CHILD CARE PASS: FREQUENTLY ASKED QUESTIONS

For Child Care Providers

Date last updated: 1/20/26

Purpose: The purpose of this FAQ is to outline policies and guidance for Child Care PASS. Please refer to the KinderSystems FAQ for technical and systems-related questions.

Table of Contents

Acronyms and Terminology 1

Key Contacts 2

Getting Started 2

Creating an Account in KinderConnect/PASS 4

State-Issued Tablets 6

General System-Related Questions 8

Recording Attendance with KinderConnect, KinderSign, and/or KinderSmart 9

Recording Attendance with a Child Care Management System and KinderBridge 12

Payment 14

Closing Out Va-ECC, POS, and Swipe Cards 15

Holidays and Other Days of Non-Operation 16

Miscellaneous Questions 18

Acronyms and Terminology

- **CCSP:** Child Care Subsidy Program
- **CCMS:** Child Care Management System
- **LDSS:** Local Department of Social Services
- **QRC:** Quick Reference Card
- **VDOE:** Virginia Department of Education

- **Child Care PASS:** Child Care Program Attendance and Schedule System
- **Va-ECC:** Virginia Electronic Child Care
- **POS Machine:** Point of service machine
- **Sponsor:** Sponsors refer to parents and anyone else who is authorized to pick up or drop off a child

Key Contacts

If you have any general policy questions about Child Care PASS that aren't answered here, contact childcarepass@doe.virginia.gov.

Please note that your LDSS caseworker does not have access to the attendance tracking system or the resources to guide you through this process. If you need support getting started or navigating the system, contact KinderSystems support:

- **Phone:** 1-888-211-6884 (M-F 6am-7pm Eastern Time)
- **Email:** supportva@kindersystems.com

Getting Started

1. **Q: What is Child Care PASS?**
   A: The Child Care Program, Attendance, and Schedule System (PASS) is Virginia's new, modernized platform for tracking attendance in the Child Care Subsidy Program (CCSP). Powered by KinderSystems, PASS is an application-based system designed to make attendance tracking simpler, more efficient, and more convenient for both families and child care providers.

2. **Q: Do I have to use Child Care PASS?**
   A: Yes. All providers participating in the CCSP are required to use PASS to submit attendance data to the Virginia Department of Education (VDOE). However, providers using an approved Child Care Management System (CCMS) partner may continue using that system as their primary recordkeeping tool. For more details, see the *Recording Attendance with a CCMS and KinderBridge* section.

3. **Q: How does PASS work?**
   A: The PASS platform includes four modules: KinderConnect, KinderBridge, KinderSmart, and KinderSign. Each module serves a specific purpose based on the provider's setup and the family's preferred method for tracking attendance.

KinderConnect	KinderConnect is the online web portal all participating providers must register for and use. Through KinderConnect, providers can: • Record attendance directly, • Download reports, • Review payment details, and • Communicate with families.
KinderBridge	KinderBridge is the integration software that connects a provider's Child Care Management System (CCMS) to KinderSystems. • Only providers using an approved CCMS will use KinderBridge (view the active CCMS vendor list here). • Note: KinderBridge users must still create a KinderConnect account.
KinderSmart	KinderSmart is the mobile app parents can use to record attendance on their smartphones. • Parents must download KinderSmart to their device. Instructions on how to download the app can be found here for iPhone and here for Android. • Providers will print and display a QR code for families to scan. • After scanning, families can log their child's attendance directly through the app. After scanning once, parents will not need to scan again.
KinderSign	KinderSign is the tablet-based application used to record attendance. • State-issued tablets will come pre-loaded with KinderSign. • Providers using their own tablets must download KinderSign from the app store. The tablet should be placed in a convenient location where families can check in and check out their children daily.

4. **Q: Is there any cost to providers to use PASS?**

A: No. There is no cost for providers to use the PASS system or to receive a state-issued tablet. For more details, see the *State-Issued Tablet* section.

5. **Q: In the past, I've submitted manual attendance to the CCSP Provider Services team at subsidyattendance@doe.virginia.gov. Is this option available with PASS?**
   A: No. All attendance for care provided on and after December 1, 2025, must be submitted electronically through PASS. Manual attendance will not be accepted for any care provided on or after December 1, 2025.

6. **Q: How can I receive training on how to transition to and use the new system? Are trainings mandatory?**
   A: Training videos are on the information site for providers to reference at any time. Training is optional but strongly encouraged to get familiar with the system. There are no live training courses currently being offered, but more may become available soon. Keep an eye on this page for future additional training opportunities.

Creating an Account in KinderConnect/PASS

1. **Q: When can I create my KinderConnect/PASS account?**
   A: Registration emails are delivered to a CCSP provider when the provider begins serving an authorized child. The email gets sent to the email address you have on file with licensing and includes a link to register as well as a verification code. With the information in your registration email and your CCSP vendor ID, you can begin setting up your KinderConnect account. If you do not receive an email on the day the child/children's authorization begins, please contact KinderSystems Support at 1-888-211-6884 or supportVA@kindersystems.com for assistance. Before doing so, we recommend checking your spam and junk folders, and, if applicable, checking with other staff members at your site to see if they received the email. Making an account in KinderConnect is the same as registering for PASS.

2. **Q: Where can I find my CCSP vendor ID number?**
   A: Your Vendor ID is a 9-digit number that begins with 511. You can locate it in the following places:
   - Your CCSP Vendor Agreement Attestation Form (signed during the CCSP provider application process)
   - Your initial approval letter when you became a Child Care Subsidy Program provider
   - A Child Care Purchase of Service Order (POSO)

3. **Q: Who at my site should complete the registration?**
   A: A site leader should complete the registration process for your site. For family day homes, this would be the owner/operator. For centers, this may be a Director, Assistant Director, Site Administrator, or other leader with oversight of program operations and finances. If you have multiple site leaders, additional administrators can be added once the initial account is created.

4. **Q: I oversee multiple sites. Do I have to separately register for each one?**
   A: If you are the administrator or primary contact for multiple sites, we suggest contacting KinderSystems Support (1-888-211-6884) to get help with registration. When you call them, they will walk you through how to register once on the phone, and then they will create and link the rest of your accounts on the back end. You may also register all your accounts individually and link them later if you decide you want to do so down the line.

5. **Q: I didn't receive a registration email. What should I do?**
   A: First, check your spam, clutter, junk, and deleted folders. If there are multiple administrators at your site, have them all check their email, too. If you still do not find it, contact KinderSystems Support (suportVA@kindersystems.com or 1-888-211-6884) to find out which email address the registration email associated with your site was sent to. Be prepared to provide your vendor ID. If there was an error in your email address or if it was sent to an account you cannot access, KinderSystems Support can edit it on the spot and re-trigger the registration email.

6. **Q: The registration email went to the wrong person at my site. What should I do?**
   A: If the registration email went to an email that you have access to, we recommend logging into that email, creating the account, and then you will have the ability to change the email associated with the account. We strongly encourage you to make an account via the registration email that was received, if possible. If the registration email went to an email address that you do not have any way to access, you must contact VDOE Provider Services to request a change (CCSP Provider Services team: providerservices@doe.virginia.gov or 833-551-7794).

7. **Q: Can I still make an account if I don't currently have any authorized children?**
   A: No. Your KinderConnect registration email is triggered when you begin serving an authorized child, and you cannot make an account before then. If you know you

have an authorized child on the way, you are encouraged to get familiar with the system by watching and reading the resources on the website.

8. **Q: Can I register for KinderConnect if I don't own a computer?**
   A: Yes, you can create your KinderConnect account on a desktop computer, laptop, personal tablet, state-issued tablet, or phone. However, you must have two devices to register and to operate in KinderConnect on a regular basis, one device must be able to display the Multi-Factor Authentication (MFA) QR code. See more information about MFA below in question 9. If you only own one device (e.g., just a phone and no computer), and you haven't received your state-issued tablet yet, please contact childcarepass@doe.virginia.gov for assistance.

9. **Q: How does Multi-Factor Authentication work?**
   A: Multi-Factor Authentication (MFA) is a required security step during account registration and every time you log in. MFA adds an extra layer of protection by using an authenticator app on your smartphone to verify your identity. To get started, download an authenticator app by following the provided instructions. Once it's set up, do **not** delete the app—you'll need it on your phone each time you access your KinderConnect account.

State-Issued Tablets

1. **Q: Who is eligible to receive a tablet?**
   A: To be eligible for a tablet, providers must be actively serving at least one child enrolled in the CCSP. Providers who choose to use KinderBridge (i.e., continue using their existing CCMS to track attendance) are not eligible.

2. **Q: If I'm a KinderSign/KinderSmart provider (i.e., I am NOT planning to track attendance in a third-party CCMS), do I definitely need a tablet?**
   A: Providers are not required to have a tablet to participate in PASS. While KinderBridge users are not eligible for tablets, non-KinderBridge providers can still fully operate the system using a computer, with parents logging attendance through their smartphones. In this setup, providers manage all tasks in KinderConnect on a computer—such as reviewing and submitting attendance for payment and downloading reports. Sponsors, meanwhile, record attendance by scanning a printed QR code with their smartphones using the KinderSmart app. The tablet simply provides an additional option for parents to log attendance via the KinderSign app.

3. **Q: How many tablets can I get?**
   A: Each eligible site can receive one tablet. Additional tablets may be available to larger sites in the future.

4. **Q: Can I use KinderSign on my personal tablet?**
   A: Yes. You may use your own Android or iOS tablet, as long as it's from 2022 or later. You can find KinderSign in the Google Play Store or Apple App Store, and it is compatible on the current operating version or up to two versions prior for both iOS and Android.

5. **Q: What comes in the tablet shipment?**
   A: Each shipment includes a Samsung tablet, charger, power brick, tablet stand, and a "Read Me First" guide.

6. **Q: My tablet stopped working. What should I do?**
   A: If your tablet stops working, contact KinderSystems Support to arrange a repair or replacement. Please note that, per the tablet agreement, providers may be responsible for the full cost of the tablet if it is lost, broken, or otherwise damaged. While your tablet is unavailable, you are still expected to record attendance in PASS using either KinderConnect on a computer or KinderSmart via sponsors' smartphones.

7. **Q: Where can I find the tablet agreement and how can I sign it?**
   A: Providers sign the tablet agreement electronically as part of the KinderConnect registration process. All providers must complete this step, even if they are not currently receiving a tablet. The agreement only takes effect once a provider is issued a tablet. This process is designed to make it as simple and efficient as possible for providers to receive a tablet when needed, since the agreement will already be on file. A downloadable hard copy of the agreement is also available on this page. Please review the agreement for detailed terms and conditions.

8. **Q: How do I record attendance for children participating in my Child Care Subsidy Program while I wait for my tablet to arrive?**
   A: While your tablet request is being processed, you can record attendance in several ways. These include entering attendance for families directly in KinderConnect or having parents record attendance using the KinderSmart app. For complete instructions on all available options, please refer to the "How to Record Attendance Without a Tablet" document located on this page. Please note that

while you are waiting for your tablet, parents using KinderSmart will need to scan the Provider Mobile Sign-In Sheet each time they come to the site to record attendance. Once you receive your tablet, this step will no longer be needed because the tablet includes a geo-coding feature which makes it so that sponsors can record attendance without scanning anything once they arrive on-site. Sponsors will still be able to record absences from anywhere.

General System-Related Questions

1. **Q: What languages is the system available in?**
   A: The system is available in English, Spanish, and Vietnamese.

2. **Q: What languages do the KinderSystems Support agents speak?**
   A: English, Spanish, French, Arabic, Mandarin, Somali, and others by request. If you would like to speak to a support agent in a language besides English and Spanish, please be prepared that the agent who speaks your language may need to call you back at a later time.

3. **Q: Who at my site should be added to my account?**
   A: In KinderConnect, there are two types of accounts: provider administrators and provider users. Both roles are referred to as operators.
   - Provider administrators are the primary contacts for a site. They are usually, although not always, the business owner or their representative. Provider Administrators have elevated privileges in KinderConnect, such as creating other operators at the site and submitting attendance for payment. Provider administrators are the ones to initially create an account in KinderConnect.
   - Provider users are other staff members who use the system but have more limited access. Certain screens and operations are restricted for provider users.
   - Follow these instructions to add an operator to your account.

4. **Q: Where can I see how many absences a child has used up?**
   A: At the moment, you must manually calculate this number. If required, you should have pulled historic attendance records from Va-ECC prior to the portal being closed on Jan 8, 2026. To calculate the number of absences for a given child, add the number of absences recorded in VA-ECC between May 31 and November 30 to the number of absences recorded in PASS from December 1 and on. The number of absences a child has used up from December 1 and on is visible in the Provider

Attendance Summary report in KinderConnect. An absence counter visible to providers and parents will become available in March 2026.

Recording Attendance with KinderConnect, KinderSign, and/or KinderSmart

1. **Q: Are providers allowed to record attendance?**
   A: Yes, providers can edit and add attendance on behalf of families. Attendance is generally expected to be recorded by sponsors or families for their child(ren), but provider-recorded attendance is NOT considered a program violation. VDOE reserves the right to review and investigate attendance records if data suggests unusual data entry patterns.

2. **Q: If I record attendance on behalf of a family, do they need to approve it?**
   A: There is an option for families (sponsors) to approve attendance in KinderSign and KinderSmart, but it is not required. Sponsors are encouraged to review attendance, but if a provider records attendance on a sponsor's behalf and the sponsor doesn't approve (by pressing the "approved" button), the attendance will be submitted as is. The state can see who recorded any given attendance transaction, as well as where, when, and how. VDOE reserves the right to review attendance at any point in time.

3. **Q: Is WiFi required to use KinderSign on a tablet?**
   A: Yes. VDOE recommends that providers connect their tablet to WiFi at least once a week to ensure that attendance data is uploaded to KinderConnect to ensure timely payment processing. If connecting to WiFi at least once a week will be a challenge for your site, please contact childcarepass@doe.virginia.gov.

4. **Q: What if I can't connect my tablet to WiFi one week? Will I lose access to my data?**
   A: If there is an extended internet outage or other issue that prevents you from connecting to WiFi as recommended, your data remains saved locally on the tablet while offline. You should connect to WiFi as soon as it becomes available and keep your device stored safely in the meantime.

   There is no time limit for local storage, but your tablet must be connected to WiFi for the data to be sent to KinderConnect and for payments to be processed on time. If your tablet is damaged or the system otherwise becomes inoperable, your data could be lost.

Please note that for your attendance data to be picked up in a given payment run, it must be uploaded at least one day before the run. See the 2026 payment calendar for more information.

5. **Q: Can I use PASS to track my private pay children's attendance too?**
   A: Yes. Providers have the option to track attendance for all children in KinderConnect. Their data will remain confidential and will not be visible to the state—only data for children enrolled in the Child Care Subsidy Program is transmitted to VDOE.

6. **Q: Can I go back and add/edit past attendance?**
   A: Yes. Currently, the backdating period is extended, so providers and families have until January 31, 2026, to enter all attendance from December and January. However, starting February 1, providers and families may only enter and/or edit attendance for up to 9 days after the date in question. For example, attendance for February 2 may be entered or edited until February 10. If you miss the 9-day backdating period to enter or edit attendance, the attendance you have put in the system will be automatically submitted.

7. **Q: How do sponsors (families) learn how to use the system?**
   A: Sponsors are encouraged to visit the sponsor page on the information site to learn about PASS. This page includes helpful resources such as instructional videos and Quick Reference Cards (QRCs) available in both English and Spanish. The QRCs on downloading the KinderSmart app, registering in KinderSign and KinderSmart, and signing children in and out are especially valuable. Families may also contact KinderSystems Support for additional assistance.

   Along with these training materials, we encourage providers to speak with their families about how the site will implement PASS. This helps ensure families know which resources they will need and how to get set up successfully.

8. **Q: Our program provides transportation. How should we log attendance if we cannot use KinderSmart during transport and we are not at the site to use KinderSign?**
   A: Attendance can be logged in the following ways:
   - KinderSign: Transportation drivers may carry a tablet with the KinderSign app so parents can sign children in and out during home pick-ups and drop-offs.

- KinderConnect Operator Role: Drivers can be assigned the Operator role in KinderConnect, allowing them to batch check children in and out directly. This is especially useful for multiple children and for before-/after-school transitions.
- KinderConnect by Provider: Drivers can keep a manual record of drop-off times for providers to input in KinderConnect.

9. **Q: I run a site that has before- and after-school care. How can the children be checked out when they leave the site for school and checked back in after school if the sponsors aren't there to do it?**
   A: While sponsors are generally expected to be the ones to record attendance, if they aren't there to do it, it is your responsibility as the provider to check the children out when they leave for school and check them back in when they come back. To check individual children in and out via KinderConnect, follow these instructions. To check children in and out as a group, follow these instructions which outline how to use the child groups feature. The child groups feature is useful for sites where all the children (or large groups of children) are getting on and off the bus at the same time.

10. **Q: A parent (sponsor) at my site is trying to register on the tablet, but they're getting an error message that their phone number isn't matching. What should I do?**
    A: There is no way for you to update information in an established sponsor account, but you can create a new one. If a parent tries to register but the phone number isn't matching to what the system has on file, you must create a new sponsor account for them with the correct phone number. To create a new sponsor account, follow the steps outlined in this QRC.

11. **Q: I have authorized children who are missing from my KinderConnect account. What should I do?**
    A: Please do not contact your local DSS caseworker if children are missing from your account, at this time. Rather, please take the following steps:
    1. Email childcarepass@doe.virginia.gov with a list of the missing child IDs.
    2. Record attendance temporarily for the missing child(ren) on paper or in a spreadsheet.
    3. Check your account regularly to see whether the child(ren) have been added. Once they are added, you can backdate their attendance following the steps in this QRC.

Recording Attendance with a Child Care Management System and KinderBridge

1. **Q: What is a Child Care Management System?**
   A: A Child Care Management System (CCMS) is a software platform that helps child care providers streamline daily operations such as enrollment, billing, attendance tracking, and staff management. Examples of CCMSs include Playground, Brightwheel, and Lillio.

2. **Q: Can I continue using my CCMS to track attendance?**
   A: Yes. You can continue using your current CCMS as long as it is on the approved vendor list: Approved CCMS Vendors. Note that the approved vendor list changes periodically as new partner vendors are identified.

   In order to transmit attendance to VDOE, providers who choose to use their CCMS as their system of record must:
   1. Register for PASS by creating a KinderConnect account.
   2. Integrate their CCMS with PASS via KinderBridge. Detailed steps on the integration can be found here.

3. **Q: What if my CCMS isn't on the approved or pending list, but I want to keep using it?**
   A: You can ask your CCMS vendor to contact KinderSystems directly at partners@kindersystems.com to explore integration options. Providers should not contact this email themselves. While you wait to hear if your CCMS might be added to the approved or pending list, you must record attendance in PASS using the KinderConnect/KinderSign/KinderSmart platforms until your CCMS is approved as an integration partner.

4. **What should I do if my CCMS is still on the pending list?**
   A: Even if the Active CCMS Vendor List says that your CCMS is pending, you still must record attendance in PASS using the KinderConnect/KinderSign/KinderSmart platforms until your CCMS is approved as an integration partner. As a temporary KinderSign/KinderSmart provider, your site would have the following options for recording attendance:
   - Have staff record attendance in KinderConnect (the online web portal),
   - Have families use KinderSign (the tablet app) installed on your own tablet,
   - Allow families to record attendance through KinderSmart (the smartphone app), or

- A combination of the above options.

Because your sites may return to your CCMS soon, the state would not issue you a tablet.

5. **Q: If I track attendance for my subsidy children and private-pay children in my CCMS, will the state see all of those children's data?**
   A: No. Only attendance data for subsidy children will be transferred to KinderSystems and shared with the state. Private-pay children's information remains confidential.

6. **Q: Teachers at my site record attendance on behalf of families in our CCMS. Is that okay?**
   A: Yes. Providers using KinderBridge are not expected to change their attendance tracking procedures to participate in PASS. VDOE recommends maintaining a written record of your standard operating procedures regarding recording attendance. VDOE reserves the right to investigate the accuracy of attendance data at any time.

7. **Q: If I use a CCMS to track additional information (e.g., diapers, notes), will that data transfer to KinderConnect through KinderBridge?**
   A: No. Only attendance data for CCSP-enrolled children will transfer to KinderConnect through KinderBridge. You may continue using your CCMS for any functions you choose, but only attendance information will be transferred. Child Care PASS functions solely as an attendance tracking system.

8. **Q: I use Procare to track attendance, but they're telling me that they won't be integrating. What should I do?**
   A: Procare recently informed VDOE and KinderSystems that they do not plan to integrate with Virginia's instance of KinderSystems. VDOE, KinderSystems, and Procare have not established a solution for exporting reports out of Procare yet, and for this reason, Procare users should enter attendance data directly into KinderConnect and/or set parents up to use KinderSmart (the smartphone application) and KinderSign (the tablet application). To request a state-issued tablet for your site, email supportVA@kindersystems.com or call 1-888-211-6884.

9. **Q: If I am a CCMS provider, should I still record attendance in KinderConnect and/or have parents record attendance via KinderSmart?**

A: No. If you plan to use an approved child care management system (CCMS), such as Brightwheel or Lillio, you should connect it to PASS through KinderBridge. To complete the connection, follow the steps on the KinderBridge Providers Getting Started, and contact KinderSystems Support at 1-888-211-6884 to link your CCMS to KinderConnect.

If you use KinderBridge, you do not need to use KinderSign or KinderSmart. Please do not have families download the KinderSmart app if you'll be recording attendance in your CCMS.

Payment

1. **Q: Where can I view the Purchase of Service Orders (POSOs) and the authorization information in KinderConnect?**
   A: POSOs are not currently available to view in KinderConnect but will be available in late January 2026. Providers will be notified when POSOs become available in KinderConnect, and updated QRCs on where to find POSO and authorization information within KinderConnect will also be published on https://vapass.info/. POSOs will continue to be sent by mail as normal.

2. **Q: What do I need to do with my POSOs?**
   A: Providers should review the POSO(s) and contact DSS Child Care Workers if anything looks incorrect. Providers do not need to sign or return the POSOs in any form. Providing care and receiving payment counts as acceptance of the POSO.

3. **Q: Where can I see information about copayments in KinderConnect?**
   A: Copayment information is not yet visible in KinderConnect. At this time, you must continue using the mailed copy of the POSO. If you need this information before the mailed copy arrives, you can email childcarepass@doe.virginia.gov and a team member will look up the amount for you.

   Copayments will be available in KinderConnect once the POSO feature is added to the system. For more details on viewing POSOs in KinderConnect once that feature is live, please refer to Question 1 above.

4. **Q: When can I see how much I'm going to get paid?**
   A: Payment amounts become available in KinderConnect the day before the direct deposit date. To see what dates these are, refer to the 2026 Payment Schedule.

5. **Q: How do I view my payments in KinderConnect?**
   A: To view your payment details, first navigate to "Provider > Payments" in the top menu, and then populate the search fields. When you are on the "provider payments" screen, there are a few things to keep in mind to understand the data:
   - The search criteria includes "start" and "end" dates. This is a reference to date Virginia ran the payment, NOT the date of the service period. You can adjust the date windows to pull payments ran during specific periods of time.
   - If you want to export the data to an excel file so you can track your payments over time, make sure to check at least one child's row in order for the export to pull data down—or you can check the box in the upper right corner to export data for all children.
     - Once you click "export," all data that falls within the search criteria at the top of the screen will be pulled into an excel file.

6. **Q: How do I enter my banking/fiscal information into KinderConnect?**
   A: To enter your fiscal information into KinderConnect, you should follow these steps.
   - If you were active in VA-ECC on December 1, then your fiscal information should have transferred over to KinderConnect on December 12. If that's the case, you should still check it to make sure it looks correct.
   - If you are a new provider, your fiscal information will be blank in KinderConnect when you create your account.
   - To be paid on time, you should enter your fiscal information promptly after registering, as it can take a few days for banking information to be validated. Please enter your account and routing numbers carefully to ensure payment.
   - Fiscal information can be edited at any time, but if edited too close to a payment run, it may result in a delayed payment.

Closing Out Va-ECC, POS, and Swipe Cards

1. **Q: When was the last day to record attendance using swipe cards or POS machines? What about IVR?**
   A: The last day to record attendance using swipe cards, POS machines, or IVR was November 30, 2025. As of December 1, 2025, all attendance must be recorded electronically in PASS.

2. **Q: Can I still access the Va-ECC portal (vaecc.org)?**
   A: The Va-ECC portal was officially shut down for all users on January 8, 2026. Providers are encouraged to refer to the information that they downloaded out of

Va-ECC (e.g., past payments records, children's absence details, etc.) for historical reference purposes.

3. **Q: What should I do with my POS device since it's no longer in use?**
   A: Now that PASS has gone live, you may dispose of your POS machine. A formal communication from Conduent was disseminated on November 25, 2025.

4. **Q: What should I tell families to do with their swipe cards?**
   A: The swipe cards went out of commission on December 1, 2025. Families can dispose of their swipe cards now.

Holidays and Other Days of Non-Operation

1. **Q: How do holidays/days of closure work with PASS?**
   A: Unlike VA-ECC, providers may now choose their 15 days of non-operation and do not need to follow the state holiday calendar. Family day homes still have an additional 3 sick days to utilize beyond the noted 15.

2. **Q: When and how should I record a day of non-operation in KinderConnect?**
   A: Because there is no longer a holiday calendar, you must mark all planned days of closure (including state/federal holidays that you'll be closed for) as a day of non-operation in KinderConnect. Refer to this guide for the steps on how to create a non-operating day in KinderConnect. It is best practice to create non-operating days at least four weeks in advance so that families have sufficient notice.

3. **Q: Can I be paid for care if I operate on a state holiday?**
   A: Yes. Providers may operate on state holidays. If you plan to be open on a holiday, it is best practice to alert the families that you are serving well in advance. Attendance should be recorded, as usual, on these days. Children who are present should record check-ins and check-outs, and children who are not there but would normally attend that day should be marked absent.

4. **Q: When do the paid 15 days of closure reset?**
   A: The 15 days reset at the start of the local fiscal year, June 1. Since we transitioned over to PASS on December 1, 2025, providers have 9 planned days of closure left to use between December 1, 2025, and May 31, 2026. Starting on June 1, 2026, providers restart their 15 paid planned closure days to use between June 1, 2026, and May 31, 2027.

5. **Q: What happens if my program has more than 15 planned closure days?**
   A: If your planned days of closure exceed 15 days, you should still mark those days as days of non-operation. However, remember that the state will not reimburse for more than the allotted number of days.

6. **Q: How should I record unplanned closures (e.g., closures due to staffing shortages or inclement weather)?**
   A: Unplanned closures should NOT be recorded as days of non-operation in KinderConnect. Additionally, sponsors should not record attendance nor absences for their children. You should just leave those days blank. Per the CCSP guidance manual, providers will not be penalized for short periods of unplanned closure, however, extended unplanned closures are not reimbursable. Notify your local department if an unplanned closure will extend for 5 days or more.

7. **Q: How do snow days work (i.e., when the public schools are closed due to weather) in PASS?**
   A: If the public schools are closed but you plan to operate, some school-age children may require full-day care. To ensure payment for this care, the assigned case worker must add an additional unit of authorization to the child's case. You should encourage the parents to reach out to their case worker to ensure they add these units, and you should follow up with worker as needed. When the children attend that day, their attendance should be recorded as usual.

   If your site is also closed due to inclement weather, you should treat that as an unplanned closure. Refer to Question 6 above for more details.

8. **Q: I forgot to mark some of my non-operational days for December 2025. Can I go back and add those days to the system?**
   A: The system functionality does not currently allow providers to go back and add days of non-operation prior to 2026. To add these days in, contact KinderSystems Support at 1-888-211-6884 before the end of January. After January, no edits can be made to December attendance or non-operational days.

9. **Q: Is there anything unique about recording non-operational days if I connect to PASS via KinderBridge?**
   A: Not all CCMSs work the same, and providers may be asked to record holidays and other days of closure differently based on their system requiements. To learn how to record days of non-operation in your CCMS so that it will properly port over

to KinderConnect, contact your CCMS representative. Collaboration with KinderSystems Support may be needed. Note: you should NOT record the children as absent in your CCMS if your site is closed for a holiday or any other reason. Refer to Question 1 below in the *Miscellaneous Questions* section.

Miscellaneous Questions

1. **Q: When should absences be recorded?**
   A: "Absence" means a day for which child care services have been authorized, and a child is expected to be in attendance, but is not. For example, if a child is only expected to attend on Monday, Wednesday, and Friday, you should not record them as absent on a Tuesday or Thursday. You should only record them as absent if they don't come on a day that they were scheduled to come. Children should not be marked absent on any day of closure, whether planned or unplanned.

2. **Q: I provide overnight care. How do I make sure that attendance can be captured correctly?**
   A: To record overnight care, a special feature must be enabled on your account. To get this feature enabled, contact KinderSystems Support at 1-888-211-6884 or supportVA@kindersystems.com. Once it has been enabled, overnight can be attendance can be recorded by the sponsor or provider as normal (i.e., a check-in on one day and a check-out on the next). Refer to steps D and E in this guide for more detail on how to record overnight care in KinderConnect.