

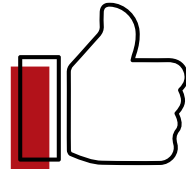
Contracted Provider Core Service Trainings
Fiscal Management – Policy
Spring 2025





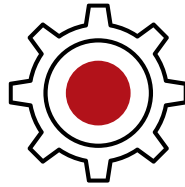
Welcome!

While waiting for others to join, check your Zoom settings and drop your full name, role and organization in the chat.



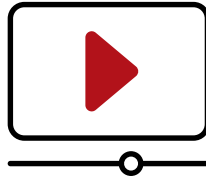
Find "Raise Hand"

- In meeting controls, click "Reactions"
- Click raise hand to ask a question or answer a prompt



Update Your Name

- In meeting controls, click "Participants"
- Hover over your name, click "..."
- Click "rename" to update to your First Name & Last Name



Technical Trouble?

- Send a message to the EEC Host on Zoom



Housekeeping



Please feel welcome to place questions in the chat

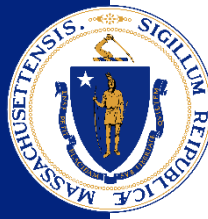
Questions will be gathered for a holistic FAQ document that will be distributed after all training is completed



When asked for feedback or comments by facilitators throughout the session, please “raise your hand” to be called on



Please keep your microphone on mute to reduce feedback until you are looking to make a statement or ask a question



Today's Agenda

Today's training will cover the phases of the Provider Experience with Child Care Financial Assistance

Topic

Introduction, Housekeeping & Objectives

Provider Fiscal Experience

Enrollment and Attendance

Reimbursement Based on Enrollment

Cost Reimbursement

BREAK

Managing Your Contract

Fiscal Record Keeping

Administering Transportation Services

Final Questions & Discussion



Introductions: EEC Team

- **Alicia Siryon-Wells**, Senior Associate Commissioner for Internal Controls and Program Integrity
- **Bethanie Glass**, Director of Child Care Financial Assistance
- **Elyse Tibbetts**, Priority Access Manager
- **Audit Compliance and Resolution Unit**
 - Chet Stone, Subsidy and Transportation Fiscal Monitor
 - Randy Wong, Subsidy and Transportation Fiscal Monitor
 - Frank Ray, Subsidy Fiscal Monitor
 - Joyce Nkwah, Grant and Subsidy Fiscal Monitor



Today's Course Objectives

By the end of this course, you will be able to...

- Understand key fiscal policies related to Enrollment and Attendance, Reimbursement Based on Enrollment, Billing and Payments, Cost Reimbursement, and Transportation.
- Apply correct procedures for Enrollment and Attendance, Reimbursement Based on Enrollment, Billing and Payments, Cost Reimbursement, and Transportation.
- Explain how your Income Eligible and Priority Populations contracts work with an increased understanding of requirements and expectations
- Understand how fiscal policies affect your day to day work with families, how you work with families, and how families will work with our various partners – including you!



Provider Fiscal Management



What is the Provider Fiscal Management?

Provider Fiscal Management covers the practices required to ensure compliance and sound fiscal administration of the Child Care Financial Assistance program.

Type of Providers and Agreements

Enrollment and Attendance

Reimbursement and Payments

Cost Reimbursement

Fiscal Records

Contract Management & Utilization

Collection of Parent Fees

Transportation Services

Each topic will explore key areas:

- Current policy and procedures in place for enrollment, billing, and payments.
- Current practice for administering CCFA through the contracts effective 10/1/2024.
- How you are managing fiscal records, collection of parent fees, and transportation services.



Types of Providers and Agreements

Contracted providers and Family Child Care Systems

- Contracted providers and Family Child Care Systems are required to sign a Commonwealth of Massachusetts Standard Contract Agreement with EEC.
- Contract Agreements with EEC are only available through a procurement process as required by the Commonwealth of Massachusetts's Operations Service Division (OSD).
- Family Child Care Providers accepting contract slots are required to sign a System agreement with a Family Child System.

Child Care Resource and Referral Agencies (CCRR)

- Initiates agreements with Providers accepting vouchers through a Voucher Agreement
- Providers can sign a Voucher Agreement with a CCRRs at any time.
 - Where there is an Umbrella organization that has multiple provider locations of care across more than one CCRR Region, a separate voucher agreement must be completed with that respective CCRR.
- Funded early education and care providers are required to obtain and submit to the CCRR a copy of a current and valid Certificate of Eligibility for Funding issued by EEC.

Family Access Administrators

A person or organization authorized or designated by EEC to conduct eligibility determinations for child care financial assistance, subject to EEC oversight and review. Current authorized entities include Contracted Child Care Educators/Providers and CCRRs.



Fiscal Differences

Contract Provider

- Signs Contract with EEC and Voucher Agreement with CCRR.
- Organization becomes subrecipient.
- Attendance and Billing
 - Completes attendance in CCFA
 - Submits billing in CCFA System
 - Has one billing deadline.
 - Billing is approved by EEC.
 - Receives direct payment from EEC 10-15 business days after billing is approved.
- Transportation compliance reviews completed by EEC.
- Fiscal Monitoring completed by EEC.
- Commonwealth of MA reporting requirements.
- Where applicable, Independent Audit requirements.

Voucher Provider

- Signs Voucher Agreement with CCRR.
- Organization becomes subaward.
- Attendance and Billing
 - Completes attendance in CCFA System
 - Submits billing in CCFA System
 - Has two opportunities to submit billing.
 - Billing is approved by CCRR.
 - Receives direct payment from CCRR within 2 business days after payment is received from EEC.
- Signs Transportation Addendums with CCRR.
- Fiscal Monitoring completed by CCRR.



Voucher Management

All contracted programs are responsible for managing the child care financial assistance for any child placed within their program in a contract seat or voucher as part of their contract.

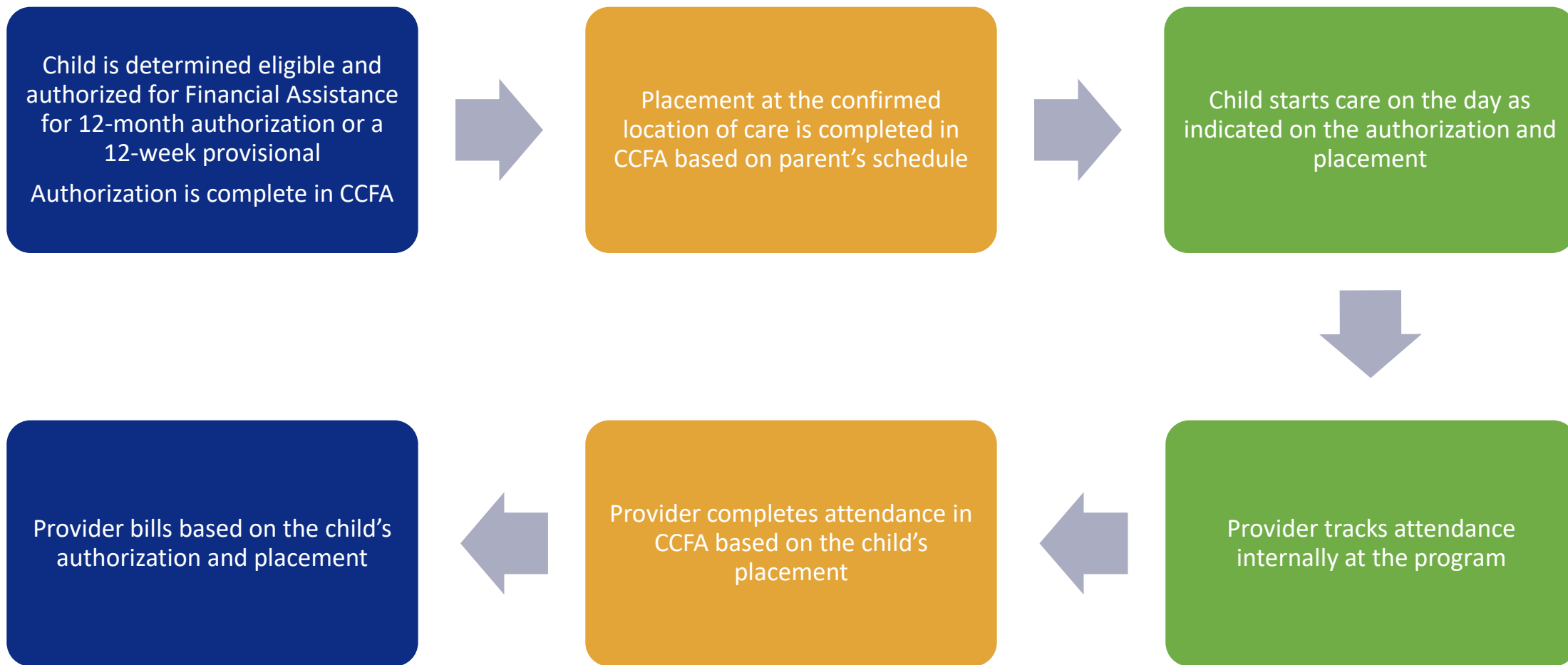
- Contracted providers are responsible for voucher management at re-authorization only unless requested otherwise by a family (initial authorization is completed by CCRR).
- If a contracted provider is unable to manage vouchers at reauthorization, they must inform their designated Family Access Specialist prior to 60 days of the re-authorization period to ensure timely transferring of the case to the Child Care Resource and Referral agency and notification to the family.
- Voucher management is supported by the 5% administrative rate for center-based providers paid through cost reimbursement contract and the FCC system regional administrative rate.
- FCC systems receive a regional administrative rate for voucher management monthly through CCFA.



Enrollment and Attendance



Enrollment-Based Attendance Overview





From Authorization to Attendance

Authorization

- Verification of eligibility is complete.
- Authorization is entered into CCFA.
- File is sent to Secondary Approver for review and approval.
 - File can be hard copy or electronic.
 - If rejected, all corrections are made to ensure final approval.
- Authorization can be pushed forward up to 3 weeks if family is not ready to start care.

Placement

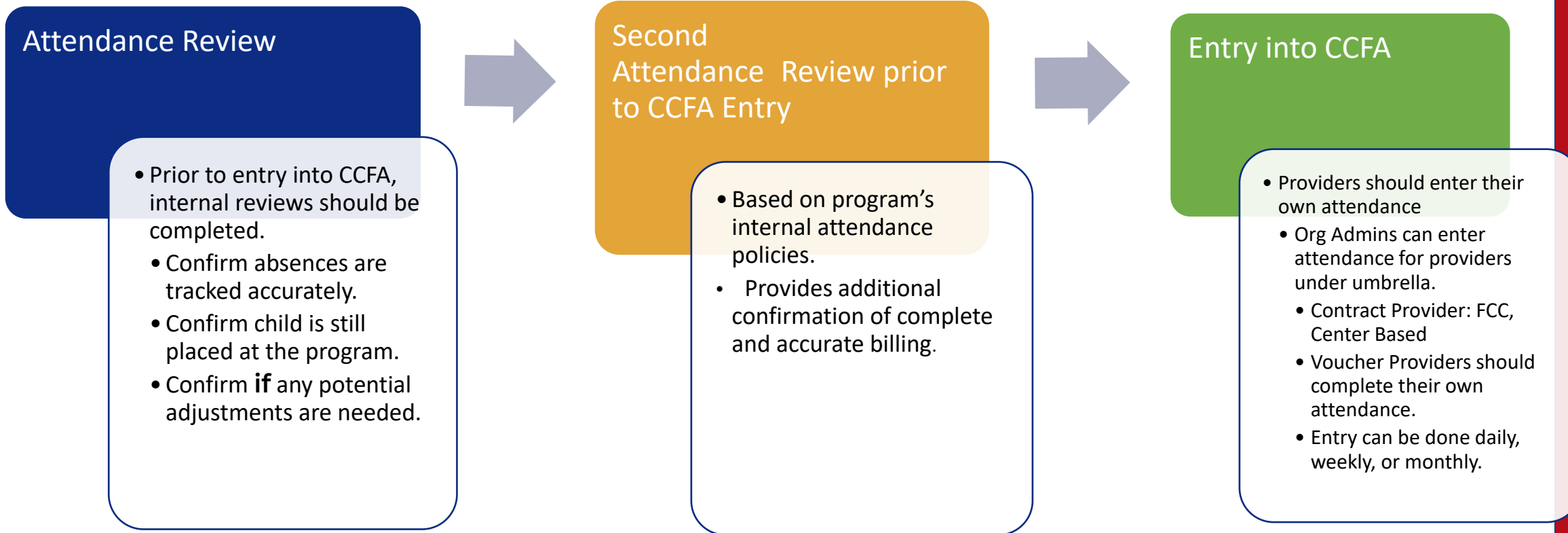
- Upon final approval of Authorization in CCFA, a placement is created based on family's schedule and service need.
- Fee Agreement and Voucher (if applicable) is generated and sent to parent for signature. (Electronically or Hard Copy)
- Final documents are placed in child's file or electronic filing system.

Attendance

- Child's placement begins and provider tracks attendance.
- Internal tracking of child's attendance and absences is completed in accordance with EEC Financial Assistance Policies and EEC Licensing Policies.
- Programs must counsel families on the Financial Assistance Absence policies.



From Attendance to CCFA Entry





Key Attendance and Absence Reminders

- For enrollment-based attendance, use “*AS SCHEDULED*” when possible.
 - Absences should still be entered into CCFA.
 - School Age will require accurate attendance tracking in CCFA based on the placement.
- EEC will continue to pay for child care while the child has an active placement and follows EEC’s attendance and payment policies.
- The family must continue to pay their parent fee for all days the child(ren) is absent.
- FAA instructions for absences and Approved Break in Care
 - Terminations on child’s placement can be issued in the following circumstances
 - 30 consecutive unexplained absences, a two-week termination notice may be issued on the 31st day.
 - 45 non-attended days including unexplained absences, a two-week termination notice may be issued on the 46th day.
 - **The Termination ONLY applies to the child’s placement, NO CHANGE SHOULD BE MADE TO THE AUTHORIZATION.**
 - EEC does not pay when there is an Approved Break In Care.
 - The placement must be terminated with Approved Break in Care as the reason.
- Absences related to DCF children
 - Ongoing communication with DCF Case worker when excessive absences occur.
 - If DCF child is terminated, a new referral will have to be issued.

CCFA System Enrollment and Attendance Code



Enrollment and Attendance Codes	Enrollment and Attendance Type Description	
EN0	Enrolled - No Transportation	Attended - No Transportation
EN1	Enrolled - One Way Transportation	Attended - 1-Way Transportation
EN2	Enrolled - Two Way Transportation	Attended - 2-Way Transportation
IE0	Enrolled Intermittent - No Transportation	Intermittent Full Time No Transportation
IE1	Enrolled Intermittent - One Way Transportation	Intermittent Full Time 1 Way Transportation
IE2	Enrolled Intermittent - Two Way Transportation	Intermittent Full Time 2 Way Transportation
IEP0	Additional will be added to accommodate PT intermittent.	Intermittent Part Time No Transportation
IEP1		Intermittent Part Time 1 Way Transportation
IEP2		Intermittent Part Time 2 Way Transportation
EF0	Enrolled Full Time - No Transportation	Intermittent Flexible Full Time No Transport
EP0	Enrolled Part Time - No Transportation	Intermittent Flexible Part Time No Transport
EF1	Enrolled Full Time - One Way Transportation	Intermittent Flexible Full-Time One-Way Transport
EP1	Enrolled Part Time - One Way Transportation	Intermittent Flexible Part Time One Way Transport
EF2	Enrolled Full Time - Two Way Transportation	Intermittent Flexible Full-Time Two-Way Transport
EP2	Enrolled Part Time - Two Way Transportation	Intermittent Flexible Part Time Two Way Transport

CCFA System Enrollment and Attendance Codes (Flexible Placements)



CCFA System Codes	Enrollment and Attendance Codes Description for Flexible Placements	
EN0	Enrolled - No Transportation	Flexible Attendance No Transport
EN1	Enrolled - One Way Transportation	Flexible Attendance One Way Transport
EN2	Enrolled - Two Way Transportation	Flexible Attendance Two Way Transport
EF0	Enrolled Full Time - No Transportation	Flexible Full Time No Transport
EF1	Enrolled Full Time - One Way Transportation	Flexible Full-Time One-Way Transport
EF2	Enrolled Full Time - Two Way Transportation	Flexible Full-Time Two-Way Transport
EP0	Enrolled Part Time - No Transportation	Flexible Part Time No Transport
EP1	Enrolled Part Time - One Way Transportation	Flexible Part Time One Way Transport
EP2	Enrolled Part Time - Two Way Transportation	Flexible Part Time Two Way Transport
EN0	Enrolled - No Transportation	Flexible Attendance No Transport
EN1	Enrolled - One Way Transportation	Flexible Attendance One Way Transport
EN2	Enrolled - Two Way Transportation	Flexible Attendance Two Way Transport
EF0	Enrolled Full Time - No Transportation	Flexible Full Time - No Transportation
EF1	Enrolled Full Time - One Way Transportation	Flexible Full Time - One Way Transportation
EF2	Enrolled Full Time - Two Way Transportation	Flexible Full Time - Two Way Transportation



CCFA System Absence Codes

CCFA Code	Attendance Type	Reimbursement Results
EA0	Explained Absence No Transportation	payment based on schedule
EA1	Explained Absence One Way	payment based on schedule
EA2	Explained Absence Two Way	payment based on schedule
UA0	Unexplained Absence No Transportation	payment based on schedule
UA1	Unexplained Absence One Way	payment based on schedule
UA2	Unexplained Absence Two Way	payment based on schedule
NA	Unpaid Attendance	(Not Billable)
PR	Provider Refused Service	(Not Billable)
RS	Parent Refused Service	(Not Billable)

*** For School Age Placements, use the respective Intermittent, Before and/or After School absence code.**

Approved Closures

Flexible Closure Days, Holidays and professional development days are Approved Closures.

Must be listed in the contracted provider's contract with EEC and in the voucher provider's agreement with their CCRR.

FCC educators communicate with their FCC System.

Both GSA programs and FCC Educators and Systems will now have up to 27 Approved Paid Closure days per year (12 state holidays, 5 PD days, and 10 Flexible Closure Days).

Initial authorization and placement cannot start on an Approved Closure day.

Programs should work with their families to determine an operating schedule that both supports access for families and opportunities for staff and educators to schedule time off or participate in professional development opportunities.

Emergency Closures

Emergency Closures may be caused by extreme weather conditions, loss of power, loss of heat, flooding, and/or other similar situations outside of a program's control.

EEC will provide payment for both the primary and substitute Child Care Educator/Provider during Emergency Closures.

***Additional requirements are required.**

Center-based Programs FCC educators and the administrative offices of Family Child Care Systems, are expected to remain open during inclement weather.

Payment for Emergency Closures is limited to three consecutive days, unless otherwise approved by EEC.

EEC will pay parent fees for the duration of approved Emergency Closures.

EEC can disqualify billing if it discovers Emergency Closures that are excessive or unwarranted.

Documenting Emergency Closures

Programs must maintain documentation of the extreme weather conditions in their files, such as articles from newspapers or websites.

All programs are expected to report the extended emergency closure to their EEC licensor and comply with the program's written emergency management plan, as required by 606 CMR 7.11(7).

Contracted providers must also report the closure to their EEC Regional Family Access Specialist.

Voucher providers report the closure to their CCRR.

All Emergency Closures must be entered into CCFA.

EEC can disqualify billing if it discovers Emergency Closures that are excessive or unwarranted.



CCFA System Closure Codes

CCFA System Code	Attendance Type	Reimbursement Results
CF0	Approved Closure (Full) No Transport	payment based on schedule
CF1	Approved Closure (Full) One Way Transport	payment based on schedule
CF2	Approved Closure (Full) Two Way Transport	payment based on schedule
CP0	Approved Closure (Part) No Transport	payment based on schedule
CP1	Approved Closure (Part) One Way Transport	payment based on schedule
CP2	Approved Closure (Part) Two Way Transport	payment based on schedule
UC	Unapproved Closure	Not billable



CCFA System Closure Codes

CCFA System Code	Attendance Type	Reimbursement Results
IC0	Intermittent Closure No Transport	allows for PS or SA child to be in care full day, payment is not based on schedule if authorized for FT
IC1	Intermittent Closure One Way Transport	allows for PS or SA child to be in care full day, payment is not based on schedule if authorized for FT
IC2	Intermittent Closure Two Way Transport	allows for PS or SA child to be in care full day, payment is not based on schedule if authorized for FT



Reimbursement Based on Enrollment



Reimbursement Based on Enrollment Policy

Providers will be reimbursed up to the maximum daily reimbursement rate shown on the current rate chart as calculated for the region and type of care provided, based on family authorization and child(ren) schedule.

Full-Time Care

Reimbursement for child care services for families authorized for full-time care is paid based on the child's schedule. If child schedule is full time, reimbursement will be at 100% of the EEC daily rate.

Part-Time Care

Reimbursement for child care services for families authorized for part-time care is paid based on the child's schedule. If child schedule is daily part time, reimbursement will be at 60% of the EEC daily rate.

School-Aged Child Care

Reimbursement for School Age Children: On days when school is in session, school age Children enrolled care shall only be reimbursed for Before and/or After School rates. School Age children in Family Child Care shall be reimbursed at the Part Day Rate.

School Closure Only

Reimbursement for School Closure Only: On days when child attends the provider will be reimbursed.



Reimbursement Based on Enrollment Procedure

Providers will be reimbursed at the contracted (daily) rate, less required fees, for actual utilization, unless otherwise stated in EEC policy

Utilization:

number of enrolled slots multiplied by the number of service days in a given month

Service days include:

- enrolled days (present and absent)
- approved closure days
- approved holidays
- approved emergency closures

- Family child care systems must pay family child care providers who have an agreement with the system at a rate equal to or greater than the regional rate for Family Child Care based on the age of the child (less than or over 2 years old)
- A full-day rate is paid when the child is authorized and scheduled for full-time care
- 60% of the full-day rate is paid when the child is authorized and scheduled for part-time care.
 - Providers will be paid when school is in session for Before and/or After School rates. Family Child Care shall be paid at the Part Day Rate.



Paying Based on Enrollment for Early Education Providers: Key Reminders

Providers will bill based on the child's enrollment (the hours agreed upon between the parent and provider) including schedule changes.

Providers may not enroll, and EEC will not pay for, financial assistance for a family before the beginning date indicated on the family's voucher or, if the child is in a contracted slot, before the beginning date indicated on the signed Financial Assistance and Fee Agreement.

If a child(ren) attends past the family's authorization end date, the family **CANNOT** be held financially responsible for this oversight **UNLESS** the family enters and signs a private pay agreement with the provider prior to the family's authorization ending.

EEC will not pay for child care services provided beyond the family's authorized end date, as indicated on the family's voucher or signed Financial Assistance and Fee Agreement, or for care provided contrary to EEC regulations and policies.





Paying Based on Enrollment for School Age:

Key Reminders

- On days when school is in session, EEC will pay for before- and/or after-school rates or part day rates for family child care providers serving school age children.
 - EEC does not pay for school age child care services received during the school day, even if a school department provides remote or hybrid school.
- On days when school is not in session, EEC will pay providers full days rates for children with intermittent placements. This includes
 - Early release days;
 - School vacation days and school holidays where the early education and care provider is open;
 - Approved closures where both the provider and public school are closed (i.e. Patriots Day) ;
 - School closure days, such as for professional development or due to the school's emergency closure (i.e. weather, other emergency, etc.);
 - Summer and winter/spring breaks; and
 - Days that the early education and care provider was scheduled to provide full day care under one of the eligible categories above but had an Emergency Closure, pursuant to the Emergency Closure policy.
- A child attending public kindergarten is considered a school age child.
- Providers serving families with 5-year old children who are enrolled in preschool (instead of Kindergarten in the local school district) will be reimbursed at the preschool rate, less any parent fees.

Early Release/School Day Closure Reimbursement

Allows for overlapping placements when SA child AS placement is 'regular placement' and attends FT hours due to early release in afternoon program. If child has BS placement at different provider, provider will be able to bill for BS.

The provider with the Intermittent placement, the parent pays the full-time parent fee.

Allows for SA child to attend designated AS program full day when there is an early release day.

Provider is paid for Full day
Parent pays the full-time parent fee.

Allows for SA child to attend designated AS program full day when there is an early release day. If child does not attend, child is not marked absent. Provider can enter closure code

Provider is paid for Full day
EEC pays parent fee

Summer Camp

If school is still in session and the first day of summer camp has begun, School Age placements are billed at the After School rate.

If there is an early release day, and the children attend the camp after school, programs may bill full day.



Substitute Care Reimbursement

Reminder:

- EEC will only provide payment to one provider at a time. Families cannot hold enrollment at one early education and care provider while the child attends another early education and care provider.
- EEC will not provide payment for a child to receive early education and care services with two providers for an overlapping period of time.
- **If a family's provider is unavailable to provide care and substitute care is provided, payment is made only to the substitute provider.**
 - Substitute care must occur within the same umbrella organization or Family Child Care System, program type, schedule, and region as the primary early education and care provider.
 - Center-based early education and care providers may close one location and offer substitute care at another location, but EEC will only provide payment once since both locations would be under the same umbrella.
- **EEC may pay both the primary and substitute providers in the following circumstances**
 - ***Flexible Closure Days:*** Family Child Care (FCC) Providers may take Flexible Closure Days in accordance with the Approved Closure Policy for Family Child Care Educators that accept Child Care Financial Assistance.
 - EEC will provide payment for both the Flex day and for any substitute care provided on that day.
 - ***Emergency Closures:*** EEC will provide payment for both the primary and substitute early education and care provider during Emergency Closures, so long as substitute care meets the additional requirements detailed for substitute care.
 - Partial Emergency Closures, such as for a single classroom that is part of the larger program, are not eligible for substitute care.
 - Center-based early education and care providers who close one location and offer substitute care at another location may use Substitute Care Module, but EEC will only provide payment once since both locations would be under the same umbrella.



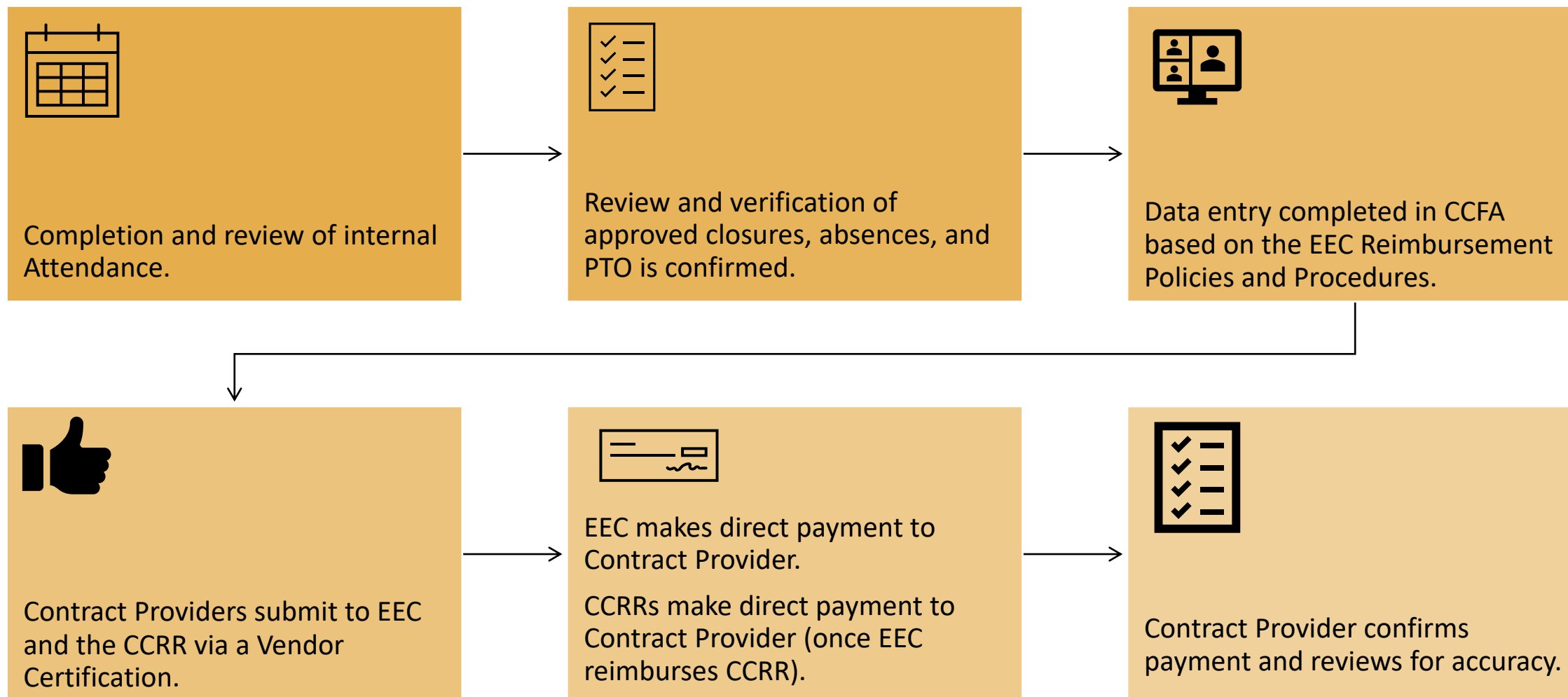
Reimbursement During Investigations: FCC Providers

- When an allegation, incident, injury, or criminal charge involving an EEC licensed Family Child Care (FCC) Program requires an investigation by EEC and/or other state agencies, EEC may request that the FCC Provider voluntarily put the program license into inactive status, pending the outcome of any associated investigation(s).
- EEC will only be requesting that an FCC provider go into inactive status in the most serious cases.
 - FCC providers with an inactive status pending investigation are not eligible to receive financial assistance reimbursement payments during pending investigations. This includes any grant payments.
- The issuance of an Emergency Suspension, Revocation, or Refusal to Renew legal order to the FCC Provider, or the voluntary surrender of the license by the FCC Provider, will immediately cease any further reimbursement payments to the FCC provider past the date of the legal order or voluntary surrender.
- EEC reserves the right to recoup payment in the event that reimbursement was prepaid.

If a program appears to be facing financial or administrative challenges, Family Access Administrators must report concerns promptly to the Deputy Commissioner for Family Access and Engagement.



Reimbursement Process for Contract Providers

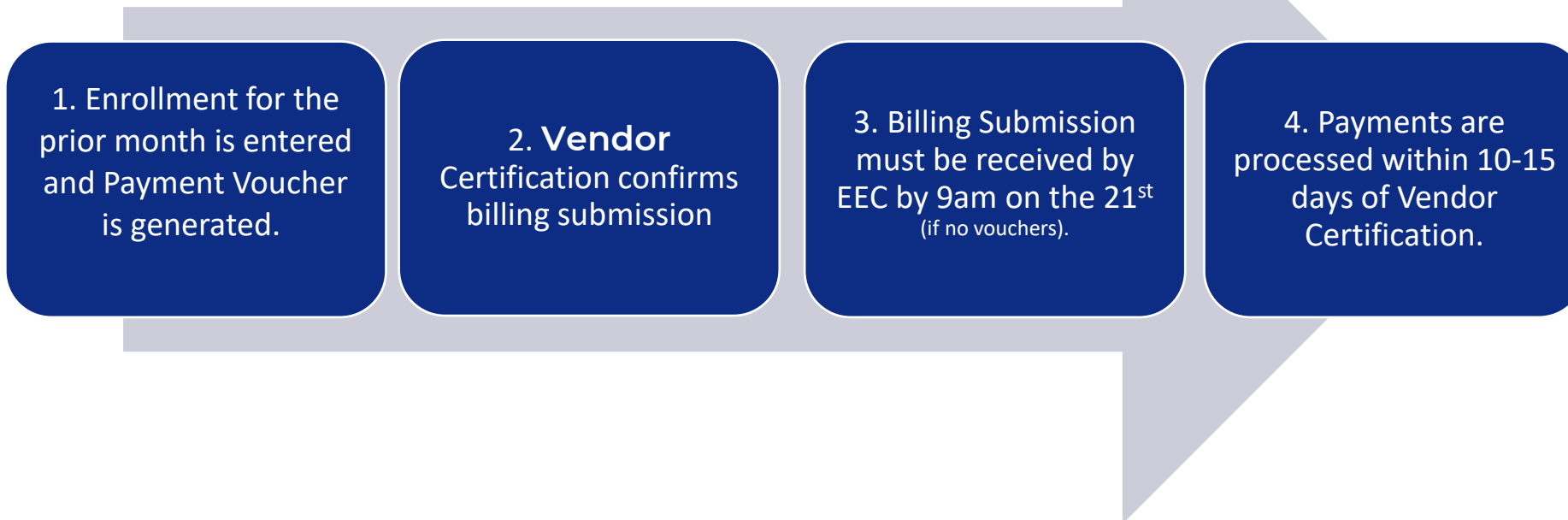




Issuing Payments: Contract Provider Process

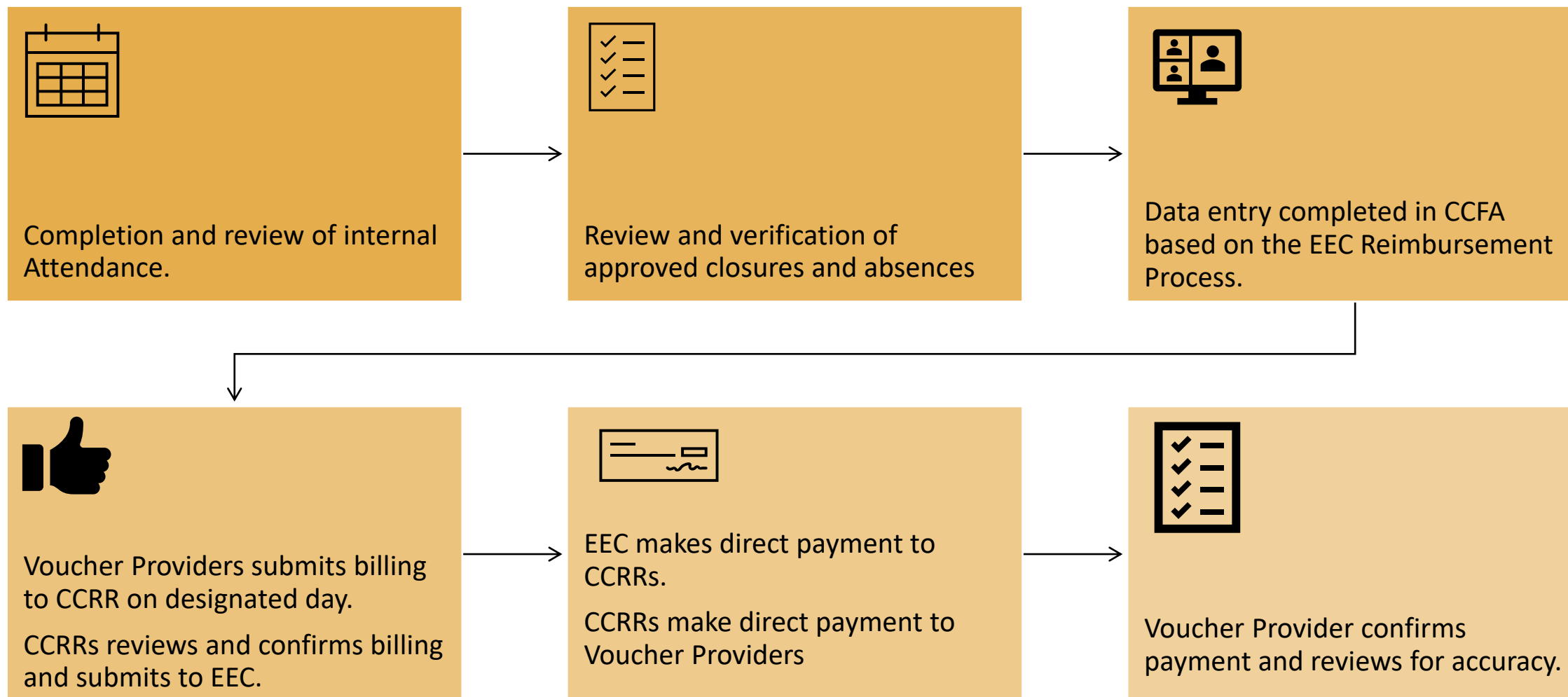
Contracted early education and care must utilize EEC's Child Care Financial Assistance (CCFA) System to complete and submit billing for services rendered.

*For the Payment Vouchers that are not generated from CCFA (i.e special needs and CCRR management billing), please scan your Payment Voucher(s) (no hard copy is required) with attached back-up to EEC's designated Accounting Unit mailbox at:
EECPaymentVoucherSubmission@mass.gov*





Reimbursement Process for Voucher Providers

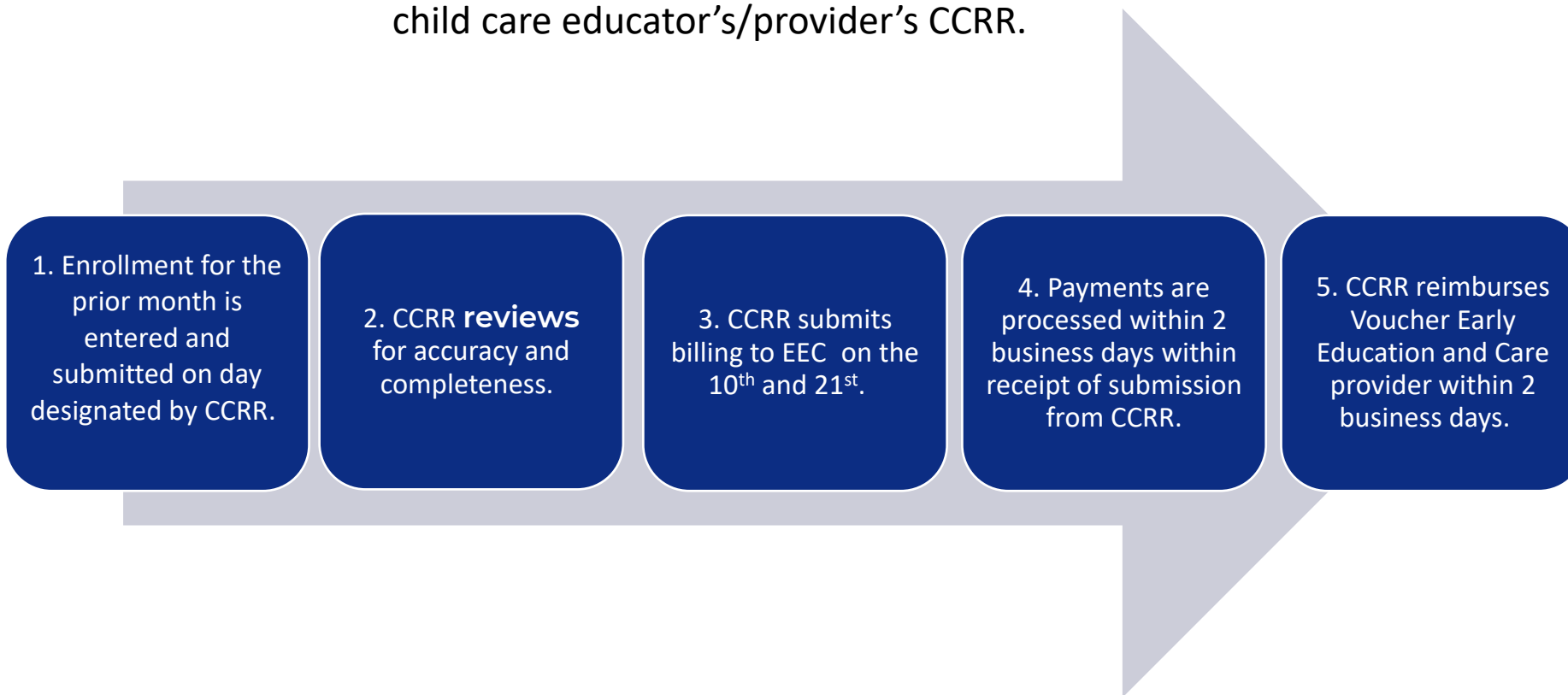




Issuing Payments: Voucher Provider Process

All voucher early education and care providers must utilize EEC's Child Care Financial Assistance (CCFA) System to complete and submit monthly billing for prior month's services.

All voucher billing is reviewed and approved by the voucher child care educator's/provider's CCRR.





Special Needs Flexible Spending

- The program is for temporary funding to support a child with special needs with staff training, equipment or the cost of hiring a one-on-one aid
- Programs are responsible for applying for Special Needs Flexible funding, send completed application to EECSubsidyManagement@mass.gov
- Billing for approved Special Needs services are not generated by CCFA and do not produce a PV.
- For these two services, providers are required to complete a PV and scan the PV including the required back-up documentation, to EEC's designated Accounting Unit mailbox at:
 - EECPaymentVoucherSubmission@mass.gov
 - No hard copies are required.



Denial of Reimbursement or Payment Holds

EEC may deny reimbursement of child care services when:

- The care provided does not meet EEC health and safety standards; and/or
- The early education and care provider fails to follow EEC regulations, policies, procedures, or contract requirements.

EEC may hold reimbursement of child care services when:

- Completion of any audit related adjustments; or
- Sanctions issued by MA Operations Service Division (OSD); or
- Non submission of required Contract documents by the designated deadline.



Offering Discounts and Scholarships

- EEC will not be enforcing the requirement* that early education and care provider charge private families a rate equal to or higher than the state subsidized rate.
 - Tuition Rates should be published in provider handbook.
- Early education and care providers will have flexibility in the charging of private pay families and allows the offering of discounts (including employee discounts), tuition waivers, etc., without requiring restricted revenue to cover the differential cost of care.
 - Ensure policies surrounding discounts and scholarships are clear and published.

*Price Limitation Law (CMR 801)



Key Takeaways

- Enrolled and Attending!!
 - Child is authorized, placed, attending, and meets the criteria for monthly reimbursement.
- Communication with the family is critical when it comes to the schedule they need for care.
- Family Access Administrators must pay close attention to School Age attendance codes to ensure complete and accurate billing.
- Family Access Administrator must adhere to all billing submission deadline to ensure timely payments.



Contract Billing and Unit Rate Contacts

Any payment questions should be directed to the provider's Payment Specialist below. To identify your Payment Specialist, please refer to the "Legal Name" on your contract documents.

- Provider's Legal Name begins with "A thru F", (*example Acre Day*) please contact Nichole Rash at Nichole.Rash@mass.gov or by phone at 617-988-7816.
- Provider's Legal Name begins with "G thru Z" (*example: Girls Club*) please contact Gloria Hickey at Gloria.Hickey@mass.gov or by phone at 617-988-2441.



Cost Reimbursement



Cost Reimbursement

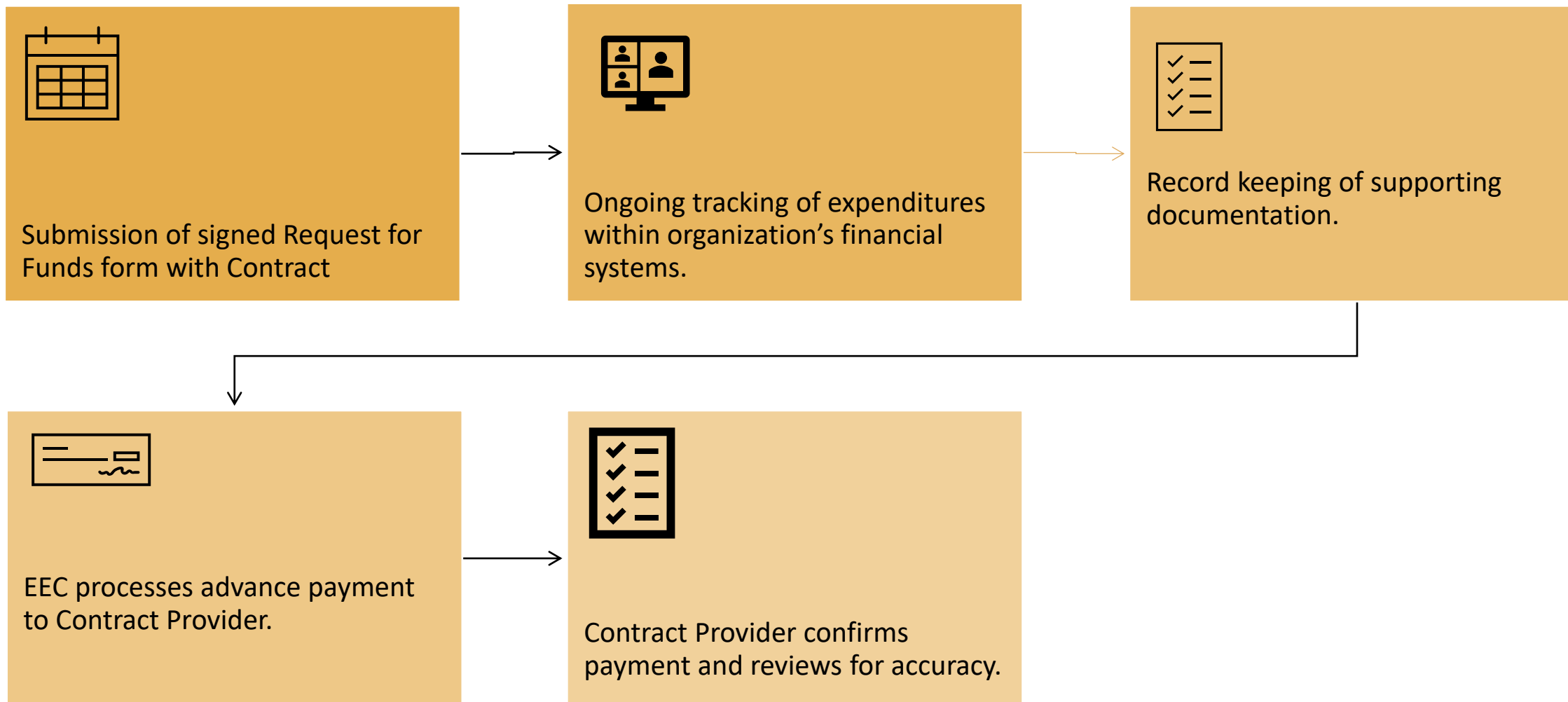
OSD defines Cost Reimbursement in the UFR Auditor Compliance Supplement document.

A payment arrangement under which EEC reimburses the provider for budgeted costs actually incurred in rendering the services specified in the agreement, up to a stated maximum obligation.

- Contract Providers and FCC Systems must have on file supporting documentation that demonstrates the purchase falls within at least one of the allowable use categories.
- If necessary, document an explanation of how the items or staff time in question fall within the allowable categories.
- Documentation must be kept on file and made available upon request from EEC and/or other state agency.



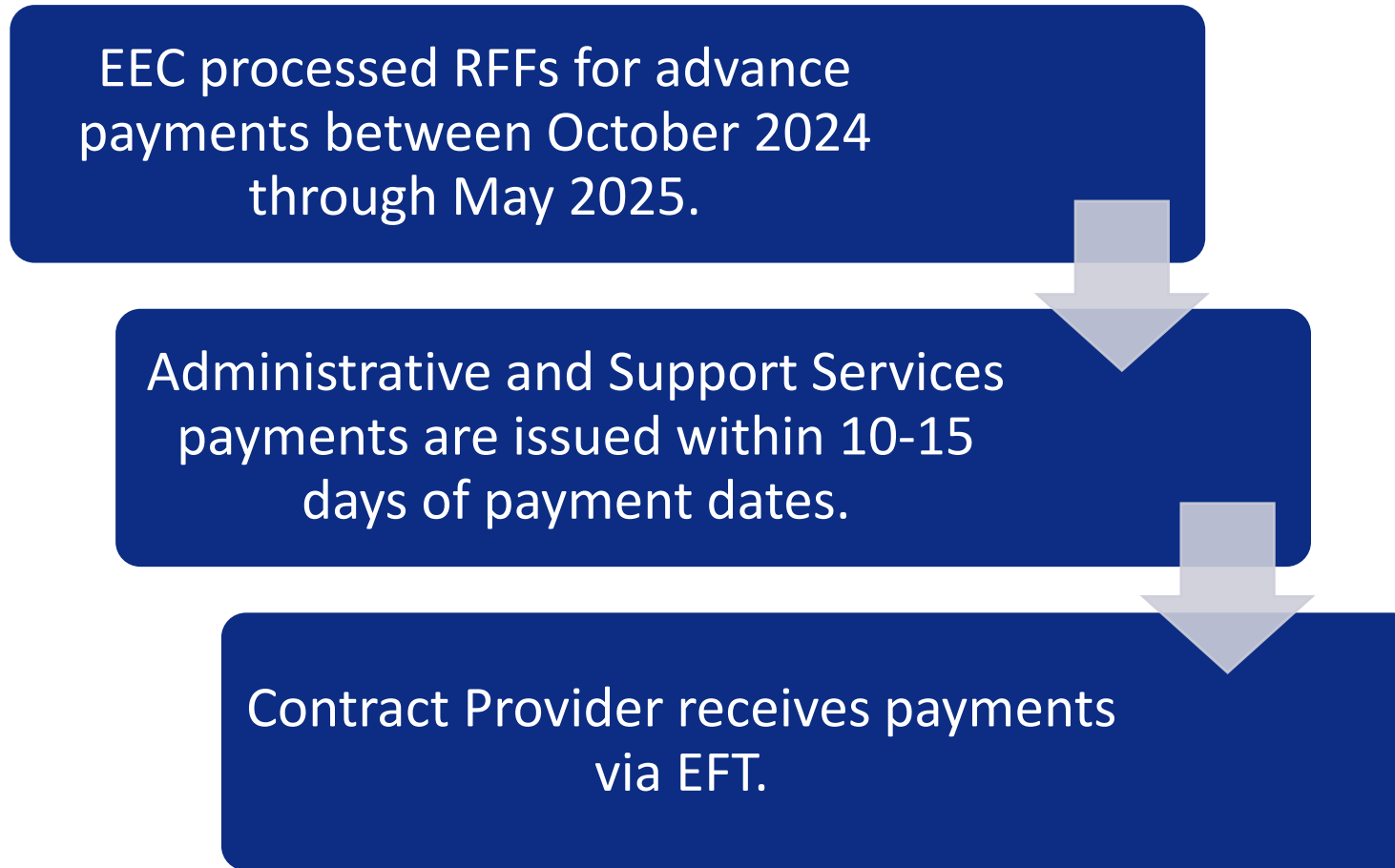
Reimbursement Process for Administrative and Support Services (Advance Payments)



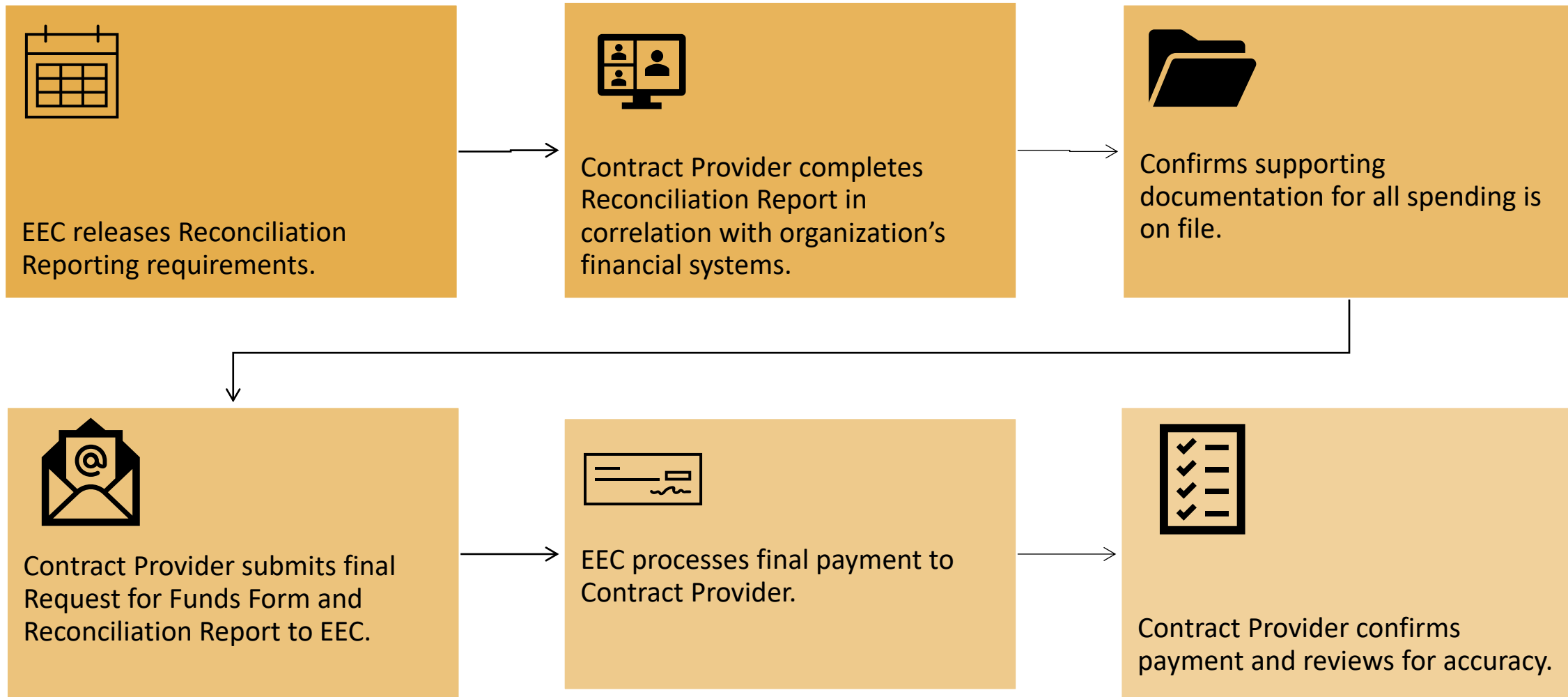
Issuing Payments for FY25: Administrative and Support Services (Advance Payments)



Contracted early education and care must submit a signed Request for Funds Form in order to receive advance payment on the cost reimbursement contracts.



Reimbursement Process for Administrative and Support Services (June Payment)



Issuing Payments for FY25: Administrative and Support Services (June Payment)



Contracted early education and care must submit the final Reconciliation Report and Request for Funds Form in order to receive final payment on the cost reimbursement contracts.

Contract Provider
submits Reconciliation
Report and Final RFF
on or before August 1,
2025.

Administrative and
Support Services
payments are issued
within 10-15 days of
payment dates.

Contract Provider
receives payments via
EFT.



Break – *30 minutes*



Managing Your Contract



FY25 Procurement

EEC offered seat allocations through the newly awarded Income Eligible and Priority Populations contracts focused on:

- addressing gaps in child care supply, particularly for infants and toddlers
- considering continuity of care for families currently served by contracted providers
- expanding access in child care deserts and high child poverty
- provider bid responses and seat requests

Understanding your contract awards from EEC is critical to fully utilizing your organization's seats and providing access to families within your region(s).



Contract Seats

Types of Contract Seats:

- Regular: Supportive, Income Eligible, Teen and Homeless
- Income Eligible Flex: for age up and DCF continuity
 - Teen and Homeless contracts do not have flex pool
- Expansion: flex pool for DCF Supportive above contract award

Families who are offered CCFA funding have parent choice in their schedule and/or amount of care they want to use

The number of hours are based on the authorization:

- Full time placement= 1 seat, includes SA intermittent
 - Up to 50 hours of care = full time
- Part time placement= .5 seat
 - Up to 30 hours of care = half time
- Seat utilization is driven by schedule - If 1 day or more has more than 5 hours or more, it will reflect 1 slot



Seat Type Flexibility

- Providers with Family Child Care System seats and/or DCF related seats continue to have the flexibility to use all the seats within that Region's contract interchangeably across seat types as long as the total number of seats allocated is not exceeded
- At this time, **movement of seats** between age group, seat type, or region that are cost neutral may be **allowable** and may be **requested in writing** through your designated regional EEC Family Access Specialist
- Providers may not request to move/decrease Infant and Toddler seats
- Movement of seats **does require an amendment** to the unit rate contract



Seat Type Flexibility

- Providers that have Preschool seats and one or more seats in the following program types on their unit rate agreements will be able to use the preschool seats across the following program types where available/offered:

- **Preschool**
- Head Start Full Day
- Head Start Before /After School
- Head Start Before School
- Head Start After School
- Kindergarten Full Day
- Kindergarten Before School
- Kindergarten After School
- Kindergarten Before/After School

If you have awarded preschool seats, and do not have seats in the other type to provide this flexibility, it requires a contract amendment



Flex Pools

EEC offers Contracted Providers access to funding through two types of “flex pools,” that enable them to go over their awarded seats provided they meet certain EEC requirements

Income Eligible

- Applies to Income Eligible contracts
- Enables providers to ensure continuity of care for children through additional seats up to 5% of the overall total awarded seats per contract
- If a provider is over the 5%, the family must be transitioned to a voucher
- May only be used to provide continuity of care unless otherwise approved by EEC

Department of Children and Families

- Applies to DCF contracts only
- Enables providers to ensure continuity of care for DCF children and provide additional access to DCF seats as needed and requested by DCF
- May only be accessed if meeting required staffing, case management and support services requirements as outlined in RFR
- **EEC reserves the right to freeze the use of the DCF flex pool if the level of services is not being delivered**

Continuity of care is defined as the continuation of child care financial assistance services for a child **already receiving assistance as they transition** between age groups, providers, and programs, as well as **sibling access** for any other child in the household.



Slot Balancing and Age Up

- As children move into the next age group, leave a program or change CCFA type, the CCFA system moves flex/expansion placements to any available regular contract slots each night through slot balancing
- System will then identify children needing to be aged up, and move to the appropriate contract seat, to flex or notify FAA that child will need a manual placement change
- Slot balance jobs runs again after age-up to balance any slots that have become available as a result of age-ups
- Also, if a contract placement is ended manually for any reason and a new placement is not added before the slot balancing job runs, that slot will be taken by a flex pool placement



Age-Up

- When a child's age reaches program limit, the system will work to move child into the next age group
- If an appropriate seat is not available, CCFA will move child into flex pool
- If no contract or flex pool seats are available, a notification is added to Provider Dashboard to manually change placement
- Age-up doesn't automatically move children from Preschool to School Age, as exemption may be needed due to district variability on age.
- There is also no age up for special needs

Seat	Start of Eligibility
Infant	0 months
Toddler	15 months (1 year, 3 months)
Preschool	33 months (2 years, 9 months)
School Age	60 months (5+ years)



Continuity of Care

If you cannot create a new placement in the contract because:

- Your flex pool and/or contract is full
- Your program doesn't offer care in the next age group
- No space in the next classroom type

Contracted providers must:

- Coordinate with the CCRR or other contracted providers to support transitions (to a new program, new type of CCFA, contract to voucher)
- Ensure family is counseled on their responsibility with CCFA (the benefit) and securing a new placement



Continuity for Child Care Financial Assistance

Type	Flex Pool	Flex Seats Available	If seat type is full...	When seats and flex (if applicable) are full...
Income Eligible	Yes, for continuity	5% of total contract	the next placement goes to flex	CCFA to voucher, initial must be done by CCRR
DCF Supportive	Yes, for new enrollment & continuity	Unlimited, if able to provide services & coordination	child is placed in another available seat in contract, if no contract seat available, placed into flex	*If provider chooses not to/cannot serve through flex due to staff/services, CCFA to voucher – completed by CCRR
Families Experiencing Homelessness	No	N/A		CCFA to voucher, initial must be done by CCRR
Parent under 24	No	N/A	CCFA to voucher >initial must be done by CCRR	CCFA to voucher, initial must be done by CCRR



EEC Communication

- Contracted providers may not request CCRRs to move any child from a voucher into a contracted seat without EEC approval
 - must ensure families are fully informed about the CCFA types and difference between contract/voucher
 - for families who are receiving DCF Supportive child care, DCF child care coordinator and social workers must be part of coordination for any change between authorization type

For providers with DCF Supportive contracts, any communication to DCF regarding a change in organizational capacity to accept children through contract, their flex pool or CCFA overall must include EEC



Underutilization: Unit Rate Contracts

Underutilization refers to funds that have been allocated and not been used or spent within a specific time period and;

- Applies only to unspent funds and does not impact the contracted seat award in the unit rate contract(s)
- Reduces the contract maximum obligation due to current spending and projected spending for a specified period of time.
- Has no effect on your cost reimbursement contracts.
- Occurs throughout the fiscal year through an amendment

The purpose of underutilization amendments is to move the funds that have been identified as unspent and/or projected to be unspent, to various accounts to help supplement other related child care accounts.



Underutilization Amendment: Example

Contract Provider award:
50 IE Seats

Unit Rate Contract
Maximum Obligation:

\$200,000



Contract Provider fills **25**
of the 50 IE Seats during
months of October
through November.

Maximum Obligation
Spending on Unit Rate
Contract:

\$100,000



Under utilized amount:
\$100,000

(Contract is amended
down to \$100,000; seat
award remains at 50.)

Note: If the contract provider fills all 50 awarded IE seat before the end of the fiscal year, EEC will reimburse for all 50 seats.



Unit Rate Contract Amendments

We are committed to understanding and supporting organizations with:

- alignment between contract award and organization programming
- current contract utilization
- identifying partners and eligible families to support access and enrollment
- Providers may reach out to their FAS to discuss their current seat award, utilization and request to shift seats based on FY25 enrollment, community needs and program capacities
- At this time, EEC does not have any additional seats to allocate and requests must be cost neutral



Fiscal Record Keeping



Types of Fiscal Records

Financial Records

- Financial activities should be recorded and summarized in a manner that clearly and fully reveals the sources and amounts of support, revenue, and the type and extent of expenditures.
- The accounting and program record keeping system should also identify the benefits accruing to clients or consumers of the services.

Personnel and Payroll Records

- Personnel records must be sufficient to meet all state and federal employment, wage and labor standards, GAAP internal control needs and industry reporting requirements.
- Adequately and clearly document all staff time directly charged or allocated to state or federally funded contracts.



Required Fiscal Records

Contract Management

- Standard Contract Agreements
- Term and Conditions
- Contract Conditions
- Budget and Budget Narrative
- Rate Increase notifications
- All Amendments

Child Care Billing and Payments

- Attendance Records
- Payment Vouchers
- FCC System billing documentation for FCC Educators.

Cost Reimbursement

- Request for Funds Forms (RFF)
 - Advance Payments
 - Final RFF
- Supporting documentation for expenses.



Collection of Parent Fees

- Policies the collection of parent fees must be documented for program staff and parents.
- Families must pay their parent fee for every day that the provider is open, available for care and their child is scheduled to attend, including:

A day when the child is absent for any reason, unless otherwise stated in EEC policy;

A day when the child is in attendance and the program uses a substitute child care educator who is paid for by EEC.



Collection of Parent Fees

Parent fees will not be applied for any day that the provider has an approved full or partial closure day, and their child is scheduled to attend, including:

Approved Closures
(Professional Development
Days, Flexible Closures,
Holidays, Emergency
Closures)

Full or partial closure
days that are not eligible
for payment by EEC;

Days when transportation
services funded by EEC are
unavailable and the child is
unable to get to the provider.

- A family who discontinues care with an outstanding repayment agreement may owe up to three weeks' worth of back owed parent fees.
- The three-week balance limit applies to outstanding parent fees, and does not include other fees, such as late pick-up, etc.
- Providers who allow families to accrue more than three weeks' worth of unpaid parent fees will be responsible for the parent fee balance that exceeds the value of three weeks' worth of parent fees.



Administering Transportation Services



Transportation Compliance – Key Regulations

- Registry of Motor Vehicle (RMV) compliance for drivers and vehicles
 - Driver license, 7D/School Bus driver certificate
 - Vehicle registration, insurance, annual vehicle inspection, 7D/School Bus inspection
 - Records available even if subcontracted transportation service
- EEC Background Record Check
 - RMV or other background checks not sufficient
- EEC training
 - Annual StrongStart Transporting Children
 - First Aid/CPR
 - Policies and Regulations



Types of Transportation

Operated by the Provider

Provider employs the drivers using owned/leased
RMV approved 7D/School Bus vehicles

Has a contract to one or more transportation companies;
drivers are not employees
RMV approved 7D/School Bus vehicles

Operated through a subcontract

Provided through Public Transportation

Charlie Card/Pass program offered through a Regional Transit Authority (RTA),
Many RTAs are fare free
[Public transportation in Massachusetts | Mass.gov](https://www.mass.gov/public-transportation)



Transportation Policy: Key Updates

- In the new Child Care Financial Assistance Procedures is a section Managing Transportation Services that incorporates the previous Appendix E Transportation expectations
- Regular travel time is 45 minutes per trip, waiver requests allowed
- Transportation addendum still required
- Priority Populations transportation must be provided whenever possible
- Alternative transportation requests allowed
- Charlie Card/Pass option
- EEC Transportation Policy on logging attendance, post-trip inspection and parent notification still required



Alternative Transportation Supports

These alternatives may include, but are not limited to, the following:

- Reimbursement for public transportation (bus – train – shuttle van)
- Reimbursement up to max \$18 per day for car share services (Uber or Lyft)
- Identify a transportation subcontractor
- For School Age, work with local public schools to identify potential routes and bus stops

Reimbursement for alternative transportation supports must comply with the following:

- Approval from EEC on the alternative transportation plan that includes:
 - The eligibility requirements of families, method of reimbursement, monitoring plan
- Parent must accompany the child or there is a parent written consent form of who will accompany the child during the alternative transportation if not through a subcontractor or public school
- EEC funding will remain at the daily rate of \$12 for one way and \$18 for two-way approved transportation



Transportation Billing

- Transportation billing should correspond to Transportation Passenger Log and classroom attendance sheet
- Transportation will be reimbursed the approved rates whenever the provider incurs a transportation expense for subsidized children.
 - Must be authorized to receive reimbursements
 - Incurred costs is when costs have already been spent to transport the child

Transportation Reimbursement Rates: \$12.00 One Way, \$18.00 Two Way

What can you bill for?	What can't you bill for?
<ul style="list-style-type: none">• All one- or two-way transportation for any EEC subsidized child approved for transportation to which the child received actual service• All one- or two-way transportation to which the driver attempts to pick up child, but child is absent• Public Transportation or other Car Share Services; Uber/Lyft/Taxi (when accompanied by parent or guardian)	<ul style="list-style-type: none">• Child's placement ends at a program• Walking program



Preparing for a Transportation Compliance Review

Required documents for monitoring visit:

- Based on sample list of children billed for a specific service month
 - Parent need forms for each child
 - Passenger logs
 - Attendance records
 - DCF Referrals indicating “transportation needed” (*need can change anytime throughout authorization period*).
- Transportation Plan and Transportation Oversight Plan
- Driver and Monitor files with all required documentation for both review month and current (as of the review date).
- Required documents for all vehicles used for Transportation for both review month and current (as of the review date).
- Contracts with all Transportation companies utilized.
- Transportation Billing Procedures



Key Reminders

- **Additional Information**

- Go to EEC webpage: [Transportation of children in early childhood programs | Mass.gov](https://www.mass.gov/info-details/transportation-of-children-in-early-childhood-programs)

- **Transportation incident reporting**

- Contract Providers and Family Child Care Systems notify EEC Regional Office and/or Transportation Compliance Monitor



THANK YOU

For your time today and your ongoing commitment to the children and families of the Commonwealth!