CCFA: EEC’s New Subsidy Management System

The Department of Early Education and Care (EEC) provides financial assistance for families in need who meet eligibility criteria so they may attend a high quality early education and care program. Annually, EEC administers approximately $500 million in funding to programs who serve these children. EEC has developed a new system for managing these subsidy awards: the Child Care Financial Assistance system (CCFA).

CCFA is a single system that manages both vouchers and contracts for financial assistance. On July 1, 2015, CCFA replaced both eCCIMS and CCIMS for all current and new authorizations and placements. Attendance and billing for services that are provided on or after July 1, 2015 must be entered into CCFA. Attendance and billing, as well as adjustments to attendance and billing, for services provided before July 1, 2015 must be entered into eCCIMS/CCIMS. This is essential to ensure proper and timely payments.

How to Access CCFA

CCFA is a web-based platform. You must have a computer with internet access and a web browser in order to access CCFA.

EEC issues a CCFA login and password to the CCFA Administrator for each Contracted Provider or Child Care Resource and Referral Agency (CCR&R). The CCFA Administrator is the designated authority for overseeing CCFA use in their organization. The CCFA Administrator sets up the CCFA User Profile for their organization and then grants access to authorized users within the organization. CCFA Administrators from Contracted Providers and CCR&Rs who need a CCFA user login and password for their organization should email a request to eechelpdesk@massmail.state.ma.us (For directions on how to set up a CCFA organization profile or add a CCFA user, please refer to these user guides at www.mass.gov/eec/ccfa/userguides. See next page for more information on CCFA user guides.)

"Voucher Only" providers need to contact their CCR&R Administrator for a CCFA new user login and password. The directory of CCR&R Administrators is online at www.mass.gov/eec/ccfa/ccrr.

To log into the CCFA website go to https://ccfa.eec.state.ma.us/ and enter your user name and password.
Using CCFA

CCFA uses “modules” for managing the steps in administering child care financial assistance. The key modules are Intake, Eligibility/Authorization, Placement, Attendance and Invoice/Billing. Contracted Providers and CCR&Rs will use all five key modules in CCFA. Providers who accept only vouchers and do not have any contracted slots (i.e. “Voucher Only” providers) will use only the CCFA Attendance module.

There are User Guides available to help you navigate CCFA. The User Guides are instruction manuals for each of the CCFA modules. You can find them inside the CCFA application, on the home screen under the Help tab on the far right. They are also available on EEC’s website at: www.mass.gov/eec/ccfa/userguides.

CCFA Training

Contracted Providers and CCR&Rs are advised to complete training on all five key CCFA modules: Intake, Eligibility/Authorization, Placement, Attendance and Invoice/Billing. Training information is posted to the CCFA website at www.mass.gov/eec/ccfa/training.

Providers who accept only vouchers and do not have any contracted slots (i.e. “Voucher Only” Providers) need to complete training on the CCFA Attendance module. EEC has developed a video that instructs “Voucher Only” Providers on how to enter attendance into CCFA. “Voucher Only” Providers must work with their CCR&R Administrator to complete this training. The directory of CCR&R Administrators is online at www.mass.gov/eec/ccfa.ccrr.

Conference Calls

EEC offers regular conference calls with CCR&Rs, Contracted Providers and other CCFA users to answer questions about the new CCFA, according to the schedule below:

Contract Providers, All Others
Daily
10:00-10:10am

CCR&Rs
Daily
10:15-10:30am and 3:00-3:30pm

Dail in Number +1 (712) 775-7031
Meeting ID: 526-401-841

CCFA Help Desk
eechelpdesk@massmail.state.ma.us
(617) 988-2450

Key Resources

Click on Help for User Guides