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## Maryland Together: Maryland's Recovery Plan for Child Care Frequently Asked Questions Updated June 10, 2020

### Providers

#### Access to Child Care

**Q: Who can access child care?**

A: Any parent may now access child care.

**Q: If my jurisdiction has not fully opened, can I operate my child care with the guidance given to the rest of the state (e.g, serve all parents, increase capacity, etc)?**

A: MSDE provides guidance based on MSDE/MDH guidance found here: <https://earlychildhood.marylandpublicschools.org/covid-faqs>. However, child care programs must follow local jurisdiction restrictions if more stringent, including from their local health and education offices.

**Q: I have not reopened. How do I reopen?**

A: Family and Center-based child care programs interested in reopening may contact their licensing specialist and complete a *Child Care Verification of Reopening* form. We are no longer requiring providers to be EPCC sites to operate.

**Q: Is there a cost for child care services?**

A: Yes. Parents pay tuition for child care services.

**Q: Are parents that allowed to access child care if they are working from home?**

A: Yes. Any parent may access child care services if available. If parents/guardians are able, they are strongly urged to keep children at home as the first and best option to protect them from the virus.

#### Operating a Family or Center-based Child Care Program

**Q: How can I purchase food and supplies in bulk?**

A: The Maryland State Department of Education has worked with several other agencies to connect with many of the large grocery stores and big box stores across Maryland to request assistance with child care providers having access to purchasing above the limits on certain items and to have access to stores during non-peak hours. Some of the big box stores have

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also agreed to allow child care providers to use the store without a membership. Most of the stores contacted are willing to work with child care providers, but in different ways. Please use this [letter](#) to contact the manager of your local store to explain the letter and discuss the options they have for you to purchase needed food and supplies. You must have your child care license or registration in addition to the letter when going to the store.

**Q: How do I get Personal Protective Equipment (PPE) and other medical and emergency supplies?**

A: Providers should use their \$800 or \$1,600 grants to purchase medical and other emergency supplies through your normal purchasing practices and supply chains.

**Q: Are there grants to help new programs purchase cleaning and PPE supplies, as well as on-going disinfecting?**

A: Yes. New programs will receive a one-time grant of \$800 for family child care providers and \$1,600 for center-based child care providers. Please note, it may take up to four weeks to receive the grant payments.

**Q: Are licensed child care programs now opening eligible for the \$2,000 grants that were given to EPCC providers previously?**

A: No. These grants were only available to EPCC providers who were approved to serve essential persons as of April 24, 2020.

**Q: Are there capacity limits per room?**

A: Yes. Class sizes in child care centers are now expanded to a maximum of 15 individuals per classroom with a ratio of no more than 1:14 for three and four year-olds. This is a temporary relaxing of the regulations. Family child care programs are limited to no more than 8 children at one time and no more than 15 persons total including residents. Family child care programs may serve different children on different days. They may also serve up to 8 children at one time in the evening and on weekends. All child care programs must continue adhere to group size allowed for by age in licensing regulations.

**Q: Can family child care providers serve more than 8 children a day?**

A: Yes. Family child care programs are limited to no more than 8 children at one time and no more than 15 persons total including residents. Family child care programs may serve different children on different days. If they are licensed for evening care, they can serve an additional 8 children in the evening shift, however they must clean and disinfect thoroughly between shifts. They may also serve up to 8 additional children on the weekend if licensed to do so.

**Q: Can I provide unlicensed family, friend and neighbor care in my home?**

A: Yes, you may provide care for up to 5 unrelated school-age students (kindergarten and older) only in your home. You may not invoice the state for child care.

**Q: Can I serve the maximum group size in spaces in large rooms sectioned off by half-walls, partitions, and other barriers?**

A: Yes. You may use large rooms sectioned off by half-walls and other barriers if that is how you operated previous to COVID-19. You must continue to adhere to MSDE/MDH guidance. You may not section off a classroom that is measured for 20 children by using portable dividers or

other barriers. Children in these classrooms should be kept away from the half-wall and other barriers separating the classrooms as often as possible so there is minimal contact.

**Q: What health and safety guidance should I follow?**

A: All child care providers must adhere to the MSDE/MDH guidance based on CDC guidance, which can be found on our website: <https://earlychildhood.marylandpublicschools.org/covid-faqs>.

**Q: Can I accept children in the Child Care Scholarship program?**

A: Only licensed child care programs may accept vouchers from families in Child Care Scholarship program and the program must be participating in Maryland EXCELS. Programs at Levels 3, 4 and 5 receive tiered reimbursements. To find out more about the Child Care Scholarship program, see <https://earlychildhood.marylandpublicschools.org/child-care-providers/child-care-scholarship-program>.

**Q: Do parents still need to pay subsidy copays? Is the state still paying vouchers?**

A: At this time, all co-pays for the Child Care Scholarship Program are waived. The State is continuing to pay the voucher amounts to all child care providers. Parents, attending child care at this time, would use the scholarship to help meet the cost of child care, but may still be responsible for making up the difference between the scholarship and the tuition unless waived by the provider.

**Payments (These questions only apply to EPCC/EPISA providers serving essential personnel prior to June 8, 2020.**

**Q: How do I invoice MSDE?**

A: To learn more about how to invoice MSDE, click here: [https://www.youtube.com/watch?v=0\\_BLCfYVjt4&feature=youtu.be](https://www.youtube.com/watch?v=0_BLCfYVjt4&feature=youtu.be).

**Q: Who do I contact if we have questions about the invoice amount or if it has been received?**

A: All questions about invoices and amounts should be sent using this [Google Assistance Form](#). You may also call us Monday through Friday between 9 a.m. and 4 p.m. at one of the phone lines found [here](#). A payment correction form can be found [here](#). Additional guidance can be found on our website: <https://earlychildhood.marylandpublicschools.org/covid-faqs>.

**Q: How does the invoice payment process work?**

A: MSDE receives the providers' invoices and authorizes them for payment. Once authorized, MSDE keys them into the system. Behind the scenes, review is conducted on an automated basis to ensure there are no errors. Once the invoice batch is error-free, it is forwarded to the Comptroller of Maryland's General Accounting Division (GAD). GAD reviews the file and releases the batch to the State Treasury to begin payment processing. Treasury then issues the electronic payments to the financial institutions and prints checks, which are then mailed by the Comptroller's mailroom. Providers usually receive the payments within 2-3 business days after the payments have been processed. For more information, please see the [Comptroller's FAQs](#).

**Q: Where do I access the Comptroller's General Accounting Division (GAD) online system for Vendors?**

A: From the Comptroller's website at <https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp>. New users must register for the system. Once you have registered, you simply enter your Taxpayer Identification Number (TIN) and password, then select "unpaid" to view pending payments or "paid" to view payments that have been processed.

**Q: How can I verify if MSDE has transmitted my invoice to the Comptroller for payment?**

A: GAD's One-Stop Vendor Payment System can show you the status of your payment. You can find the GAD system at

<https://interactive.marylandtaxes.gov/extranet/gad/GADLogin/login.asp>.

Note: If your pending payment shows the code "123" or "456," this means MSDE has not yet transmitted the payment invoice to the Comptroller. To check if your payment has been processed by the Comptroller's Office, select "Paid" on the main page and view processed payments listed with a code of "600."

**Q: How can we verify if our payments were mailed or direct deposits initiated?**

A: Verify that the status of your payment shows with the code "600" in GAD, which means the invoice has been paid. If your payment is still listed in the "Unpaid" section as "123" or "456" or "Agency Processing," your invoice has not yet been transmitted to GAD for payment. If the code shows "600," but you have not received payment after 5 days, you can email your status request to [taxpayerrelief@marylandtaxes.gov](mailto:taxpayerrelief@marylandtaxes.gov), including your provider number, last four digits of your SSN or FEIN, phone number, name and email address.

**Q: What should you do if GAD shows an invoice has been paid, but you haven't received a payment after several days?**

A: First, verify that the status of your payment shows with the code "600" in GAD, which means the invoice has been paid. If your payment is still listed in the "Unpaid" section as "123" or "456" or "Agency Processing," your invoice has not yet been transmitted to GAD for payment. If the payment code "600" is shown and you have not received payment, you may contact [taxpayerrelief@marylandtaxes.gov](mailto:taxpayerrelief@marylandtaxes.gov) to request the status be reviewed.

**Q: How long will it take me for my payment to arrive when it's in the paid status on GAD?**

A: Allow 2-3 business days for the mail or a deposit to transit to your bank account.

**Q: What should I do if I do not see any pending payments in the GAD system?**

A: There are two ways to contact us:

1. Google Invoice Assistance Form [https://docs.google.com/forms/d/e/1FAIpQLSfysBCp6h-sSFq\\_ysQwVhH569TistyameJCEK8HD4hITJgmtA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfysBCp6h-sSFq_ysQwVhH569TistyameJCEK8HD4hITJgmtA/viewform)

2. Call us at one of these numbers. Lines will be staffed Monday-Friday between 9 a.m. and 4 p.m.

(410) 767-1664

(410) 767-7805

(410) 767-0583

(410) 767-7798

(410) 767-7128

**Q: What should I do if I have received an incorrect payment amount?**

A: There are two ways to contact us:

1. Google Invoice Assistance Form [https://docs.google.com/forms/d/e/1FAIpQLSfysBCp6h-sSFq\\_ysQwVhH569TistyameJCEK8HD4hITJgmtA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfysBCp6h-sSFq_ysQwVhH569TistyameJCEK8HD4hITJgmtA/viewform)

2. Call us at one of these numbers. Lines will be staffed Monday-Friday between 9 a.m. and 4 p.m.

(410) 767-1664

(410) 767-7805

(410) 767-0583

(410) 767-7798

(410) 767-7128

**Q: Are our payments taxable income?**

A: Yes, all payments for services are taxable income.

**Q: If we have incorrect information regarding addresses for checks to be mailed, addresses associated with direct deposit, or routing numbers for direct deposit, who should we contact?**

A: All requests for updating any information associated with your payment mailing address or routing information will require the appropriate form complete and sent to [GADCSC@marylandtaxes.gov](mailto:GADCSC@marylandtaxes.gov). We will reply to your inquiry and will work with you to update your account. See the below links to the appropriate forms:

To update your payment address and vendor information, please visit the link, complete the form, and submit to the email above: <https://marylandtaxes.gov/forms/state-accounting/staticfiles/APM/gad-710.pdf>.

To sign up for direct deposit for payments, visit the link, complete the form, and submit to the email above:

<https://www.marylandtaxes.gov/divisions/gad/docs/GADX10Form20150615.pdf>.

**Q: When is the GAD system updated so that we can track our payments?**

A: The GAD system updates overnight daily.

**Q: Will my daycare payment be offset by any previous taxes I owe the State of Maryland? IRS?**

A: Due to multiple accounting systems in play with this payment system, any debts owed to the state of Maryland will be "offset" or captured from the daycare provider payments; HOWEVER, we will release the funds that were captured for a state tax debt the following day via the payment process we initiated for these accounts. Providers impacted by a State of Maryland income tax debt do not need to contact us - our system will automatically release the payment to your account. If you owe money for a federal debt, such as tax due to the IRS, you must contact that federal agency to resolve your federal liability.

**Q: How do I sign up for direct deposit?**

A: For faster receipt of funds, please sign up for direct deposit: <https://www.marylandtaxes.gov/divisions/gad/docs/GADX10Form20150615.pdf>. Please complete all sections of this Enrollment Form and attach either a voided check OR a letter signed by your bank representative, confirming account name, account number, and ABA routing number for ACH payments. Starter checks or counter checks are NOT acceptable. Online credit cards are NOT eligible for ACH transfer.

**Q: If I have questions that are not answered regarding invoices on this Frequently Asked Question document, who can I contact?**

A: For other questions relating to the payment of your invoice, you may email the Comptroller at [taxpayerrelief@marylandtaxes.gov](mailto:taxpayerrelief@marylandtaxes.gov). However, questions relating to your invoices and documentation sent to MSDE, must be directed to MSDE. MSDE has provided contact information on their website: [www.marylandpublicschools.org](http://www.marylandpublicschools.org).

### **Additional Information**

**Q: Where can I find the plan for child care in Maryland during the COVID-19 pandemic?**

A: Maryland Together: Maryland's Recovery Plan for Child Care can be found at <https://earlychildhood.marylandpublicschools.org>.

**Q: Where can I find additional information?**

A: Additional information can be found on our website <https://earlychildhood.marylandpublicschools.org>. You may also e-mail us at [earlychildhood.msde@maryland.gov](mailto:earlychildhood.msde@maryland.gov) or call us at 410-767-0100.