



Frequently Asked Questions: Care 4 Kids Opening to Families Currently on the Wait List

Who can apply for Care 4 Kids?

Families who are currently on the Care 4 Kids wait list are being encouraged to apply for the program if they believe they are still eligible. If the family is determined to be eligible for Care 4 Kids, they will be issued a certificate.

How will families be selected to apply to the program?

A letter along with a Care 4 Kids application and Parent Provider Agreement form will go out to families on the wait list, informing them they can now apply. Letters will be sent out in phases beginning mid-November. Families will be selected from the wait list according to their Priority Group and date of application, per state regulations. Families who have been on TANF within the past 5 years will have the highest priority followed by teen parents age 18 and 19 attending high school, and then families who are low-income (below 50% of State Median Household Income) and working.

When will the new applications be due to Care 4 Kids?

Families will receive a letter and application packet that should be returned to Care 4 Kids within 30 days. Families that do not return their applications by the designated due date will be removed from the wait list to enable us to consider other families. The 30-day time period doubles the minimum 15-day response time called for in regulation. The extended period is more family friendly, while balancing our objective to rapidly enroll families.

How will families know what to submit as verification with their application?

The Care 4 Kids application lists all the acceptable forms of verifications of employment, income, etc. Submitting all requested verifications along with the Application and Parent Provider Agreement form will assist with timely processing. Care 4 Kids is available to answer any questions 1-888-214-KIDS (5437).

When do Care 4 Kids benefits start if eligible?

If the family is found eligible for the program, Care 4 Kids can begin to pay for child care costs up to 15 days prior to the receipt of the new application. If a family is determined eligible, the parent and provider will both receive a certificate that indicates dates of eligibility and payment amount.

Will Care 4 Kids assist families filling out the application?

It is important to the Office of Early Childhood that the process of applying for Care 4 Kids be as simple and easy as possible for families. We are offering the following support to families:

- Care 4 Kids program team is available by phone at 1-888-214-KIDS (5437) families with questions or seeking assistance in applying are encouraged to call. Live person call support is available in English and Spanish with interpreter service for other languages available on demand. The call center is open Monday – Friday 8AM to 5PM (Thursdays until 6PM).
- The Care 4 Kids program will hold “Application Help Sessions” in the evenings as needed to help parents complete the Care 4 Kids application. These help sessions will be located in communities throughout the state.
- The Care 4 Kids website provides detailed information for families on the process to take families off the wait list.
- Information that the Care 4 Kids program is now open to families on the wait list will be promoted on the Care 4 Kids website and elsewhere by the state and Care 4 Kids.
- Through an extensive process involving family feedback, we have made the application form and process as simple and straightforward as possible.

As always, child care providers are also welcome to assist families in the complete, accurate and timely filing of their applications.

What efforts are being made to reach families who can now apply from the wait list?

In addition to an initial letter and application packet mailed to their home, the Care 4 Kids program will make follow-up phone calls to families after the letter has been sent as a reminder that they can now apply to the Care 4 Kids program. A second reminder notice will be mailed to the families 15 days after the first letter if no response has been received, with potential additional calls. Recognizing the families may have moved, the Care 4 Kids team will rapidly act when mail is returned to identify the new addresses of those families, and send a new application packet with an extended deadline.

How can families find child care in their community?

Families can call 211 Child Care to find child care providers. Call 211 Child Care at 1-800-505-1000 or visit their website www.211childcare.org.

What if a family needs child care subsidy, but is not yet on the wait list?

For the time being, new families not currently on the wait list will first register for the wait list rather than apply directly. Basic eligibility questions will apply to new waitlist sign-ups. Following state regulations, we will then reach out to these families to apply from the wait list by priority group (and within each priority group, by length of time spent on the wait list).