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I'm currently receiving child care assistance, and my employer temporarily closed due to COVID-19. I'm staying at home with my children, but plan to return to work when my employer reopens. The contract with my provider says I have to pay them even when the children do not attend or when they are closed. Will my child care assistance case close? Can I continue to use my benefits to pay my child care provider during this time?

I receive child care assistance and I am laid off temporarily because of COVID-19. My child care provider is also temporarily closed, and I am staying at home with my children. I understand that I will continue to receive child care benefits during this time and that I can use them to pay my provider. Does my family qualify to receive the extra benefits mentioned?

I am a college student and I receive child care assistance for my children while I work and attend classes. I was participating in work study for 15 hours per week on the college campus, but I can no longer do that due to the school closure. The agreement I signed said I had to be working 15 hours per week. How will this affect my eligibility for child care assistance?

I'm temporarily off work due to COVID-19, and I'm not taking my children to their child care center right now. However, the child care center is still open and they tell me I have to pay them during this time if I want to keep my children enrolled there. I will be returning to work when the pandemic is over and my children will need to be in child care then. Will my child care assistance case close since my children aren't going to the child care center now? Can I still use my benefits to pay the child care center to hold the slots for my children until I return to work?

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I receive child care assistance for school age care. My child will be attending school virtually and participating in a "Learning Pod." These consist of a few students, being taught by an educator hired privately by their parents or the parents/neighbors/friends are supervising a small group of children who are doing virtual learning. Would child care assistance be available to pay these parents or leaders of these groups?

I receive Child care Assistance for school age care. My child is home schooled (not schooled from a public or private school), but attends child care during the day. Is there any additional help available?

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### I. Child Care Assistance General Questions

**Question:** I'm being required to work extra hours due to the pandemic, and because of those extra hours, my income is now temporarily over the income limit for my household size. When things get back to normal, my hours will go back down, and my income won't stay this high. Am I going to lose my child care assistance?

**Answer:** No – If the increase is because of extra hours you're working now but is expected to go back down under the income requirement for your household size, your child care assistance will continue.

**Question:** I'm currently receiving child care assistance, and my employer temporarily closed due to COVID-19. I'm staying at home with my children, but plan to return to work when my employer reopens. The contract with my provider says I have to pay them even when the children do not attend or when they are closed. Will my child care assistance case close? Can I continue to use my benefits to pay my child care provider during this time?

**Answer:** **Will my child care assistance case close?** No – this is a temporary situation. Your child care assistance will remain open until the end of your 12-month eligibility period and you will continue to receive benefits at the same level as before.  
**Can I continue to use my benefits to pay my child care provider during this time?** Yes, you can continue to use your benefits to pay your child care provider.

**Question:** I receive child care assistance and I am laid off temporarily because of COVID-19. My child care provider is also temporarily closed, and I am staying at home with my children. I understand that I will continue to receive child care benefits during this time and that I can use them to pay my provider. Does my family qualify to receive the extra benefits mentioned?

**Answer:** No – families must continue to work and have a need for the extra benefits in order to qualify for the additional benefits.

**Question:** I am a college student and I receive child care assistance for my children while I work and attend classes. I was participating in work study for 15 hours per week on the college campus, but I can no longer do that due to the school closure. The agreement I signed said I had to be working 15 hours per week. How will this affect my eligibility for child care assistance?

**Answer:** If there are no other changes, you will continue to receive child care assistance at the same level until the end of your 12-month eligibility period. This situation will be treated the same as your summer break, as long as you intend to return when school and work study resume.

**Question:** I'm temporarily off work due to COVID-19, and I'm not taking my children to their child care center right now. However, the child care center is still open and they tell me I have to pay them during this time if I want to keep my children enrolled there. I will be returning to work when the pandemic is over and my children will need to be in child care then. Will my child care assistance case close since my children aren't going to the child care center now? Can I still use my benefits to pay the child care center to hold the slots for my children until I return to work?

**Answer:** **Will my child care assistance close since my children aren't going to the child care center now?** No – your child care assistance will continue during this temporary situation until the end of your 12-month eligibility period.  
**Can I still use my benefits to pay the child care center to hold the slots for my children**

**until I return to work?** Yes, you can continue to pay your child care provider to hold the slot for your children.

## II. Application/Eligibility Questions

**Question:** Where can I find additional care for the hours while I am working?

**Answer:** If you are in need of additional care for your child, please contact Child Care Aware of Kansas at 1-877-678-2548 or visit their website at <https://www.ks.childcareaware.org>.

**Question:** I do not currently receive child care assistance, but am interested in applying. How do I apply for assistance?

**Answer:** If you need child care assistance and have a school age child or younger children, you may apply by clicking <https://cssp.kees.ks.gov/apspsp/sspNonMed.portal> for Child Care Assistance. You may also contact your local DCF office or call 1-833-369-4777.

**Question:** If I apply in September, will I get the same amount that I would have received for August?

**Answer:** No – As with all new applications that are approved, benefits for the first month of eligibility (September) will be adjusted to only give benefits from the date of application. However, the amount of September benefits will be based on what you would have received for August. This means that if you applied in the middle of September, you would get approximately half of the amount you would have received for August.

**Question:** I work from home. Am I still eligible for child care?

**Answer:** Yes – you are still eligible for Child Care assistance while working from home.

**Question:** How do I contact my local DCF office?

**Answer:** You may call your local office or call 1-833-765-2003 (toll free) and you will be directed to the office serving your county. You may also visit your local DCF office. Information may be dropped off at the local DCF office drop box. Drop boxes are checked regularly.

**Question:** What are the income limits for child care assistance?

**Answer:**

Families of Non-Essential Workers	
Family Size	Income Limit
2	\$2,658
3	\$3,349
4	\$4,039
5	\$4,730
6	\$5,421

Families of Essential Workers	
Family Size	Income Limit
2	\$3,593
3	\$4,525
4	\$5,458
5	\$6,392
6	\$7,325

**Question:** How will I receive notification that I have been approved for Child Care Assistance (including through the Hero Relief Program)?

**Answer:** Families will receive notification by mail.

**Question:** I completed my application, when will I be notified if I have been approved?

**Answer:** The agency has up to 30 days to notify a family of their decision.

### III. Hero Relief Program

**Question:** What is the Hero Relief Program for Families?

**Answer:** This program is designed to provide child care assistance to essential workers with children across Kansas, so that they are able to respond to the COVID-19 needs in the state. A detailed list of eligible essential workers is available below.

**Question:** How long am I eligible to receive benefits from the Hero Relief Program?

**Answer:** When determined eligible, benefits will continue for 6 months.

**Question:** Am I able to receive Hero Relief Program benefits for my school age children?

**Answer:** Yes – child care assistance is available for children under 13. If a child is 13-18 and not able to care for themselves, they may also qualify for child care assistance. Feel free to reach out to your local DCF office if you have specific questions about eligibility.

**Question:** For 2 parent households, do both parents need to be essential workers to qualify for the Hero Relief Program?

**Answer:** No – for the Hero Relief Program, only one adult in the household needs to be an eligible essential worker to qualify. Both adults need to meet the 20 hours per week work requirement to be approved.

**Question:** I already receive child care assistance and I am an essential worker, what should I do?

**Answer:** Call your local service center and ask to have your case reviewed for the Hero Relief Program.

**Question:** What is considered an essential worker?

**Answer:** *Healthcare workers*

- Workers who perform critical clinical research, development, and testing needed for COVID-19 response.
- Healthcare providers and Caregivers including physicians, dentists, psychologists, mid-level practitioners, nurses and assistants, infection control and quality assurance personnel, pharmacists, physical and occupational therapists and assistants, social workers, optometrists, speech pathologists, chiropractors, and diagnostic and therapeutic technicians and technologists.
- Hospital and laboratory personnel (including accounting, administrative, admitting and discharge, engineering, epidemiological, source plasma and blood donation, food service, housekeeping, medical records, information technology and operational technology, nutritionists, sanitarians, respiratory therapists, etc.).
- Workers in other medical and biomedical facilities (including Ambulatory Health and

Surgical, Blood Banks, Clinics, Community Mental Health, Comprehensive Outpatient rehabilitation, End Stage Renal Disease, Health Departments, Home Health care, Hospices, Hospitals, Long Term Care, Nursing Care Facilities, Organ Pharmacies, Procurement Organizations, Psychiatric Residential, Rural Health Clinics and Federally Qualified Health Centers, and retail facilities specializing in medical good and supplies).

- Public health / community health workers, including those who compile, model, analyze and communicate public health information.
- Blood and plasma donors and the employees of the organizations that operate and manage related activities.
- Workers who manage health plans, billing, and health information, who cannot practically work remotely.
- Workers who conduct community-based public health functions, conducting epidemiologic surveillance, compiling, analyzing and communicating public health information, who cannot practically work remotely.
- Workers performing information technology and cybersecurity functions at healthcare and public health facilities, who cannot practically work remotely.
- Workers performing security, incident management, and emergency operations functions at or on behalf of healthcare entities including healthcare coalitions, who cannot practically work remotely.
- Pharmacy employees necessary to maintain uninterrupted prescription filling.

### *First responders*

- Public and private personnel (front line and management) in emergency management, law enforcement, fire and rescue services, emergency medical services, and private security, to include public and private hazardous material responders, air medical service providers (pilots and supporting technicians), corrections, and search and rescue personnel.

### *Food and agriculture workers*

- Workers supporting groceries, pharmacies, convenience stores, and other retail (including unattended and vending) that sells human food, animal/pet food and pet supply, and beverage products, including retail customer support service and information technology support staff necessary for online orders, pickup and delivery.
- Restaurant carry-out and quick serve food operations, including dark kitchen and food prep centers, and carry-out and delivery food employees.
- Food manufacturer employees and their supplier employees—to include those employed in food ingredient production and processing facilities; livestock, poultry, seafood slaughter facilities; pet and animal feed processing facilities; human food facilities producing by-products for animal food; beverage production facilities; and the production of food packaging.
- Farmers, farm workers, and agribusiness support services to include those employed in auction and sales: grain and oilseed handling, processing and distribution; animal food, feed, and ingredient production, packaging, and distribution; manufacturing, packaging, and distribution of veterinary drugs; truck delivery and transport; farm and fishery labor needed to produce our food supply domestically and for export.
- Farmers, farm workers, support service workers, and their supplier employees to include those engaged in producing and harvesting field crops; commodity inspection; fuel ethanol facilities; biodiesel and renewable diesel facilities; storage facilities; and other agricultural inputs.

- Employees and firms supporting the distribution of food, feed, and beverage and ingredients used in these products, including warehouse workers, vendor- managed inventory controllers and blockchain managers.
- Workers supporting the sanitation and pest control of all food manufacturing processes and operations from wholesale to retail.
- Employees in cafeterias used to feed employees, particularly employee populations sheltered against COVID-19.
- Workers in animal diagnostic and food testing laboratories in private industries and in institutions of higher education.
- Government, private, and non-governmental organizations' workers essential for food assistance programs (including school lunch programs) and government payments.
- Employees of companies engaged in the production, storage, transport, and distribution of chemicals, medicines, vaccines, and other substances used by the food and agriculture industry, including seeds, pesticides, herbicides, fertilizers, minerals, enrichments, and other agricultural production aids.
- Animal agriculture workers to include those employed in veterinary health (including those involved in supporting emergency veterinary or livestock services); raising of animals for food; animal production operations; livestock markets; slaughter and packing plants, manufacturers, renderers, and associated regulatory and government workforce.
- Transportation supporting animal agricultural industries, including movement of animal medical and reproductive supplies and materials, animal vaccines, animal drugs, feed ingredients, feed, and bedding, live animals, animal by-products, and deceased animals for disposal.
- Workers who support sawmills and the manufacture and distribution of fiber and forest products, including, but not limited to timber, paper, and other wood and fiber products.
- Employees engaged in the manufacture and maintenance of equipment and other infrastructure necessary for agricultural production and distribution.

### *Judicial branch (essential workers)*

- Judicial officers and personnel deemed essential by The Office of Judicial Administration to ensure the continued operations of the Kansas court system

### *National Guard*

- National Guard members that are on orders, to include state active duty, Title 32, or Title 10 orders and members in an Inactive Duty for Training status.
- At the discretion of the Adjutant General, this category also includes full-time staff of the Kansas National Guard or Department of Military Affairs that are necessary for the execution of the National Guard's mission.

### *Frontline child and adult protection specialist*

- Social workers and human services or social services staff employed by the Kansas Department for Children and Families (or one of its protection and prevention services case management grantees) whose jobs require in-home and other face-to-face interactions with members of the public

### *Child care providers caring for children of eligible workers listed above*

- Educators and other workers in these childcare centers, family childcare, schools, and other facilities who are caring for children of eligible workers listed above. Client statement will be used as verification.

*Educators and other school (both public and private) workers*

- Educators and select other school personnel including teachers, para-professionals and their substitutes
  - » Workers providing bus or other transportation services, food services, and custodial services for public and private schools, including those employed by contractors
  - » Workers providing other essential services within public and private schools may be determined eligible with the approval of regional EES or Employment Service PA's and APA's

### IV. School Age Children

**Question:** Are additional benefits being issued due to the changes in school? How long will I receive these additional benefits? How will I receive these additional benefits?

**Answer:** DCF is issuing an extra child care benefit to families already receiving child care assistance for school age children for the month of September 2020.

This additional benefit is only for the month of September 2020 and should already be available to use to pay your DCF-enrolled provider by the time that you receive notification of the additional benefit.

**Question:** I receive Child Care Assistance for school age care. If schools close again due to high numbers of COVID cases, will I be able to receive additional hours of care for school age children?

**Answer:** Yes – If this happens across the state, DCF will continue to explore ways to provide support to families of school age children.

**Question:** I already receive child care assistance for my school-age child. My child will be attending school virtually, but they will be doing their virtual school while with a DCF-enrolled child care provider. Is there any additional help available?

**Answer:** Yes – you should receive additional benefits in September. For months after September, you may receive additional hours, if needed. Please contact your local DCF office if you need additional hours above what your family plan shows that you will receive. Child care assistance may be used to pay a child care provider during times the child is doing virtual learning with a different instructor or online instructions.

**Question:** I receive child care assistance for school age care. My child will be attending school virtually and participating in a “Learning Pod.” These consist of a few students, being taught by an educator hired privately by their parents or the parents/neighbors/friends are supervising a small group of children who are doing virtual learning. Would child care assistance be available to pay these parents or leaders of these groups?

**Answer:** No – child care assistance is only available to licensed providers who have enrolled with DCF and these learning pods do not need to be licensed, therefore, it is not available to the unlicensed parents or other unlicensed facilitators.

**Question:** I receive Child care Assistance for school age care. My child is home schooled (not schooled from a public or private school), but attends child care during the day. Is there any additional help available?

**Answer:** No – child care assistance is not provided for the hours of regular school operation for children

who are home schooled.

**Question:** I receive Child Care Assistance for school age care. The child's school district is not starting school until after Labor Day. I need more hours for the month of September. Is there any addition help available?

**Answer:** Yes – if you received more benefits in August than you were going to get in September because your child was school age, you will get the difference between your usual September benefit and the one you received in August 2020. You will get a notice in the mail explaining this.

**Question:** Will DCF offer any grants to purchase computers or tablets to assist with virtual learning that is being done in child care facilities?

**Answer:** No – there aren't any grants available at this time to assist child care providers with purchasing technology or equipment to help assist with a child's remote learning needs. Parents should work with their child's school with any technology and equipment needs.

### V. EBT Information

**Question:** How are child care assistance benefits paid?

**Answer:** Electronic Benefit Transfer (EBT) payment information will be shared if you are approved. Your child care benefits will be made available to you through the use of your Kansas EBT card and this card is used to pay your child care provider. If you already have a Kansas EBT card for cash and food benefits, child care benefits will be added to your current card.