IMPORTANT:

Please read this guide carefully. It contains important information and requirements to accept child care subsidy payments from the Department of Workforce Services.
REMINDER

Remember to log in to the DWS Provider Portal at jobs.utah.gov/childcare to report when care is no longer being provided. This should be reported within 10 days of the date a provider learns of a change or by the 25th of the month, whichever is sooner, to prevent payments from being issued in error. If a provider receives a payment that he or she is not eligible for, it must be reported and repaid to Workforce Services.

Throughout this guide, the "Provider Portal" referenced is the Department of Workforce Services Provider Portal.

CONTENTS

Introduction .................................................................................................................. 3
General Child Care Program Requirements ................................................................. 3
Application and Review Process ................................................................................. 4
Reporting a Change in Providers .............................................................................. 5
Provider Rates ............................................................................................................ 6
Who Can Be Paid as a Provider? ................................................................................ 6
How Much Will I Get Paid? ......................................................................................... 7
New Providers ............................................................................................................ 7
DWS Provider Portal .................................................................................................. 7
Monthly Provider Portal Attendance Certification .................................................... 8
Attendance Record Retention ..................................................................................... 8
Methods of Payment and Security Access .................................................................... 8
Taxable Income ........................................................................................................... 9
Monthly and Daily Payment Issuance ......................................................................... 9
Changes Providers Must Report ................................................................................ 9
Subsidy Credit ............................................................................................................. 12
Overpayments ........................................................................................................... 12
Intentional Program Violations (IPV) ......................................................................... 13
Administrative Disqualification Hearing (ADH) and Provider Disqualifications ......... 13
Appeals ....................................................................................................................... 13
Resources for Providers ............................................................................................ 14
Payment to Provider Terms and Conditions .............................................................. 15
Provider Guide Addendum ......................................................................................... 17
INTRODUCTION

Utah’s Office of Child Care (OCC) is committed to connecting families with accessible, affordable, quality child care for their children. Child care providers are vital partners who help fulfill that commitment.

This guide is intended to help keep providers up to date on child care policies and changes. An overview of how the child care program works and the responsibilities of child care providers serving Department of Workforce Services customers is included. For a copy of the latest version, visit the Frequently Asked Questions (FAQ) section of the Provider Portal.

The guide is not all-inclusive. Providers should refer to the FAQs and Utah Administrative Code and email occ@utah.gov if further guidance is needed.

Providers that choose to accept subsidy payments through Workforce Services are required to read, sign and date the terms and conditions page at the end of this document. Child Care Licensing will ensure this is completed during the initial approval process for new providers. Providers will be notified of substantive changes to the provider guide and must accept the changes by logging into the DWS Provider Portal within 30 days of the announced changes. Failure to agree to the terms and conditions may result in withholding of subsidy payments.

GENERAL CHILD CARE PROGRAM REQUIREMENTS

This section explains the different types of child care assistance available to customers through Workforce Services. Child Care Assistance is intended to support eligible activities for approved time periods. Using subsidy payments to pay for unauthorized months of care is prohibited. This includes using excess subsidy funds to pay for a customer’s copayment or other fees.

EMPLOYMENT SUPPORT CHILD CARE

The household must include an eligible child under the age of 13 or a special needs child under the age of 18. A child care subsidy payment can be approved for employment or employment and training.

Parent(s) must meet the following requirements:

- Earn at least minimum wage for the number of hours working and be within income limits for their household size.
- Single parents: Work an average of at least 15 hours per week over a 30-day period.
- Two-parent households: One parent must work an average of 15 hours per week and the second parent must work an average of 30 hours per week over a 30-day period.
- Self-employed parents: Be self-employed for at least three months. Expenses can be deducted from the gross income. The net income must equal minimum wage for the number of hours working each month.

STAY UP TO DATE ON POLICIES AND CHANGES AT THE WORKFORCE SERVICES PROVIDER PORTAL: JOBS.UTAH.GOV/CHILDCARE
• Other factors of eligibility, such as household income and residency requirements.

Parents must meet the following training requirements:

• Must be employed and meet the minimum work requirements for single or two-parent households.
• The training must be in a course of study that can be completed within 24 months.
  o Associate degrees that are part of a four-year degree are not supported.
  o Post graduate work, or obtaining a second degree, is not supported.

Employment Support customers who have income over 100 percent of the Federal Poverty Limit are required to pay a copayment to their provider.

Once approved for child care assistance, the household may remain eligible through the end of the 12-month certification period. Child care will terminate if child care is no longer needed, a child stops attending child care, or the household income exceeds the eligibility limit.

FAMILY EMPLOYMENT PROGRAM (FEP) CHILD CARE
FEP offers financial help and individualized case management to parents who are supporting children living in their home.

The goal of FEP is to help families earn enough money to support themselves on their own by working, receiving child-support payments or receiving disability payments.

Every parent works with an employment counselor to write an employment plan with activities that will help the parent reach the goal of supporting the family on his or her own. FEP Child care is available to support employment and employment-related activities. FEP child care may be redetermined frequently as employment plans change or goals are achieved.

There is no copayment for FEP Child Care. However, Workforce Services has a maximum subsidy limit. Depending on how much the provider charges, the parent may have out-of-pocket expenses to cover.

HOMELESS CHILD CARE
A parent referred by a recognized homeless agency may qualify for Homeless Child Care assistance. Other Child Care programs are considered first. Homeless child care assistance is time-limited and can be used for job search, training and shelter search, working through a crisis or employment.

APPLICATION AND REVIEW PROCESS
An application for child care assistance may be completed online at jobs.utah.gov/myCase. The application process may take up to 30 days to complete. If the application is denied for incomplete verifications, the parent has an additional 30 days to submit the verifications to make an eligibility determination. If eligible, benefits are prorated from the date the last verification is received. If the verification is received after 60 days, the parent must reapply.

Eligibility for child care benefits is determined based on information reported. The parent must meet income and work requirements. The parent must select an eligible child care provider. Need for child care is determined based on a comparison of how many hours the parent reports needing care and how many hours the parent is working. The lesser hours are used in the eligibility calculation. Additional documentation may be requested.
When a parent submits a complete application and appears otherwise eligible, an upfront (or initial) child care payment may be issued to the authorized provider. The parent has the remainder of the application period to provide any required verifications to establish ongoing eligibility. This helps to ensure that the parent will maintain his or her employment and retain their child care provider while completing the application process.

With direct deposit payments, having the parent confirm his or her provider selection is essential. A provider must be selected BEFORE the parent applies in order to be considered for an upfront payment. Parents are encouraged to research provider settings, make sure a provider has openings, and establish an agreement before reporting their provider to Workforce Services.

NOTE: When a customer has selected a provider, the customer’s name and case number will be displayed on their chosen provider’s portal while the application is pending if the application was submitted electronically through myCase.

Reviews or recertifications for Employment Support Child Care are completed every 12 months. The parent must recertify that the household is still eligible for child care assistance and verify that the provider information is current. Reviews are generally available in myCase or mailed to the parent approximately 15 days before the review month. If the review process is not completed by the end of the review month, the child care case will close. If it is resolved within 30 days following the review month, benefits will be prorated from the date the last verification was received.

NOTE: Employment Support Child Care Reviews are always set for 12 months. The review may not align with other program reviews a customer may have for food or medical assistance.

REPORTING A CHANGE IN PROVIDERS

A subsidy payment is approved once a customer chooses a provider and reports his or her selection to Workforce Services. Customers are required to report a change in providers within 10 days. Changes may be reported through myCase. The parent may also contact the Eligibility Service Center or their Employment Counselor.

This change must be reported by the parent. If a provider reports that a family has enrolled in their program, no action will be taken until this is confirmed by the parent.

If the former provider has already provided at least eight hours of care for each child, the change will be made effective the following month. The former provider may keep the full payment. This does not apply if the provider terminated service, in which case Workforce Services will only pay for the actual hours in care. The difference must be returned.
If the former provider did not provide at least eight hours of care by the 25th of the current month, the full payment will need to be returned. A payment may be reissued to the new provider. If the customer reports the change after 10 days, the benefits will be prorated from the date of report.

PROVIDER RATES

Providers set their own rate structures and payment practices. In order to receive payments, all providers, except Family, Friend and Neighbor (FFN), are required to report their monthly, full-time rates to their local Care About Childcare agency.

Standard monthly, full-time rates are updated by reporting changes to Care About Childcare. No additional report is required for children when the full-time monthly rate is being charged.

If a provider has a part-time rate, in-school rate or other lower negotiated rate per individual child, the provider is required to report the lower charge per child in the Workforce Services Provider Portal.

There may be times when both parents qualify for DWS assistance for the same child and have two separate cases or a non-DWS applicant parent or third-party pays for part of the child care expense. The provider charge should reflect the amount billed to the DWS customer. For example, the DWS customer has one child and needs full-time care. The provider charges $800 for the child. The child’s other parent pays the provider directly $200 per month. In the Provider Portal, the provider would report the lower rate of $600 for this child that the DWS customer is responsible to pay.

If a lower rate has been reported and the rate is changing (i.e. in-school to out-of-school), the provider must report the new rate in the portal no later than the 25th of the month in advance of the rate change. Care About Childcare rate changes must also be reported no later than the 25th of the month. Rate changes always take effect the following month when reported in a timely manner.

WHO CAN BE PAID AS A PROVIDER?

Parents may choose from a variety of providers. Providers include:

- Licensed centers
- Licensed family homes
- Residential certificates
- Legally license-exempt programs that comply with Workforce Services requirements
- Family, Friend and Neighbor (FFN) providers who comply with Workforce Services requirements. Child Care Licensing determines the approval. FFN providers are only approved to care for specific Workforce Services customers.

STANDARD, FULL-TIME RATES ARE REPORTED THROUGH CAREABOUTCHILDCARE. INDIVIDUAL, PART-TIME RATES ARE REPORTED THROUGH THE WORKFORCE SERVICES PROVIDER PORTAL.
HOW MUCH WILL I GET PAID?

The subsidy payment calculation is based on many factors, including the type of provider(s) selected, age of child and how many hours child care is needed while the customer is working or in approved activities. The payment may vary for each family. Subsidy payments are not intended to cover the full cost of child care.

Once the payment is calculated, a copayment is determined based on the customer’s household income and household size. Since providers may charge above the maximum state rate, the parent may owe additional fees. The provider is responsible for collecting the copayment and any additional costs incurred directly from the parent.

The customer must meet all eligibility requirements. There is never a guarantee of payment by Workforce Services. If child care assistance is denied, providers will need to collect the full amount owed from the customer.

A copy of the maximum monthly subsidy payment rates, income guidelines and copayment tables can be found at https://jobs.utah.gov/occ/provider/subsidy.html

NEW PROVIDERS

If a provider has recently been approved by Child Care Licensing or is choosing to accept subsidy payments for the first time, the provider must create an account with Workforce Services.

The provider must use the same email account provided to Child Care Licensing and send an email to occ@utah.gov to create a Workforce Services Provider Portal account. A temporary password will be issued and should be changed once the provider is logged in to jobs.utah.gov/childcare.

Providers will need to log in to the Workforce Services Provider Portal to enter financial account information and agree to the Financial Terms and Conditions in order to receive payment by direct deposit.

DWS PROVIDER PORTAL

The Department of Workforce Services (DWS) Provider Portal is a tool for sharing case and payment information with providers and for providers to communicate changes to Workforce Services. It is important that providers use the portal regularly to verify that case information is correct.

In the Provider Portal, providers are expected to:

• Enter and update direct deposit account information
• View and verify children in care each month
• Report when a child is no longer in care or was never in care
• Report a child care subsidy credit with Workforce Services
• Report individual monthly rates per child
• Report a return date after reporting a child stopped attending
• View reports

A Transaction History report is available to display an itemized breakdown of monthly lump-sum deposits received. Other reports are available that track changes reported through the provider portal. The reports have various search functions in an effort to best meet the provider’s needs. The Provider Portal reports may be downloaded to Microsoft Excel to assist providers with accounting and monthly attendance certification.
MONTHLY PROVIDER PORTAL ATTENDANCE CERTIFICATION

Licensed providers must certify (or self-declare) each month that they have reviewed attendance for all children included on each case record and reported required changes. The certification window will be available between the 25th of the month and the last calendar day of the month. The certification must be completed within this timeframe to be counted. If a provider is unable to certify due to technical issues or other reasons, the provider must contact the Office of Child Care and complete and return a certification form prior to the close of the certification period to be able to count as a certification month. Failure to certify monthly may result in an audit or monitoring of attendance records. Additionally, child care payments may be withheld until the next certification is completed.

ATTENDANCE RECORD RETENTION

Time and attendance records are required to be kept for a minimum of three years. Workforce Services may request the records to complete an audit or investigation. Failure to cooperate or provide necessary information may result in an overpayment. Additionally, future payments may be withheld until Workforce Services determines the provider has fully cooperated. It is strongly encouraged to require the parent or authorized person to sign in and sign out each child daily.

METHODS OF PAYMENT AND SECURITY ACCESS

Workforce Services pays providers by direct deposit. A provider must provide Workforce Services with a financial institution routing number and an account number through the “Banking” tab on the Provider Portal. A checking account or savings account may be used. A provider may also use other forms of direct deposit as long as routing and account numbers can be provided.

Accounts are stored in a secure system. Only the provider and those authorized by the provider can see the account information. Security access roles can be changed at any time to control who has access to view or change provider information. Go to the “My Facilities” tab or the “My Employees” tab to add, remove or change security access for employees.

Only designate “Financial Administrator” access to those who need access to add or change financial account information.
A provider may change the direct deposit account. When making changes, be aware of the timing of when child care benefits are released to prevent errors or delays. Questions or concerns about direct deposit should be directed to occ@utah.gov.

**TAXABLE INCOME**

Subsidy income is taxable and is required to be reported to the IRS. All providers are required to complete an electronic IRS W-9 Form through the Child Care Licensing Provider Portal. The information will be shared with Workforce Services to issue 1099’s and report income to the IRS. New providers will not be approved for DWS payments until the W-9 is completed. Current providers will have until December 31, 2021 to submit an electronic W-9. Failure to comply will result in withholding of future subsidy payments until completed. An updated W-9 should be completed when changes are needed.

**MONTHLY AND DAILY PAYMENT ISSUANCE**

Payments made at the beginning of each month, “monthly issuance,” are to cover services that will be provided in that month. Payments will generally be issued two business days before the end of the month to be available on the first business day of the month for open, ongoing cases. There may be an additional one- or two-day delay depending on the financial institution chosen and if a hold is required. Check with financial institutions for deposit timeframes.

New applications, late reviews and changes in benefits are processed throughout the month. When workers process these cases, it is called a “daily issuance.” Allow at least two business days from the date the payment was authorized for the payment to be deposited. There may be an additional one- or two-day delay depending on the financial institution chosen and if a hold is required. Check with financial institutions for deposit timeframes.

**Note:** Monthly payments are issued a few days before the first of the month. To search for monthly payments on the Transaction History Report, enter the start date a few days earlier. (i.e. September 27 for October 1 payments)

**CHANGES PROVIDERS MUST REPORT**

Within 10 days of the date the provider learns of a change, or by the 25th of each month, whichever is sooner, the provider will need to log into the Provider Portal and report the following changes:

- A child for whom payment is being received from Workforce Services has stopped attending.
- Payment has been received for services for a child that was never in care or was in care for less than eight hours by the 25th of the month.
• After the change is reported, if the child returns to care for at least eight hours by the end of the month or comes back the next month report the child has returned and the return date.

• A parent was charged less than the subsidy received for one month and the child is still attending (Workforce Services credit).

• A lower rate than the monthly full-time rate such as a part-time or in-school rate for an individual child in care. When a lower rate is established, rate changes for that child must be updated through the provider portal.

Note: A change of mailing or care address, email account or phone number must be reported directly to Child Care Licensing.

EXAMPLES OF WHEN AND WHAT TO REPORT:

1. The provider has been providing care for a family for seven months. In good faith, care is expected to continue next month (October). There has been no indication otherwise from the parent. The direct deposit is received for October. The child’s last day in care was September 28. The parent cannot be contacted. It is now October 25.

   **ACTION:** Log in to the Provider Portal and report that the child has stopped attending and money was received for a child not in your care. This will generate an overpayment notification to the Overpayment Unit. The payment will need to be returned.

   Note: Workforce Services funds may not be used to cover two-week notices when no services were provided during the month. The parent is responsible for paying the provider for any break in contract.

2. A parent notifies her provider that she will no longer need child care the following month. The parent has an outstanding balance that she owes her provider. The provider and parent agree to bring the children eight hours the following month to keep the subsidy payment.

   **ACTION:** This is considered misuse of funds and is not the intent of the policy. Both provider and parent may be subject to a fraud disqualification.

3. A customer has substantial out-of-pocket expenses and has not been paying their provider. The child attended for eight hours on the first two days of the month. The direct deposit payment has been received, and subsequently the family is notified that services are being terminated. Can the provider use the subsidy payment to offset the balance owed?

   **ACTION:** No. Log in to the Provider Portal and report that a child stopped attending and that a payment was received that should not have been received. When a provider terminates services, DWS will only pay for actual hours the services were provided. So, in this scenario, the provider would keep payment for the hours during the two days of care. The remaining balance must be returned to Workforce Services. At least eight hours of care must be provided to keep a partial payment.
4. On the 23rd of the month, a customer reports that they will be moving and will no longer need child care.

**ACTION:** To ensure payment is not made in error the following month, the provider must report this change through the Provider Portal by the 25th of the month. Report children no longer in care as soon as possible to prevent overpayments.

5. The provider has a family who has been attending regularly. A payment has been received for the new month but three weeks have gone by and the family has not been in contact. The provider logs in to the Provider Portal on the 25th to report that the children have stopped attending. Then the family returns on the 27th of the month and eight hours of care was provided by the end of the month.

**ACTION:** Because the children attended a total of eight hours in the month, the provider may keep the payment for the full month. The provider must report the return date in the portal or email occ@utah.gov in order to cancel the overpayment calculation. Sign in/out sheets may be requested to verify attendance. Have the parent contact their DWS eligibility worker to request their case be reopened for the following month if they are eligible.

6. On July 6, the customer reported to Workforce Services that they are changing providers for July. The direct deposit was already made to the former provider. Workforce Services requests July attendance records to verify that care was provided by the former provider. The provider’s record indicates that the children were in attendance on July 1 from 7 a.m. to 4 p.m. and that the children have not returned.

**ACTION:** The first provider may keep the full payment to cover their expenses of reserving the children’s slots for the month. DWS will make the change in providers effective August 1.

7. A customer has two children, ages two and seven. The seven-year-old is in school and the two-year-old only needs part-time care due to other arrangements.

**ACTION:** In the Provider Portal, go to the "Children in Care" screen, then select "Actions" on this case. Report the actual (reduced) monthly charge with the start date for each child. The following month’s payment will be determined using the reduced provider charge for each child.

When the need for child care for either child changes to an out-of-school rate or a full-time rate, enter the new rates in the portal with a new start date. If the new rate is the full-time, monthly Care About Childcare rate, select this default rate. Beginning the following month, the Care About Childcare rate will be used in the subsidy calculation until a lower rate is reported again.

Regardless of the start date, Workforce Services will not be able to make the change effective any earlier than the first day of the following month.
8. Throughout the month a provider has reviewed the children in care attendance and reported required changes. On June 25th, the provider certifies in the portal that all changes have been reported. On June 30th, a customer tells the provider it will be the children’s last day in care. How does this affect the certification?

**ACTION:** Providers are required to report changes within 10 days or by the 25th, whichever is sooner. Since the July payment has already been issued, it is too late to stop the payment from going out for July. Log into the DWS Provider Portal to report the children are no longer in care as of June 30th. This will create an overpayment for July. When the provider certifies in July, it will include certifying that this change was reported timely.

### SUBSIDY CREDIT

A credit is an overpayment that Workforce Services can deduct from the following month’s subsidy payment for that same family. A credit typically occurs when a provider does not charge the parent for the full month and the child continues to attend the child care facility. When a credit occurs, the funds must be returned to Workforce Services or deducted from the subsidy amount. It is considered a misuse of funds to use the Workforce Services credit to pay for the parent’s outstanding fees or apply to a future month of care.

Credits should be reported through the Provider Portal. The subsidy payment will be reduced the following month to offset the amount of the overpayment.

If the amount of the credit is greater than the following month’s subsidy payment, the remaining funds will need to be returned to Workforce Services. A credit may only be applied for one month of service.

### OVERPAYMENTS

When a provider reports a change to a case through the DWS Provider Portal after the 25th of the month, an overpayment may result. While it is possible that a provider is not aware of a reportable change by the 25th of the month, the change must be reported within 10 days of becoming aware of the change. When an overpayment occurs, the provider is required to return the money to Workforce Services.

When an overpayment is reported to Workforce Services, the provider will receive a notice from the Overpayment Unit explaining repayment options and the right to appeal. Payment options include payment in full or negotiating a repayment plan. If the provider does not pay in full, negotiate a repayment plan or request an appeal within 30 days of the date of the notice, a second notice, called an order of default, will be sent to the provider. The order of default may result in a court judgment.

Regardless of the cause of an overpayment, providers must either repay the overpayment within 30 days of the date of the order of default or enter into a repayment plan agreement. Failure to pay or remain current on a repayment plan agreement may result in one or more of the following consequences:

1. All future subsidy payments may be withheld until the debt is paid in full or the provider is current on the repayment plan agreement.

2. For providers who have been awarded a high-quality or high-quality plus Enhanced Subsidy Grant (ESG), a recoupment will be taken instead of withholding the subsidy payments. A recoupment means that the amount owed will be deducted from the monthly ESG until the debt is paid in full. This is pursuant to Utah Administrative Code R986-700-731.1(4).

3. Providers who stop providing child care for families receiving DWS child care assistance may be removed from the DWS Approved Provider list and remain ineligible until payment is made in full.
4. Workforce Services may pursue a lien (a claim against assets to satisfy a debt) pursuant to Utah Code, Section 35A-3-606.

To repay an overpayment, make the check payable to DWS ESD Overpayments and mail to:

Workforce Services PA Overpayment Unit
PO Box 2695
Salt Lake City, UT 84110-2695

The check should include the customer’s name, case number and month of the overpayment. Specify the payment is for child care.

**INTENTIONAL PROGRAM VIOLATIONS (IPV)**

Providers who commit an IPV will be required to repay the overpayment plus a 50 percent civil money penalty. A provider who is assessed an overpayment or IPV pursuant to Utah Administrative Code Sections R986-700-731 or R986-700-732 may be subject to increased monitoring or other remedial measures pursuant to OCC policy to ensure future compliance with program rules.

**ADMINISTRATIVE DISQUALIFICATION HEARING (ADH) AND PROVIDER DISQUALIFICATIONS**

OCC may request an ADH be held to determine if a provider should be disqualified from the child care program.

An ADH may be recommended for reasons such as a provider committing an IPV, showing an established pattern of overpayments, failing to cooperate with an investigation or an audit, or displaying a pattern of behavior demonstrating a provider’s unwillingness to comply with Workforce Services provider requirements.

Workforce Services will always hold an ADH prior to disqualifying a child care provider. An Administrative Law Judge (ALJ) will make the determination to disqualify a provider or recommend other actions to be taken.

The following disqualification time periods apply:

- One year for the first offense
- Two years for the second offense
- Lifetime for the third offense

Any overpayments must be repaid in full to be reinstated even when the time period for disqualification ends.

A disqualified provider is ineligible for any child care funding through Workforce Services. This includes OCC grants and subsidy payments.

See the Utah Administrative Code for additional information on disqualifications and the ADH process.

**APPEALS**

Providers have the right to appeal an overpayment and an ADH disqualification. All appeal requests must be submitted in writing within 30 days of the order establishing the overpayment or disqualification.
RESOURCES FOR PROVIDERS

- Workforce Services Child Care Utah Administrative Code R986-700 et seq rules.utah.gov

- Workforce Services Child Care Provider Portal jobs.utah.gov/childcare

- Department of Workforce Services, Office of Child Care Email: occ@utah.gov Phone: (866) 435-7414 select option 5, then option 1 jobs.utah.gov/occ

- Care About Child Care Agencies careaboutchildcare.utah.gov Email: urpd@usu.edu Phone: (885) 531-2468

- Child Care Licensing childcarelicensing.utah.gov

- Workforce Services Overpayment Unit (Regarding repayments only) Phone: (801) 526-9810 or (800) 821-2239

- Additional subsidy-related information including the maximum monthly subsidy payment table, income guidelines, copayment table and subsidy fliers. https://jobs.utah.gov/occ/provider/overview.html
IN ORDER TO RECEIVE CHILD CARE SUBSIDY PAYMENTS FROM THE DEPARTMENT OF WORKFORCE SERVICES (WORKFORCE SERVICES), I UNDERSTAND AND AGREE TO THE FOLLOWING:

1. I will abide by the provider responsibilities contained in Utah Administrative Code R986-700-727 and the rules regarding the appropriate use of child care in R986-770-728.

2. I will keep accurate records of subsidized child care payments, and time and attendance records for each child for a minimum of three years. Time and attendance means the date and time the child arrived and left my care.

3. I agree to provide full and accurate information as requested by Workforce Services and to cooperate with any investigation or audit to determine eligibility or ongoing eligibility. Cooperation includes providing information and verification as requested by Workforce Services and returning telephone calls or responding to emails from Workforce Services in a timely manner. If I fail to cooperate with an investigation or audit pursuant to Utah Administrative Code R986-700-730, provide any and all information or verification requested, or fail to keep accurate records for three years. I may be subject to overpayments, future subsidy payments may be withheld, or other penalties may be imposed by Workforce Services as established in Utah Administrative Code R986-700-731 and R986-731-1.

4. I will access the Workforce Services Provider Portal by the 25th of each month and review the child care subsidy payment information. I will notify Workforce Services of the following changes within 10 days of the date I learn of the change or by the 25th day of the month, whichever is sooner:
   a. A child is not in my care or will no longer be in my care for the upcoming month;
   b. I received a child care subsidy payment I should not have received;
      For example, a child I expected to care for did not come at all or attended for less than eight hours by the 25th day of the month.
   c. I charged a parent less than the subsidy amount; or
   d. I have part-time or reduced rates for individual children. Once a reduced rate is reported in the portal, it is my responsibility to update the rate through the portal one month prior to the month I want the rate to change back to the monthly full-time rate reported in Care About Childcare.

5. I will access the Workforce Services Provider Portal at jobs.utah.gov/childcare to provide information about the financial account I want used for direct deposit. I will keep that information current. I understand Workforce Services is not responsible for any payments made to the wrong financial account.

6. If I am a licensed provider, I will certify in the Workforce Services Provider Portal between the 25th to the last calendar day of each month attesting that I reviewed each case and reported required changes for each child. Failure to do so may result in monitoring of attendance records or withholding of subsidy payments.

7. I will report any permanent change in the monthly standard rates I charge for child care to Care About Childcare.
8. I understand that if I provide care for at least eight hours and terminate services of a child during the month, I can only keep payment authorized for the hours the child was in care. However, if it was necessary to remove the child from care because the child or others were endangered, and the incident was reported to CCL or local authorities, Workforce Services may waive repayment.

9. If I accept payment from funds provided by Workforce Services for services I did not provide and payment was received, I am responsible for repayment of any resulting overpayment and agree to cooperate with Workforce Services to repay the overpayment in full. This also includes the following situations; (i) I reported a change to Workforce Services in a timely manner but I incorrectly received payment from Workforce Services or (ii) I was not notified by the parent that the child would not attend child care in that month or attended less than eight hours. An overpayment exists in these situations even if the funds were previously approved by Workforce Services.

10. I agree to submit an electronic W-9 Form to Child Care Licensing by December 31, 2021 and to submit an updated form when a change needs to be reported. This information will be shared with Workforce Services. Failure to do so may result in withholding of subsidy payments.

11. I understand that the income I receive as child care subsidy payments is taxable and Workforce Services will report all subsidy payments as income to the Internal Revenue Service.

12. I understand that by accepting subsidy payments, I am not an employee of Workforce Services or of the State of Utah even if I care for only one child or one family and regardless of where the care is provided.

13. I agree to comply with any additional requirements imposed by or through Child Care Licensing in order to be an eligible provider to receive child care subsidy payments. For example, this may include reading and agreeing to the Provider Guide as part of the licensing process.

14. I will comply with all applicable Workforce Services rules as provided in Utah Administrative Code R986-700 et seq.

15. I am responsible for any and all information provided through the Workforce Services Provider Portal. If I allow Financial or Facility Administrative security access to the Workforce Services Provider Portal to anyone else, I will be responsible for any incorrect information provided by that other individual even if the error was unintentional.

As the business owner or authorized person to manage portal account information, I read or had read to me the Payment to Provider Terms and Conditions. I understand these statements and agree to adhere to them. I understand I can be penalized by law if I commit perjury by purposely giving false information or failing to accurately report changes.

PROVIDER NAME(S)
Print: __________________________________________________________

AUTHORIZED PROVIDER SIGNATURE(S)
Signature:______________________________________________________

Date:__________________________________________________________
Effective June 1, 2021, the Department of Workforce Services will temporarily make payments to eligible providers based on enrollment, which will be implemented as follows:

1. Providers must report the start date of physical care for each child. A child must attend at least eight hours in the initial benefit month to be eligible for pay by enrollment.
   - Once this initial requirement is met and the child remains enrolled, subsidy may continue if the parent remains eligible and has a need for child care.
   - If an enrolled child has not attended in 90 days, this must be reported in the DWS Provider Portal.
   - The subsidy case will close at the end of the report month, however, the parent may request to have their case reopened within the following month if they need child care.
   - Failure to report in a timely manner may result in an overpayment.
   - As a reminder, if a provider terminates care after issuance, DWS will only pay for actual hours of attendance in a benefit month.

2. Changes must be reported within 10 calendar days of learning of the change or by the 25th of the month, whichever is sooner. NEW changes that providers must report:
   - **NEW:** Child has not attended for 90 days or Child is no longer enrolled or is not expected to be enrolled in the following month.
     - When reporting a child has not attended for 90 days, report the date of the 90th day of non-attendance (NOT the last date attended).
     - When reporting a child is no longer enrolled, report the date that enrollment ended or will end.
   - **NEW:** Child Never Attended or attended less than eight hours in the initial benefit month

3. Parent reports changes in providers.
   - If a parent reports a change to DWS before the next month’s payment is issued, DWS will stop the payment for the following month even if the parent did not give the provider notice.
     - *Example:* Parent reports a change of providers on June 26th but has not told the previous provider that the children will no longer be enrolled. There is still time to stop the payment to the previous provider. The new provider will be paid for July; the previous provider will not receive a payment in July based on enrollment.
   - If a parent reports a change to DWS after the payment is issued and the first provider reports that the child is still enrolled, changes will not be made until the following month. There is no overpayment as long as the provider agrees to continue to hold the child’s spot for them to attend. In most instances, the new provider will not be paid for the same month. The parent will be responsible for payment to the new provider if the first provider has been paid based on enrollment.
   - If the provider confirms that enrollment ended, the provider will have an overpayment.
     - *Example:* Parent reports a change of providers on June 30th. July benefits have already been issued. The previous provider is allowed to keep the July payment if the child was still enrolled with them for July and is continuing to hold the child’s spot for the child to attend. The change will become effective for August benefits. No payment will be issued to the new provider in July.

4. Certification is required each month for licensed providers. The questions for certification have changed to reflect payment based on enrollment policy. Providers must continue to keep Time and Attendance records for each child. Records must be retained for a minimum of three years. Providers who have a pattern of not certifying may be subject to a review of their records by the Office of Child Care.

For additional information, please see the “What’s New” section on the DWS Provider Portal, the FAQs on the DWS Provider Portal, and the Pay by Enrollment webinar at [https://jobs.utah.gov/occ/provider/subsidy.html](https://jobs.utah.gov/occ/provider/subsidy.html)

In order to continue to accept subsidy payments, providers must agree and adhere to these changes. Providers agree to accept the most recent version of the DWS Provider Guide, including any addendums, by logging into the DWS Provider Portal and continuing to accept subsidy payments.