

Question: How do I contact my local DCF office if they are closed?

Answer: Eligibility staff are working to provide benefits for eligible families even when the lobbies are closed to the public. 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. Information may also be dropped off at the local DCF office drop box. Drop boxes will be checked regularly so information can get to eligibility staff.

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 85% SMI for my household. 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?

Answer: No. If the increase is because of extra hours you're working now but is expected to go back down under 85% SMI 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 her even when the children do not attend or when she is closed. Will my child care case close? Can I continue to use my benefits to pay her during this time?

Answer: No, this is a temporary situation. Your child care assistance will remain open and you will continue to receive benefits at the same level as before. Yes, you can continue to use your benefits to pay her.

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 the 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 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: No. Your child care assistance will continue during this temporary situation. Yes, you can continue to pay your child care provider to hold the slot for your children.

Question: I am receiving childcare assistance and need more hours because my children are not in school and my work hours increased. Is there any additional help available?

Answer: Please contact the local DCF service center by phone and staff will see what additional assistance might be available.