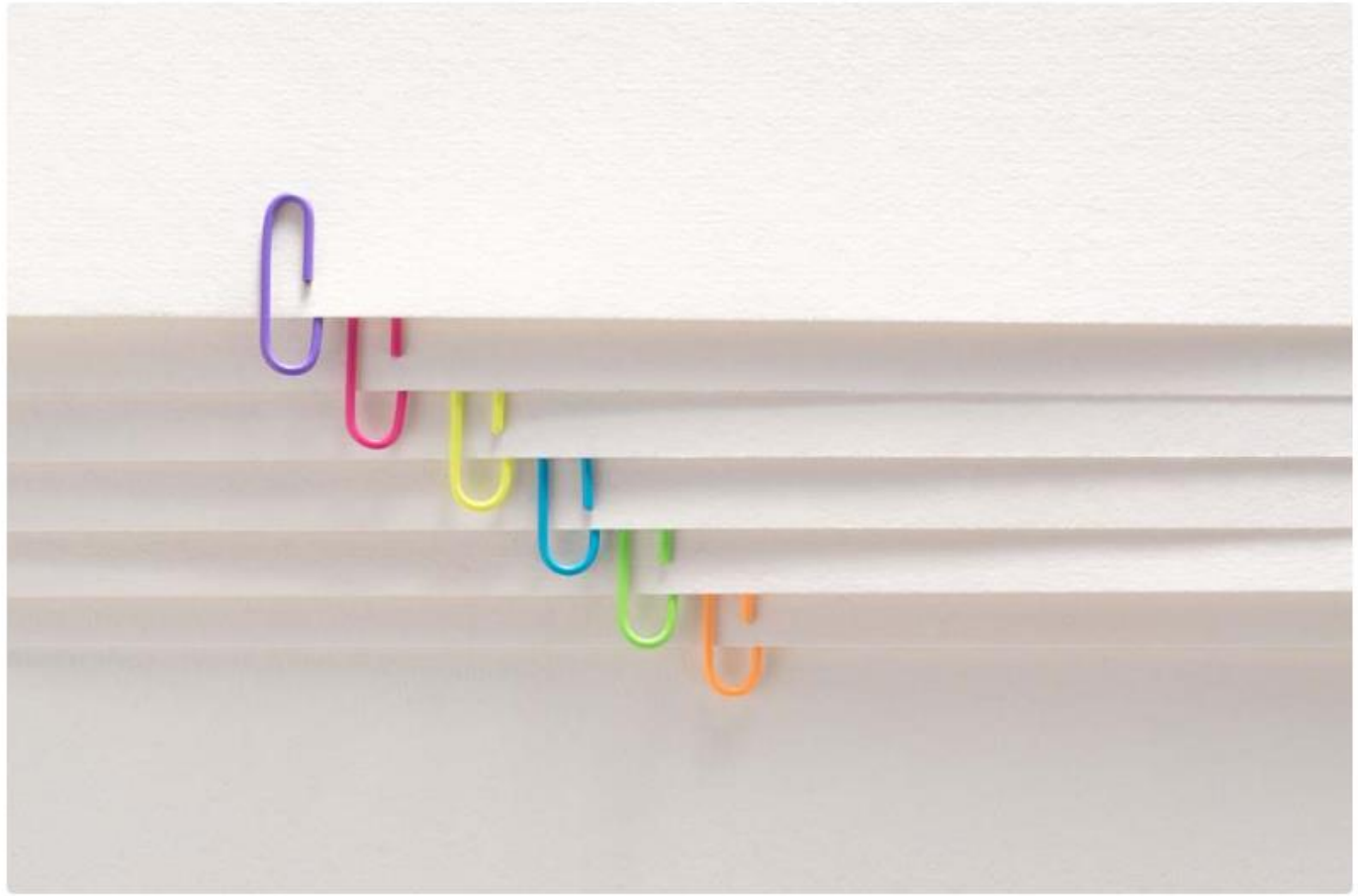
Example

- If a case is approved on September 15, 2026, the client's name will appear on the October 2026 report.
- This is because the September report only reflects approvals through August 31, 2026.

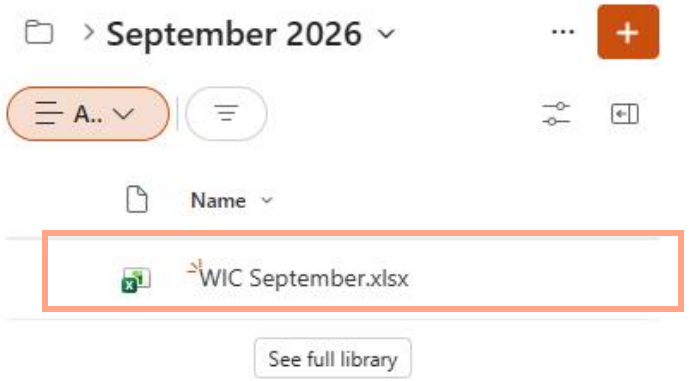


Navigating BP SharePoint Cont.

Benefit Programs Secure File Sharing Site for Localities



A WIC Verification QRG will be posted to Fusion.



- The WIC report will contain (if available):
  - First, Middle, and Last Name
  - Date of Birth
  - WIC Start and End Date
  - Physical Address
  - Mailing Address
  - Primary Phone
  - Email Address
  - Local Agency FIPS Code

Section 7:

Closing Reflections

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QUESTIONS?

J'Noie Parker
Child Care Subsidy Program Manager
VDSS
jnoie.parker@dss.virginia.gov

1. **Scan Code**
2. **Submit your question(s)!**