Rev.: 6/25/2020

UPDATE: 6/25/2020

Cherokee Nation Child Care & Development Subsidy Program
COVID-19 Emergency Policy for Parents

Note: Revisions since May 22, 2020 are highlighted in yellow

POLICY

The Cherokee Nation Child Care & Development Subsidy Program will implement the following emergency policies beginning March 16, 2020 to remain in effect until August 31, 2020. These policies have been enacted due to the State of Emergency regarding COVID-19. This policy and any extensions or changes to this policy and/or the effective dates will be posted on the www.childcare.cherokee.org webpage.

Office locations were closed to the public until June 1, 2020. Limited staff will return to offices on June 1, 2020 and work staggered days through August 31, 2020. Subsidy staff will continue to process client applications, recertifications, and other changes by email and phone. If you choose to come to an office location, please call in advance to make sure staff are available. See staff contact information on the second page.

Parents/Guardians:

1) ELIGIBILITY: Clients unable to work or go to school as a result of illness and/or work/school closures will maintain their subsidy eligibility through June 30, 2020. All clients (including new applicants) will be able to complete applications by email and phone. Caseworker contact information is listed at the end of this policy.

Effective July 1, 2020 - As COVID-19 has affected our lives longer than anticipated, we must now begin to track and update files for clients who are not working. We are asking clients to inform your Subsidy Caseworker of your work status by email or phone as soon as possible. Caseworkers will place clients on Job Search Status effective the date the client became unemployed. When you contact your Caseworker, they will go over the Job Search details with you.

2) RECERTIFICATION: Subsidy caseworkers will work with clients regarding child care recertification to determine if a time extension is necessary due to illness and or work/school closures. Clients receiving a recertification notice who have had a work layoff or school closure, should contact their caseworker so we can extend your child’s subsidy agreement or start a new agreement.

Effective July 1, 2020 - clients who have had a work closure or layoff may still recertify. Clients should inform their Subsidy Caseworker when recertifying according to their Recertification deadline. Caseworkers will implement a Job Search Agreement. Caseworkers will go over the Job Search Agreement details with the client.

Upon employment, clients will be asked to submit updated income documentation. If the client remains unemployed, at the end of the Job Search Agreement, eligibility will be determined on a case by case basis.

3) CHILD ATTENDANCE: Children will not be held to a minimum attendance requirement (15 days or 75%) for your Child Care Providers to receive payment for the months of March, April, May, June, July and August 2020.

Revision Date 6/25/20
4) **EMERGENCY ADD-ON RATE FOR PROVIDERS (STIMULUS FUNDS):** During the months of April – June, providers received an emergency add-on rate per child as long as they remained open for 15 business days per month.

For the months of July and August 2020, the add-on rate ($10 per day) will only be available to providers if your child attends 8 days or more during the month. For children attending 7 days or less (or absent the entire month), providers will still be paid the regular daily rate for 22 days in July and 21 days in August. **Providers may not charge clients for the $10 add-on should the child not attend the minimum 8 day requirement.**

5) **PROVIDER CHANGES:** Subsidy will allow a temporary changes of a Provider or an addition of a secondary Provider (if needed) to meet your child care needs. Copayments to secondary providers will be made by the Subsidy program.

6) **COPAYMENTS:** The copayment to Providers for each child for the month of April, May and June, **July and August 2020** will be paid by subsidy.

7) **SCHOOL AGE CHILDREN:** Clients taking their school age children to child care should call/email their caseworker to change the child’s approval status to full time (if your child is attending child care). Beginning May 1, 2020 all school age children will go to full time status at their child care facility. If you are keeping your child home due to COVID after May 1, 2020 or will not need child care after May 1, 2020 please notify your caseworker immediately.

8) **BILLING FORM SIGNATURES:** Parents USING child care MUST sign and date billing forms at the end of the month. Clients choosing to keep their children home during March, April, May, June, **July and August 2020** will not be required to sign the monthly billing forms submitted by the provider. Providers will write “COVID Emergency” in the parent signature line. If a client chooses, they may email their caseworker to approve the billing form.

**Subsidy Caseworkers Contact Information**

Tahlequah Office:  
[andrea-cloud@cherokee.org](mailto:andrea-cloud@cherokee.org) or (918) 772-7022 or (918) 453-5061  
[donna-whitener@cherokee.org](mailto:donna-whitener@cherokee.org) or (918) 772-7033 or (918) 453-5067

Sallisaw Office:  
[pauline-pettit@cherokee.org](mailto:pauline-pettit@cherokee.org) or (918) 772-7000 or (918) 775-6226

Pryor Office:  
[kim-bobb@cherokee.org](mailto:kim-bobb@cherokee.org) or (918) 718-5753

Catoosa Office:  
[davina-jordan@cherokee.org](mailto:davina-jordan@cherokee.org) or (918) 316-5295 or (918) 266-5626

Subsidy Supervisor  
[alicia-ingram@cherokee.org](mailto:alicia-ingram@cherokee.org) or (918) 453-5075 or (918) 822-2461

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POLICY

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Office locations were closed to the public until June 1, 2020. Limited staff returned to work June 1, 2020, and will work staggered days through August 31, 2020. Subsidy/billing staff will continue to conduct business by email and phone. If it is necessary for you to come to the office, please call in advance to make sure staff are available to see you. Provider billing will be uploaded to accounting 3 times weekly.

Child Care Providers:

1) CLOSED PROVIDERS: Providers who are not open for at least 15 business days during March, April and May 2020, may submit billing forms for those months only, and will not be eligible for the emergency add-on rate. Providers must indicate the dates they were closed on each billing form and will only be eligible for regular rates. Providers closed during June, July and August 2020 will not be eligible for payment.

2) ABSENT DAYS: Child Care Providers may claim ALL absent days March, April, May, June, July and August 2020. Children will not be held to the 15 day/75% minimum attendance requirement for Child Care Providers to receive payment. Providers need to write “absent” when children are not in attendance. Please do NOT submit blank forms.

   - Absent Days for School Age Children: For March and April 2020, Providers may claim absences for school age children at the rate for which they are approved on the billing form. Beginning May 1, 2020, all school age children will go to a Full Time status at their child care facility. Providers may claim school age children at the Full Time rate for May, June, and July 2020. If your June billing form still shows a Part Time rate, please advise the parent to call their subsidy caseworker.

3) PARENT SIGNATURES: Parents USING child care MUST sign and date billing forms at the end of the month. Clients choosing to keep their children home during March, April, May, June, July and August 2020 will not be required to sign the monthly billing forms submitted by the provider. Providers may write “COVID Emergency” on the parent signature line. If necessary, subsidy may contact parents for an after the fact signature or to verify attendance or absences.

4) BILLING FORMS: To submit monthly billing forms, you may use the following methods:
   - Drop Box: The drop box is located outside at the Tahlequah office and is to the right of the front door. Subsidy recently installed a larger drop box in order to accept 9 x 12 envelopes.
   - Mail: The mailing address is: Cherokee Nation ATTN: Child Care Subsidy, PO Box 948, Tahlequah, OK 74465.
PLEASE POST AND DISTRIBUTE TO PARENTS

- **Email**: Remember to include a *batch form* when emailing your billing. Subsidy must have a batch form to process. The new email address is cnsubsidy@cherokee.org.
  - **Email requirements**: Due to the time commitment it takes to print billing forms received via the new billing email address, subsidy must implement some emailing requirements. Please submit the Batch Form and Billing Forms as ONE scanned document in PDF format. Please do not take individual pictures of each billing form and send as pictures, or as multiple attachments. Note: iPhones have a scan feature in the NOTES app. You can call the billing staff for more information.

Note: Billing will be processed in the order received, and staff will make every effort to process your billing as quickly as possible. Regular policy states it may take up to 15 business days to process. If you have concerns regarding submission of your billing, please contact Bridget Tobey at bridget-tobey@cherokee.org or (918) 453-5057 and leave a message.

5) **RATE INCREASE**: On April 1, 2020, a daily rate increase began for all Providers (with the exception of One Star centers and homes). The rate increase is not part of the COVID-19 policies and was planned prior to the emergency. The new rate tables were mailed with the April billing forms. If you are a new facility contact billing staff to request a rate table.

6) **COPAYMENTS**: Client copayments will be made by Cherokee Nation subsidy for the months of April, May, June, July, and August 2020.

If the child attending your facility is on a secondary agreement, meaning they switched to your facility in the middle of the month (due to closures or COVID), Cherokee Nation subsidy will make the copayment for that client.

7) **EMERGENCY ADD-ON RATE (STIMULUS FUNDS)**: As a result of the COVID-19 emergency, the federal government issued additional stimulus funds to CCDF grantees. Cherokee Nation will begin issuing these funds by automatically including a $10.00 Add-On rate per child per day beginning April 1, 2020 through June 30, 2020 for ALL Centers, Family Child Care Homes and Relative Providers.

- April 2020 Emergency Add-On Rate - Providers must have an approved child care contract with Cherokee Nation on or before April 10, 2020 AND maintain an open status for at least 15 business days during April. The maximum amount per child for the April Emergency Add-On Rate will be $220.00 (April = 22 days max x $10.00 = $220.00).

- May 2020 Emergency Add-On Rate – Providers must have an approved child care contract with Cherokee Nation on or before May 8, 2020 AND maintain an open status for at least 15 business days during May. The maximum amount per child for the May Emergency Add-On Rate will be $200.00 (May = 20 days max x $10.00 = $200.00).

- June 2020 Emergency Add-On Rate – Providers must have an approved child care contract with Cherokee Nation on or before June 10, 2020 AND maintain an open status for at least 15 business days during June. The maximum amount per child for June Emergency Add-On Rate will be $220.00 (June=22 days max X $10.00 = $220.00).
NOTE: The Emergency Add-On Rate will NOT be automatically printed on the July and August billing forms. Billing Staff will add the $10 Add-On to claims during processing if the child meets the attendance requirement.

Providers may NOT charge parents for the $10 add-on should the child not attend the minimum 8 day requirement.

Providers will be paid based on the regular daily rate REGARDLESS of the child’s attendance. The attendance requirements below apply to the emergency add-on rate ONLY.

- July 2020 Emergency Add-On Rate - Providers must have an approved child care contract with Cherokee Nation on or before July 13, 2020 and maintain an open status for at least 15 business days in July. Attendance requirements have been implemented for the Add-On Rate ONLY.
  - A child attending 7 days or less (or absent entire month) may submit billing for the regular daily rate.
  - A child attending 8 days or more may submit billing to include the regular daily rate PLUS the $10 Emergency Add-On for July.
  - The maximum Emergency Add-On for the month of July will be $220.00 (22 days max X $10 = $220.00).

- August 2020 Emergency Add-On Rate - Providers must have an approved child care contract with Cherokee Nation on or before August 11, 2020 AND maintain an open status for at least 15 business days in August. Attendance requirements have been implemented for the Add-On Rate ONLY.
  - A child attending 7 days or less (or absent entire month) may submit billing for the regular daily rate.
  - A child attending 8 days or more may submit billing to include the regular daily rate PLUS the $10 Emergency Add-On for August.
  - The maximum Emergency Add-On for the month of August will be $210.00 (21 days max X $10 = $210.00).

Any questions or concerns regarding the above should be directed toward the Cherokee Nation Child Care & Development Subsidy Billing Staff at (918) 453-5300. If you do not receive a response within 24 hours, please call (918) 453-5057 and leave a message with your name and contact information.

Subsidy Billing Staff Contact Information:

angel-galvan@cherokee.org or (918) 316-6691 or (918) 453-5074

tashina-snell@cherokee.org or (918) 453-5053

Subsidy Manager:

bridget-tobey@cherokee.org or (918) 453-5057

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