



COMMONWEALTH of VIRGINIA

DEPARTMENT OF EDUCATION
P.O. BOX 2120
RICHMOND, VA 23218-2120

DEPARTMENT OF SOCIAL SERVICES
801 E. MAIN STREET
RICHMOND, VA 23219-2901

October 30, 2023

Subject: Child Care Subsidy Program – Change to Manual Attendance Process

Dear Child Care Subsidy Vendor,

This letter is to inform you about manual attendance submissions for the Child Care Subsidy Program (CCSP).

In June 2022, a letter was distributed to all approved subsidy vendors to inform them about program updates, including the new method of accepting manual attendance submissions exclusively through email. In light of our commitment to assisting vendors during the pandemic, we temporarily allowed the submission of manual attendance via mail, even though the new process had been introduced.

In an effort to streamline and enhance the submission process for our vendors, effective December 1, 2023, manual attendance may only be submitted electronically via email to vendor.services@dss.virginia.gov using this [form](#).

Manual attendance must be received by the Virginia Department of Social Services (VDSS) Vendor Relations team within 30 days of the service date or it will not be processed. You may review payments and attendance by utilizing the [vendor portal](#). For information on how to navigate the vendor portal you may reference the [VaECC User Manual](#). Attendance Reports will be accepted by VDSS for entry into the VA-ECC system under the following circumstances only:

- **VA-ECC Card:** Manual attendance may be recorded when the parent/family has not yet received their VA-ECC swipe card. If the parent does not possess a VA-ECC swipe card within one week, it is essential to promptly notify the local department of social services.
- **POS/IVR Problems:** In cases where the POS device has not been installed or the POS/IVR system is not functioning for the parent/guardian to check in/out, vendors should report the system or device malfunction to the manufacturer within 24 hours and document this report.
- **Retroactive Authorization:** If a local department of social services issues a POSO with an effective date preceding the issuance date, authorized attendance recorded outside the nine-day back swipe limit (current day plus previous eight days) may be reported manually.

As a reminder, vendors and families are expected to use the VaECC system to track attendance. Manual attendance should be used only in unusual circumstances unless otherwise agreed upon with a vendor. Beginning December 1, Vendor Relations will be monitoring manual submissions and

reserve the right to prohibit future manual attendance submissions from individual vendors that appear to be using this method extensively without prior agreement.

We kindly request that you familiarize yourself with this process and use the provided form for all future manual attendance submissions starting from December 1, 2023. **Vendor Manual Attendance Reports will not be processed if submitted for invalid reasons or by U.S. Mail after November 30, 2023.**

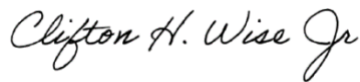
This procedure has been designed to simplify the attendance submission process, reduce administrative burdens, and enhance the accuracy and efficiency of our records. By standardizing the submission format, we aim to provide a more consistent and reliable experience for all vendors participating in the CCSP.

Please feel free to reach out to our dedicated support team at vendor.services@dss.virginia.gov for any assistance or clarifications regarding this change. We are committed to ensuring a seamless transition and are here to support you throughout this process.

Thank you for your attention to this important update, and we look forward to continuing our collaboration to provide high-quality child care services to children and families.

Sincerely,

Virginia Department of Education



Clifton H. Wise Jr.
Child Care Operations Coordinator
Office of Early Childhood Access and Enrollment



Amanda Kay
Child Care Subsidy Program Manager
Division of Benefit Programs
Virginia Department of Social Services