

# Onondaga County DSS Child Care Assistance Program (CCAP)

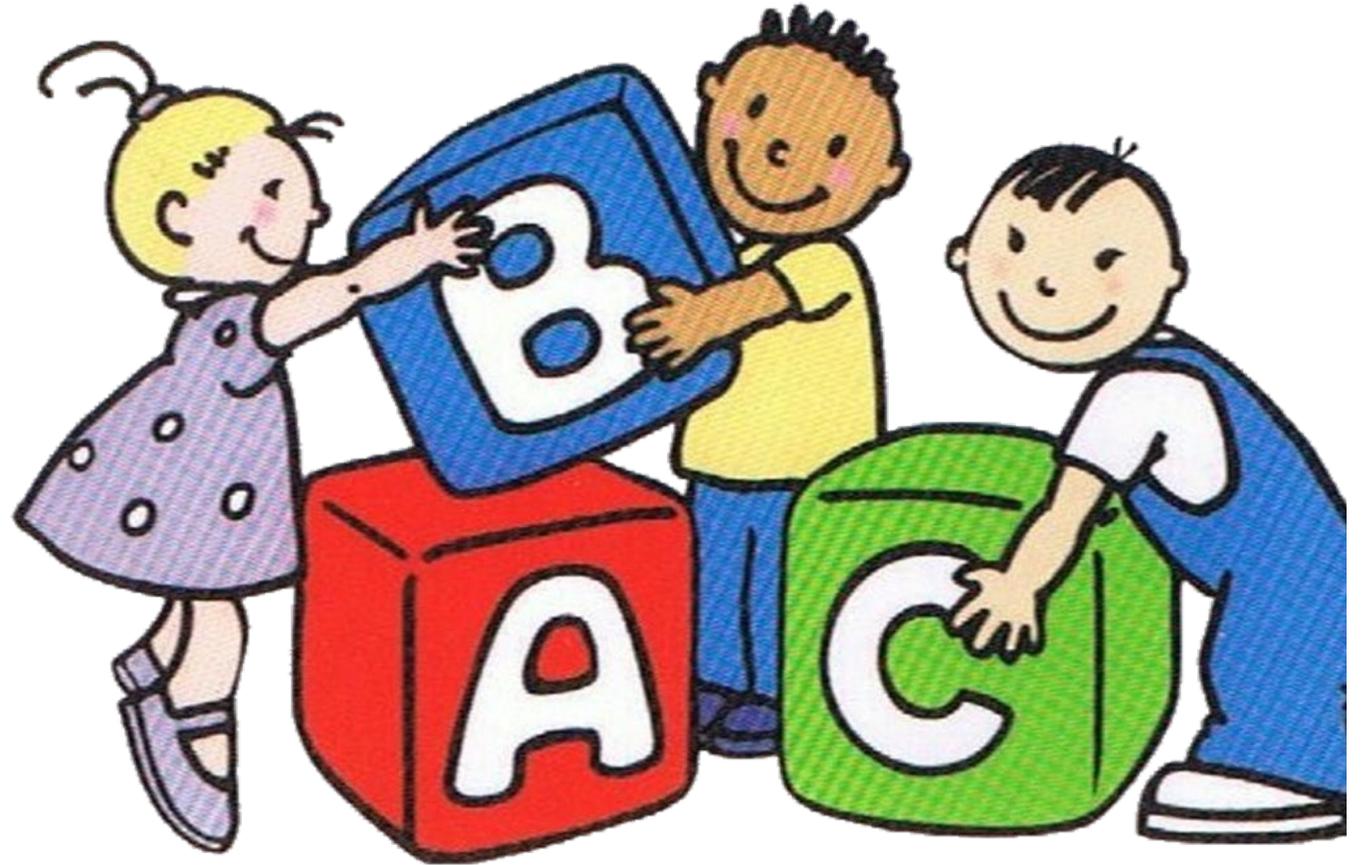
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**PROVIDER INFORMATION SESSION**

**11/19/2025**

## Onondaga County DSS CCAP

- ▶ Sarah Merrick-  
Commissioner of DSS-ES
- ▶ CCAP Administrative  
Supervisor-  
Kathleen O'Brien
- ▶ Bryan Dranschak and  
Tanya Difrancesco-  
CCAP Supervisors
- ▶ Jessica Allen- Financial  
Operations



# DSS-ES Provider Information Webinar

## November 19, 2025

### ▶ Agenda:

- ▶ Status of Funding for the Child Care Assistance Program- Waitlist and Waiver Updates
- ▶ Payment Timelines and KinderConnect (CCTA) Status Updates
- ▶ Split Week Calculations
- ▶ Legally Exempt Providers and Child Care Solutions Approval
- ▶ Billing Disputes- procedure
- ▶ Guidance and Recommendations: Attendance Records; Special Needs Requests; Use of Multiple Providers
- ▶ Direct Deposit and KinderConnect

# CCAP Funding Status

- ❖ Continued Waitlist for “new applications” as of 6/1/25: Currently we have 191 families on the waitlist
  - ❖ Why do we have a waitlist?
    - ❖ Due to the increased number of assistance cases
    - ❖ 21.6% growth in 2024 (70% growth over the last three years)
    - ❖ Increased cost per child
    - ❖ Statewide funding shortages and flat/stagnate funding for 2026 budget
- ❖ Waiver has been approved since 6/1/25: For Cases At Recertification Only
  - ❖ Cases that fall under 300%fpl and are otherwise eligible are recertified for 12 months
  - ❖ Cases that fall above 300%fpl but under 85% state median income and are otherwise eligible are recertified for 12 months using Local Funds

# DSS-ES Waitlist has been established since 6/1/25: *what does this mean?*

- ▶ Funding availability will be monitored monthly
- ▶ New applications will be put on a waitlist if they complete the application process and are eligible for CCAP
- ▶ Families need to apply and complete the eligibility process to be placed on the waitlist. **Only approved cases are placed on the waitlist**
- ▶ Once funding is available, families will be contacted to submit current information to be redetermined for eligibility. All documents need to be current, within 30 days of case opening.
- ▶ Cases will be opened off the waitlist following Federal and State priorities when funding allows
- ▶ **Providers will not be back paid for when a family was on the waitlist**
- ▶ DSS-ES payments are only authorized once family is approved and eligible for ongoing assistance

# Are all cases impacted by the Waitlist?

- ▶ Will all CCAP cases be impacted?
  - ▶ No. Families on Temporary Assistance that receive CCAP will not be impacted as long as they continue and remain eligible for TA and still have a need for childcare
  - ▶ Families that are eligible for Temporary Assistance but receive CCAP in lieu of TA.
  - ▶ Families that transitioned in the last 6 months from TA due to increased income, Transitional Child Care cases.
  - ▶ Families cannot circumvent the waitlist by applying for TA. CCAP can only be authorized for active recipients of TA and not Applicants of TA.
- ▶ Current cases will continue through their current 12-month authorization period, if otherwise eligible

# Payment Timelines and KinderConnect Status Updates

- ▶ DSS-ES has 21 days from the date the bill was submitted to evaluate, approve or return to the provider for corrections.
- ▶ The date of submission is the date the bill was received by DSS. If submitted after hours (8am-4pm) M-F, it will be date stamped for the following business day
- ▶ 21 days to process does not mean that you will have your payment by or before 21 days
- ▶ KinderConnect payment status of "PAID" does not mean that the check has been issued. The status "PAID" means that the bill has been finalized and will batch overnight in the system to prepare to be sent for the final step. Once the payment is batched overnight and no errors occurred then the payment can be sent to our partner bank for processing. This may take an additional 24-48 hours due to system constraints of batching overnight.
- ▶ Checks are issued off-site weekly, on Thursdays. (You are still paid once a month and will submit bills monthly).
- ▶ Bills need to be submitted timely and no later than 90 days from the date the care was provided. Only exception is for providers waiting on approval from enrollment agency.

# Payments: Common Questions

## ▶ Split week Calculations:

- ▶ *A week is defined as starting on Monday and ending on Sunday.*
- ▶ *When a month ends in mid-week, the daily rate is used for each day in the beginning of the week that falls in the month being paid (if the hours total 30 or more then the weekly rate would be used).*
- ▶ *The next month if in the remainder of the week the child ends up reaching 30 hours for the week then the weekly rate is applied. From the weekly amount, the amount already paid the previous month is subtracted out. If the hours that fall in the first month are 30 or greater, the weekly amount is paid. Any remaining days in the next month will be ignored since the provider has already received that week's full weekly rate.*

# Payments: Common Questions

- ▶ Legally Exempt (LE) Providers-

- ▶ An Approval by Child Care Solutions (CCS) does not guarantee a payment by DSS-ES
- ▶ Applying for provider approval with CCS is one step in the process
- ▶ DSS-ES cannot pay a provider if the family receiving the care is not approved for assistance
- ▶ All Providers:

All providers should review the Provider Notice of Authorization from Onondaga County. This provides the verification that the family is approved, the hours of care, and the authorization period.

- ▶ Without a Provider Notice of Authorization, DSS-ES cannot pay for care

# Provider Notice of Authorization

## Provider Notice of Authorization/Schedule County of Onondaga

Provider Name / Address		Family Fee(s)			
[REDACTED]		Fee Type	Assigned To	Effective Date	Amount
		Family Share	[REDACTED]	12/30/24	\$2.50/week
Vendor # [REDACTED] Type: Day Care - Center		Parent Name [REDACTED] Case # SDC [REDACTED]			
Child Information	Schedule	NH Rates	AH Rates	Scheduled Hours	
Name: [REDACTED] DOB: 10/14/22 Authorization Period: 12/30/24 to 11/30/25 School District: School Track:	School	D:\$72.00, PD:\$50.00, W:\$356.00	\$75.60, PD:\$52.50, W:\$373.80	Varying Hours Max Hours Week: 0.00 Max Hours Day: 0.00	
	Non-School	D:\$72.00, PD:\$50.00, W:\$356.00	\$75.60, PD:\$52.50, W:\$373.80	Varying Hours Max Hours Week: 30.00 Max Hours Day: 6.00	

Schedule Note: DAYCARE AUTHORIZED UP TO 6 HR/DAY MON-FRI

Provider note:

If you have any questions regarding this authorization please contact [REDACTED] at (315) 435-5683.

# Payments: Common Questions

- ▶ Special Needs Rate
  - ▶ The parent/caretaker needs to request the special needs rate
  - ▶ Provider and parent will complete the Special Needs Application together
  - ▶ Only families that are eligible and receiving Child Care Assistance can apply for the special needs rate
  - ▶ A provider cannot request the special needs rate without the parents' signature and approval
  - ▶ Medical documentation is required
  - ▶ Parent should check the special needs box on the CCAP application and notify their DSS Worker

# Payments: Common Questions

## ▶ Billing Disputes:

- ▶ The provider must first review their records/calculations to find an error that may have caused the nonpayment
- ▶ The provider must notify the client's caseworker for authorization issues.
- ▶ The provider must provide specific dates and hours of care that they feel were inaccurately paid as well as attendance records with both the parent's and the provider's signatures that cover the dates/times in question.
- ▶ Onondaga county will not review an entire period of billing issues without receiving specific dates and hours of care and attendance records.
- ▶ The provider may appeal to the supervisor of the worker if issue has not been resolved
- ▶ The provider may appeal in writing to the Division Director of the unit that is authorizing the childcare or to Financial Operations if it is a payment calculation/accounting issue not an authorization issue.

# Payments: Common Questions

- ▶ **Cases that are using multiple providers for the same child:**

- ▶ Per OCFS Regulation Section 415.9 (e)

- ▶ *“Where child care services are provided by multiple providers, reimbursement will be made for the actual cost of such services up to the applicable rate for each child care provider used.*

*However, if the combined reimbursement to the multiple providers would exceed one weekly market rate, in order to receive such reimbursement, the parent or caretaker must demonstrate that the schedule of employment of the parent or caretaker or the special needs of the child necessitates that child care services be arranged with multiple providers. If the social services district determines that the parent or caretaker has **not** demonstrated that there is a necessity to use multiple providers, reimbursement is limited to one weekly market rate that is applicable for the type of provider who provides care for the highest number of hours. The social services district will determine how to distribute the reimbursement for the multiple providers.”*

- ▶ **Parents/caretakers and providers will be notified if this situation pertains to them**

# Guidance & Recommendations: Attendance & Absences

- ▶ Attendance Records are required and may be requested by DSS for audit purposes- this includes sign-in and sign-out sheets.
- ▶ Absences are for the occasional illness or vacation where the child cannot attend.
- ▶ Absences: when a child is absent for 5 or more consecutive days, DSS CCAP worker will contact the family to see if the child is still in attendance, if the parents' need for care has changed, and adjust the case accordingly.
- ▶ Providers should contact the family when a child has been absent for more than 5 consecutive days without explanation.

# Guidance con't

- ▶ Providers will be required to keep daily sign-in and sign-out sheets for each child in their care ( these records can be requested by the district) *Many providers already keep sign in/out sheets*
- ▶ Parents need to enter the exact time the child was dropped off and picked up
- ▶ Records may be requested by DSS Financial Operations for audit purposes
- ▶ Bills will not be accepted if submitted before the end of the current month- the bill will be disallowed and returned, and providers will need to resubmit once the month is complete (only exception is when the child has left care, and provider has received the closing letter)
  - ▶ Example: Bill submitted on 5/27 but care for 5/28 and 5/29 were included. Cannot submit the bill before all care has been completed.

# Electronic and Billing Guidance, cont.

- ▶ Using KinderConnect is most efficient for providers and districts
- ▶ KinderConnect helps providers track attendance records, timesheets for each child, ensures compliance with state requirements, streamlines the reimbursement process
- ▶ The district can send providers messages on a particular bill- helps cut down on frequent calls/emails
- ▶ The district will process online bills before paper bills
- ▶ KinderConnect Website:
  - ▶ <https://www.ccta-newyork.com>

# Direct Deposit

- ▶ OC DSS-ES cannot set up Direct Deposit
- ▶ Please contact the below numbers for assistance

## **For Assistance with FAMS**

Please reach out to the NYS Office of Children and Family Services Call Center: 518-474-9454

Hours: M-F, 8:00 a.m. – 5:00 p.m.

## **For Assistance with NYePay**

NYS Office of Children and Family Services Call Center: 518-474-9454

Hours: M-F, 8:00 a.m. – 5:00 p.m.

## **For assistance accessing your my.ny.gov account**

The New York State Office of Information Technology Services Desk Support

Telephone: 1-844-891-1786

Online Chat: [chat.its.ny.gov](https://chat.its.ny.gov)

E-mail: [Fixit@its.ny.govAgent](mailto:Fixit@its.ny.gov)

## Two Part Opt-In for Child Care Assistance Direct Deposit

Using the Facility and Application Management System  
(FAMS) and New York Electronic Payment (NYePay)

### Part 1

#### FAMS Opt-In

Opt-in to CCA Direct  
Deposit through FAMS.



Go to: [my.ny.gov](https://my.ny.gov) and  
select **OCFS FAMS**

In FAMS, select the **CCA  
Direct Deposit** link from  
the Facility Menu.

Fill out the form and submit  
your opt-in participation.



**IMPORTANT!** You need to complete **Part 2** to set up  
direct deposit.

### Part 2

Go to: [my.ny.gov](https://my.ny.gov) and select  
**NYePay**. Then select **Child  
Care Assistance**.

Select the **Providers tab** and  
enter your program's bank  
account information.

#### Set up Payment

Enter your program's  
bank account information  
into the NYePay  
application.



**NOTE:** Payments in process will be made based on what you have  
chosen in the system at the time the payment was set up by the district.

For detailed instructions on these parts scan  
the QR code below:

FAMS Opt-In



NYePay



Office of Children  
and Family Services

# How to Apply or Submit Documents:

- ▶ **Submit application and supporting documentation via:**
- ▶ **Mail:** CCAP 421 Montgomery St. Syracuse, NY 13202
- ▶ **Email:**  
[DayCareDocs@dfa.state.ny.us](mailto:DayCareDocs@dfa.state.ny.us)
- ▶ **Fax:** 315-435-5682
- ▶ **Apply online:**  
<https://hs.ocfs.ny.gov/CCAPsignup/invite>
- ▶ **In person**

