



**Date:** February 6, 2026

**To:** All Child Care Subsidy Program (CCSP) Providers

**Subject line:** Absence Policies, Extension for Entering Attendance, and the KinderSystems Chat Feature

Dear Child Care Subsidy Program Provider,

Please review the information below for recent updates and reminders regarding recording absences and attendance in Child Care PASS.

### **Extended Deadline for Entering Attendance**

- The attendance lookback period has been extended to 30 calendar days. Families and providers now have 30 days from the date of service to record attendance or absences in PASS.
- After 30 days, attendance can no longer be entered.
  - Example: attendance for January 5 cannot be entered after February 4.
- While additional time is available, delayed entry may still result in delayed payment.
  - Example: attendance for January 1-15 must be entered before 3:00 a.m. on January 26 to be included in that payment.
- Please note that previously recorded attendance is locked for editing after the payment run for a service period occurs.
  - Example: January 1-15 attendance, once submitted in the January 26 payment run, further edits made to those entries will not transmit for payment.
- The [2026 CCSP Payment Schedule](#) is available on [ChildCareVA](#).

### **Absence Memo**

The [Absence Memo](#) serves as a reminder and provides clarification of the Child Care Subsidy Program's (CCSP) child absence policies. Below is a summary of key points in the memo:

### **Child Absence Policies for CCSP Providers:**

The CCSP defines an absence as any day a child is expected to attend care but does not. Providers must follow these guidelines to ensure compliance:

### **Providers are to notify 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.

### **Required Actions by Situation:**

- **Child does not attend, as expected, on their first day:**
  - Record the absence.
  - Contact the parent/guardian; and
  - Contact the child's LDSS to report the no-show.
- **Unexpected Absences Spanning More Than Five Days:**



- Record days 1-5. On day 5, contact the parent/guardian.
- If no response from parent, stop recording absences and notify LDSS.
- If the parent provides a reasonable explanation for the absence and an expected return date, continue recording absences, as needed.
- Keep documentation of all communication.
- **Child officially withdraws from care:**
  - Notify LDSS to request that a child's authorization be discontinued.
  - Leave attendance entries blank.

### **Authorization Updates**

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](mailto:childcarepass@doe.virginia.gov)) for assistance.

### **Important Notes:**

- A letter will be sent to parents reinforcing these policies to ensure everyone is informed.
- The Department will pay for up to five days of care after an unexpected withdrawal.
- Children display in KinderConnect until LDSS updates the authorization. Please do not record attendance for withdrawn children still showing in KinderConnect.
- For questions or guidance, email [childcarepass@doe.virginia.gov](mailto:childcarepass@doe.virginia.gov).

### **Spotlight: KinderConnect Chat Feature**

Did you know KinderConnect has a Chat feature? This tool makes it easier than ever to connect with the support team directly within the platform.

### **Why Use Chat?**

- Quick Communication and Real-Time Support: Get answers without waiting for email responses.
- Secure Messaging: All conversations stay within KinderConnect for your convenience.

### **How to Access:**

1. Log in to [KinderConnect](#).
2. Look for the Chat icon in the top right navigation bar.
3. Start your conversation instantly!

Check out the KinderConnect Chat Quick Reference Card ([English/Español](#)) for step-by-step instructions.

### **Communications Reminder**

- Please continue to watch your inbox for weekly PASS update emails.
- Information is also shared via [Child Care VA](#), the [Infosite](#), and the KinderConnect announcements page.

### **Questions?**



- For system support or technical questions, **contact KinderSystems Support at 1-888-211-6884** or [supportVA@kindersystems.com](mailto:supportVA@kindersystems.com). For policy questions, contact VDOE at [childcarepass@doe.virginia.gov](mailto:childcarepass@doe.virginia.gov).
- Check to see if your question is answered in the FAQ resources on [Child Care VA](#).

Together, we are building brighter futures for children and families across the Commonwealth.  
Thank you for being part of this important work.