

Subject: Heads-Up: Provider Survey Coming Soon to Support Attendance Tracking Rollout

Child Care Subsidy Program Providers,

Virginia is preparing to launch Virginia's Child Care PASS (Provider Attendance and Schedule System), a new attendance tracking system for the Child Care Subsidy Program (CCSP) designed to improve efficiency and make attendance tracking more user-friendly. [Click here](#) to learn more about the new system, view recordings of provider webinars, and see all available resources to date.

As part of Virginia's transition to PASS, we will soon be asking for your input via a short provider survey.

You'll receive an individualized survey link via email from our IT vendor, KinderSystems (VAprovidersurvey@kindersystems.com), starting the week of August 25th, with the subject line "Action Needed: Complete the CCSP Attendance Tracking Survey. The survey will ask you to verify information about your program and if you expect to use one or more state-provisioned tablets for attendance tracking. If so, we'll ask where the tablets should be shipped. The survey link is unique to your program and should not be forwarded to other site leaders.

The survey will open the week of August 25th and must be completed by September 8th.

Please note: If you are an authorized CCSP provider but currently do not have any enrolled children, we ask that you still complete the survey, however, you will not receive a tablet. Once you begin serving a child from the CCSP, you may request a state-provisioned tablet by emailing KinderSystems at SupportVA@Kindersystems.com

Completing this short (5-10 minute on average) survey will help us achieve a few important aims:

- Ensure VDOE has updated contact information for all CCSP providers,
- Assess the number of tablets needed for CCSP providers statewide;
- Understand which providers will use an approved Child Care Management System to send attendance data to Child Care PASS; and
- Gather questions and informing resource development before the new system goes live

Your participation will ensure we have accurate information to support a smooth rollout with no disruption in subsidy payments.

Please keep an eye out for the official survey email starting the week of August 25th from VAprovidersurvey@kindersystems.com.

If you have **technical questions about the survey**, please contact SupportVA@Kindersystems.com.

Visit the [Child Care PASS Website](#) for more information about the new system.

Thank you for your continued partnership,
Virginia Department of Education
Office of Child Care Subsidy Program Operations