**COVID Red and Orange Zones FAQ**

It is essential that any program previously designated as being in non-payable status must notify WHEDco upon reopening in order to return to payable status.

1. Why did I not receive payment?  I did not receive a Dear Child Care Provider Letter dated October 16, 2020 from OCFS.

According to OCFS, your programs was placed in an inactive, non-payable status until the school your program is associated with is no longer closed.  Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).

1. I received my letter after 10/16 (e.g., 10/20) and deserve to receive payment for all days until the letter was received.

According to OCFS, your program was no longer an eligible provider for receipt of subsidy payment as of October, 16, 2020.  Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).

1. My program complied with the order and closed.  ACS provided payment for program closures when the program was previously forced to close from April to July.  Why is this different?

OCFS has placed your program in an inactive, non-payable status and therefore, ACS could not make a payment.  Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).

1. When schools were previously closed, ACS continued to provide SCCF payment while my program remained closed.  Why is this different?

OCFS determined that your program was no longer an eligible provider for the purpose of receiving child care subsidy payment.  Programs must be eligible providers in a payable status to receive SCCF funding.  The family receives the subsidized service (i.e., the subsidy) and the provider receives the payment.  In this circumstance, the provider cannot receive payment for any subsidized child.

1. The OCFS letter only applies to my school age program.  DOHMH has oversight of my preschool permit.

The OCFS letter applies to legally exempt group programs.  For the purpose of making subsidy payments, this includes both school age and preschool programs. Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).

1. Why was my program closed but the day care centers in the red zone permitted to operate?

According to the OCFS letter to providers, your program was closed because it operated in a school that had closed pursuant to the Executive Order 202.68. Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).

1. My program was not in the red or orange zones.

OCFS identified for ACS the programs located in the red and orange zones.  Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).

1. My program remained open to serve children of essential workers. Can ACS make a payment?

ACS cannot approve any exceptions to the Executive Order.  Please contact OCFS at [ocfs.sm.DCCS.subsidy@ocfs.ny.gov](mailto:ocfs.sm.DCCS.subsidy@ocfs.ny.gov).