



Date: February 13, 2026

To: All Child Care Subsidy Program (CCSP) Providers

Subject line: Absence Memo, Extended Lookback Period, 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.

Absence Memo

This is a reminder that a recent **Absence Memo** ([English/Español](#)) was issued to clarify the Child Care Subsidy Program's (CCSP) child absence policies. Please review the memo fully.

As a reminder:

What counts as an absence?

An absence is any day a child is expected to attend care but does not.

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 consecutive days with no communication from the family; or
- Officially withdraws from care.

Extended Lookback Period – More Time to Record Past Attendance!

The attendance lookback period has been temporarily extended to 30 calendar days. Families and providers now have 30 days from the date of service to record attendance or absences in PASS.

Please take note of these important CCSP fiscal deadlines ahead:

- **Service Period Ending Soon: February 15**
Service Dates Paid: February 1, 2026 – February 15, 2026
- **Attendance Entry Deadline for On-Time Payment: February 24 (midnight)**
Attendance for February 1-15 must be entered before the February 25 payment run to be included in the March 4 payment.
- **Deposit Date: March 4**
Payment for attendance for service dates up to February 15, if recorded before February 25, will be reflected in the March 4 deposit. The payment will be displayed in KinderConnect on the Provider Payments screen the day before the payment.

Spotlight: KinderSystems Support Chat

KinderConnect includes a built-in Chat feature that allows you to connect directly with the support team in real time without waiting for email responses. All conversations stay within the KinderConnect platform for your convenience.

How to Access:

1. Log in to [KinderConnect](#).



2. Click 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. For policy questions, contact VDOE at 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.