



COMMONWEALTH of VIRGINIA

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DATE: January 30, 2026

TO: Child Care Subsidy Program Providers

FROM: The Office of Child Care Subsidy Program Operations

SUBJECT: Reminder – Child Care Subsidy Program Child Absence Policies

Dear Child Care Subsidy Provider,

The purpose of this memorandum is to remind Child Care Subsidy Program (CCSP) providers of the policies governing child absences.

The CCSP defines an absence as a day on which the child is expected to be in attendance but is not.

In accordance with Section 6.9 of the Child Care Subsidy Vendor Agreement ([Center](#) and [Family Day Home](#) versions), providers are required to notify the child's Local Department of Social Services (LDSS) when a child:

- Does not attend on their first day of authorized care;
- Is unexpectedly absent for more than five (5) consecutive days; or
- Officially withdraws from care.

Additional details on each of these scenarios are described below.

Required Actions by Situation

1. Child does not attend, as expected, on their first day of authorized care
 - Record that day as an absence;
 - Contact the parent/guardian to determine whether and when the child will attend care; and
 - Contact the child's LDSS to report the no-show.
2. Child is unexpectedly absent for more than five (5) consecutive days
 - Record absences for days 1-5;
 - On the fifth consecutive absence, contact the parent/guardian and
 - i. If there is no response from the parent/guardian or no indication that the child will return to care, stop recording absences after day five and contact the child's LDSS.
 - ii. If the parent/guardian provides a reasonable explanation for the absence (e.g., illness, family emergency, travel) and indicates a reasonable

expected return date, it is acceptable to continue recording absences beyond five days.

1. Providers must retain documentation of this communication.
 2. Parents/guardians are encouraged to work directly with their child's LDSS caseworker to discuss any barriers to the child's attendance and any supports or next steps that may be needed.
- Families are encouraged to communicate with their child care provider regarding absences—planned and unplanned.
 - Please note that instances of more than five consecutive absences may be flagged for further review by the Department.
3. Child officially withdraws from care
 - Contact the LDSS to request that the child's authorization be discontinued; and
 - Leave attendance entries blank.
 - Please note that authorization updates take time, as they often require additional research and follow-up by LDSS staff. Providers are asked to be patient during this process. If an authorization has not been updated after 60 days, providers should contact the child's LDSS caseworker or reach out to the Child Care PASS team (childcarepass@doe.virginia.gov) for assistance.

The Department will pay for up to five days of care following the last day of attendance when a child is unexpectedly withdrawn without prior notice.

Please note that as long as a child remains authorized at a site, the child will continue to appear in KinderConnect. Children cannot be removed from KinderConnect without case management action first; the child's authorization must be updated in VaCMS, which will then discontinue the authorization in KinderConnect. Providers must contact the assigned LDSS worker to resolve authorization-related issues.

Providers should **not** record attendance or absences for children who have withdrawn from care but are still displaying in KinderConnect or remain authorized at the site.

If you encounter a situation not addressed above, please contact the child's assigned LDSS caseworker and email the Child Care PASS inbox at childcarepass@doe.virginia.gov for guidance. Questions regarding attendance or absence policies should be directed to childcarepass@doe.virginia.gov.

On January 16, 2026, an [email](#) was distributed to all approved subsidy providers reiterating these requirements.

Thank you for your continued partnership and participation in the Child Care Subsidy Program.

Sincerely,



Alexandra McPherson
Associate Director,
Early Childhood Public-Private Provider Services
Virginia Department of Education



Jessica Simmons
Associate Director,
Child Care Subsidy Program Operations
Virginia Department of Education

