

**CHILD CARE SUBSIDIES**

Family, Friend, and Neighbor/In-Home/  
Relative Providers Billing and Payment Guide



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**





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## Introduction

This guide provides information about child care subsidy claiming for payment and payment for Family, Friend, and Neighbor (FFN)/In-Home/Relative providers. This guide is produced and maintained by the Washington State Department of Children, Youth & Families (DCYF). Call the Provider Line at 1-800-394-4571 if you need help in another language. An interpreter can be joined into the call.

Subsidy billing training is available to you and required at least once during the life of Service Employees International Union (SEIU) 925 Collective Bargaining Agreement (CBA) 2021-2023. It is available to you in person (English, Spanish, or Somali), online (English or Spanish), or with a self-paced workbook (English or Spanish). You can claim for payment for up to \$20 after completing it. Keep track of your training on your attendance records to support your claiming. Learn more about this training and other benefits by calling SEIU 925 at 1-877-734-8673. You can email [ta@imaginewa.org](mailto:ta@imaginewa.org) or call 206-492-5249 to register.



## Child Care Subsidy Programs (CCSP)

### Working Connections Child Care (WCCC) Program

WCCC helps eligible families pay for child care so the parent(s) can participate in activities such as work, training, educational programs, and Temporary Assistance for Needy Families (TANF) client activities. Individuals may be approved to provide child care as an FFN provider and receive payment for families eligible for WCCC.

### Child Welfare Programs Child Care

Individuals receiving services through Employed Foster Parent, Child Protective, and Child Welfare programs may be eligible for help to pay for child care services. The assigned Child Welfare social worker completes eligibility, FFN provider approval, and payment authorization. Individuals may be approved to provide child care as an FFN provider and receive payment under Employed Foster Parent and Child Protective and Child Welfare programs.



## Service Employees International Union Local (SEIU)

SEIU Local 925 (SEIU 925) represents Licensed Family Home (LFH) and FFN providers receiving subsidy payment under the CCSP, Employed Foster Parent, and Child Protective and Child Welfare programs. The CBA negotiated between SEIU and the state of Washington outlines the provisions and benefits for SEIU 925 members. To learn about specific benefits such as training and education reimbursements, call SEIU 925 at 1-877-734-8673.

With proper authorization for union membership, members pay union dues of 2% of the child care services paid by the state. Dues are capped at a maximum of \$50 per month.

The CBA is available online at [https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse\\_childcare.pdf](https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse_childcare.pdf).

## FFN/In-Home/Relative Provider Roles and Responsibilities

As an FFN child care provider, you have a unique role with the children in your care. Whether a relative or a close friend or neighbor, you can still provide a stable, healthy, and safe environment for children. DCYF is committed to helping with that by creating some basic roles and responsibilities for all providers.

This guide will help you understand the roles and responsibilities for keeping attendance and claiming for payment correctly. Additionally, the following are some important responsibilities for you to follow:

1. Provide care, supervision, and daily activities based on the child's developmental needs, including health, safety, physical, nutritional, emotional, cognitive, and social needs.
2. Provide the child care in the approved location; friends and neighbors (non-relatives) must provide child care in the child's home.

3. Report any legal name, address, telephone number, or other contact information changes to DCYF within 10 days at [dcyf.ffn@dcyf.wa.gov](mailto:dcyf.ffn@dcyf.wa.gov) or 1-866-482-4325, option 8.
4. Allow families access to their children at all times while in care.
5. Have access to a telephone with 9-1-1 emergency calling services that allow both incoming and outgoing calls during all times children are in care.
6. Meet child care subsidy rules and requirements.
7. Keep complete and accurate records for five years.

Washington Administrative Code (WAC) contains the complete set of approval and billing rules for FFNs. See WAC 110-15 Working Connections and Seasonal Child Care Subsidy Programs: [apps.leg.wa.gov/WAC/default.aspx?cite=110-15](https://apps.leg.wa.gov/WAC/default.aspx?cite=110-15) and WAC 110-16 License Exempt Care- Family, Friends, and Neighbors/ In-Home/Relative child care providers: [apps.leg.wa.gov/WAC/default.aspx?cite=110-16](https://apps.leg.wa.gov/WAC/default.aspx?cite=110-16).

## DCYF's Responsibilities

- License Exempt Specialist works with you to:
  - Fulfill background check requirements
  - Determine initial approval as an FFN provider
  - Monitor for ongoing approval
- Determines and writes policy and eligibility rules for CCSP
- Administers the CBA for LFH and FFN providers
- Reports to the federal government on Washington CCSP
- Audits attendance and billing records to assess whether there are overpayments or underpayments
- Gives families and providers at least 10 calendar days' notice when reducing or terminating benefits before the original end date on the Social Service Payment Service (SSPS) notice
- Works directly with families to determine their eligibility for child care services
- Authorizes and sends child care subsidy payments to providers
- Answers questions related to family eligibility, authorizations, and payments

## Family Responsibilities

A family who applies for or receives CCSP benefits has responsibilities as a condition of receiving those benefits. These include, but are not limited to:

- Completing the application process and submitting the necessary verification forms required to determine eligibility
- Paying or making arrangements to pay their monthly copayment
- Documenting the child's attendance in the attendance system or having an authorized person sign the child in and out
- Reporting changes in providers within five days
- Requesting additional care for an approved activity





## Child Care Eligibility Process

- A. An individual who wants help to pay for child care may apply by:
- Calling the DCYF statewide Child Care Subsidy Contact Center at 1-844-626-8687
  - Contacting their assigned Child Welfare social worker
  - Completing the online application at <https://www.washingtonconnection.org/home/>
- B. DCYF gathers and reviews information to determine a family's eligibility.
- C. Once eligibility is determined for CCSP, families receive a letter from DCYF. The eligibility letter includes begin and end dates of eligibility and the monthly copayment amount.
- D. Eligible families can use the Answer Phone (1-844-626-8687) to check their child care application by pressing 1 after calling the CCSP Contact Center. Families will need their client ID number or Social Security Number and can check on:
- Whether their application is approved, denied, or pending
  - Status of documents received by DCYF
  - Eligibility begin and end dates
  - Child care services authorized
  - Monthly copayment amount
- E. Providers can also check on a family's application status using the Working Connections Information Phone (WCIP) (1-866-218-3244). WCIP is available 24 hours per day, seven days per week in English and Spanish. To use WCIP, you will need your:
- SSPS child care provider number
  - Employee Identification Number (EIN)
  - Family's application number found on the SSPS notice
- Because of confidentiality, some family information may not be available to you. WCIP allows you to check the following:
- Application status – approved, denied, pending, closed, or waitlisted
  - Effective dates of service
  - Authorized child care services
  - Family's monthly copayment amount
  - Any special messages related to subsidy programs
- F. DCYF sends a re-application packet to families before an eligibility period ends. DCYF will not pay for care provided past the eligibility period unless the family is determined eligible. The family is responsible for paying for child care services for a gap in eligibility without help from DCYF. Child care eligibility is not backdated when families reapply after the eligibility period end date.

## FFN Daily Attendance Tracking and Claiming

As an FFN provider, you are authorized an hourly payment amount and a certain number of hours each month for each eligible child in care. The state hourly rate is the same for all children. To see the state FFN hourly rates, refer to the CBA [https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse\\_childcare.pdf](https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse_childcare.pdf).

You can refer to the following WAC rules and when claiming for payment:

- 110-15-0034: <https://apps.leg.wa.gov/WAC/default.aspx?cite=110-15-0034>
- 110-16-0015: <https://apps.leg.wa.gov/WAC/default.aspx?cite=110-15-0015>

To request and receive the correct amount each month, you must follow the rules and processes below.

### Daily Attendance Tracking

You must use the Electronic Attendance System offered by DCYF or use a DCYF-approved third-party electronic attendance system. When using an electronic attendance system, the family, or the family's authorized person, must document the child's arrival to and departure from the child care provider in the electronic attendance system. Information regarding electronic attendance can be found at [www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system](http://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system).

If approved by DCYF to use paper attendance records, families must sign each child in on arrival and out at departure, using a full signature and writing the time of arrival and departure.

For providers using the state system, you must submit all daily attendance transactions through your electronic system before sending a request to SSPS for your payment. For information on using the state system, view the system manual at <http://www.dcyf.wa.gov/sites/default/files/pdf/EASManual.pdf>.

### Correct Claiming

DCYF sends the following documents when you are authorized for child care subsidy payments:

1. Provider Authorization Letter, which will list the monthly copayment amount, if any, that is owed to you by the family monthly
2. Social Service Notice
3. Monthly invoice for claiming for payment
4. Monthly receipt of payment (remittance advice)

If the letters contain any errors to the following, call the DCYF Provider Line at 1-800-394-4571 to correct:

1. Provider name and SSPS provider number
2. Services Authorized
3. Children's names
4. Number of units (hours) and hourly rate for each child
5. Begin and end date of the authorization
6. Family's monthly copayment amount

You will also receive Social Service Notices when there are changes to authorizations or when child care subsidies end. To receive notification by email for authorization start, change, or end dates, you may contact the DCYF Provider Line at 1-800-394-4571 or email [providerhelp@dcyf.wa.gov](mailto:providerhelp@dcyf.wa.gov) and give them an email address. Learn more about SSPS at [www.dcyf.wa.gov/services/ssps](http://www.dcyf.wa.gov/services/ssps).

The invoice is sent to you through the U.S. Mail usually before the last day of each month. The first invoice for a new authorization may not arrive until the middle of the following month. You may also access invoices through the SSPS Web-Based Provider Portal.

When you receive the invoice, review your electronic attendance records to determine the number of units (hours) to claim payment based on the child's attendance and authorization. The hours and services of care you can correctly claim for payment include the following:

### THE ACTUAL HOURS OF CARE PROVIDED TO EACH CHILD

You are allowed to claim for payment for the actual hours of care you provide to each child. To claim payment for actual hours of care you provided, fill in the box on the invoice labeled "units" for each child. Round up to the next whole number for the total number of hours of care provided for that month. Rounding up must be done monthly, not daily or weekly. For example, if the total for the month is 99.5 hours, claim for payment for 100.

- You cannot claim for payment for more than 16 hours of care each day for each child
- You cannot claim for payment for more than six children at the same time for the same hours of care
- You cannot claim for payment for care you did not actually provide. If a child is absent from your care, you cannot claim for payment for these hours
- You cannot claim for payment for care that routinely takes place at a location other than where care was approved to take place. For example, if you are approved to provide care only in the child's home, you may not provide care in your home

### FIELD TRIP/QUALITY ENHANCEMENT FEE

When you pay out-of-pocket so that a child can take part in a field trip or quality enhancement activity, DCYF may reimburse you for your actual cost. Reimbursement can be up to \$30 per child per month, regardless of age.

The field trip/enhancement fee covers special activities, such as:

- Admission costs to places such as zoos, museums, movies, and swimming pools

- Enrichment programs and ongoing lessons such as language classes, gymnastics, and swimming lessons
- Public transportation or mileage reimbursement at the OFM mileage reimbursement rate (you may be required to provide receipts to verify expenses)
- Cost of services, such as hiring a clown, pony rides, and music performers
- The purchase of a pre-kindergarten curriculum
- Provider-developed and DCYF-approved curriculum

The field trip/enhancement fee does not cover:

- Fees or admission costs for adults on the field trip
- Supplies or equipment needed to meet licensing requirements
- Food purchased on field trips

To claim for payment correctly for reimbursement of the field trip or enhancement activity:

1. Claim the actual cost, rounded up to the nearest dollar when the actual amount spent for a field trip or enhancement activity is less than \$30. For example, if the cost was \$10, enter "10" in the Total Units box on the invoice
2. Do not claim for payment for the field trip/enhancement fee if the child did not participate. In this instance, enter "0" in the Total Units box for that child on the invoice
3. Keep receipts that show the cost of field trips/enhancement activities and a list of children who participated
4. When requested by DCYF, you must submit receipts within 45 calendar days of the request. If you do not provide the records within 45 calendar days, an overpayment may be written to you for the entire amount claimed for that month

If you are going to spend more than \$30 per child on field trips or quality enhancement activities in a month, you may ask families who receive child care subsidies to pay the additional cost. If the parent chooses not to pay the extra cost, you may decide not to take the child on the field trip or have the child participate in the quality enhancement activity. Each fiscal year (July 1 through June 30th) there is limited funding to pay the field trip/enhancement fee. If funds run out before the end of the fiscal year, the field trip/quality enhancement fee will not be paid.

### THE FAMILY’S COPAYMENT

Most families must make a copayment to pay for part of the monthly child care cost. The family is responsible for paying the copayment to you each month. The family may have a copayment assigned to another provider, or it may be split between several providers. If you are assigned a copayment, and you do not receive the payment, you must report this within 60 days to the DCYF Provider Line 1-800-394-4571 or email [providerhelp@dcyf.wa.gov](mailto:providerhelp@dcyf.wa.gov).

### School Holiday Care Hours/Contingency time

These hours cover times when a school-aged child is not in school, such as early release and no-school days. During the school year, you may claim for payment between 35-70 School Holiday Care hours each month. During the summer break of June, July, and August, there are up to 115 hours each month. To claim for payment for these extra hours, fill in the box on the SSPS Service invoice labeled “School Holiday Care.”

**NOTE:** *The total hours of care claimed for payment, including school holiday hours, cannot be more than the total hours of care you provided in that month. Only use the “School Holiday Care” on the invoice if the hours of care provided (including school holiday hours) are more than your regular authorized hours,*

Families are responsible to report if they need additional care beyond holiday school closures.

Month	Hours Allowed
January	70
February	35
March	70
April	70
May	35
June	115
July	115
August	115
September	35
October	35
November	35
December	70

### SPECIAL NEEDS HOURS

See the Special Needs Section on page 10 of this guide.

### ONE-TIME SERVICES AUTHORIZED

One-time services authorized to you such as training or education reimbursements or incentives.

## Submitting a Claim for Payment

There are several ways you can submit your hours for payment to DCYF. Before you submit your invoice, fill in the hours of care provided for each child on the invoice, sign and date it. There will be instructions provided with your mailed invoice for each option. You must submit your hours for payment within three months of the date of the invoice.

Submit your invoice using only one of the following options:

### SSPS WEB-BASED PORTAL

Instructions on how to gain access to and register for the SSPS web-based provider portal are available at [www.dcyf.wa.gov/sites/default/files/pdf/SSPSPortalRegistration-SAW.pdf](http://www.dcyf.wa.gov/sites/default/files/pdf/SSPSPortalRegistration-SAW.pdf).

There are three main parts to setting up access:

- Part 1: Create a user account on Secure Access Washington (SAW) at [secureaccess.wa.gov](http://secureaccess.wa.gov)
  - If you have problems setting up your SAW account, call SAW customer service 24 hours a day, seven days a week, at 1-855-928-3241
- Part 2: Register in the Provider Portal
- Part 3: Enroll in Adaptive Authentication

### PHONE

Call Invoice Express at 1-888-461-8855. Instructions on how to use Invoice Express can be found at [www.dcyf.wa.gov/sites/default/files/pubs/EPS\\_0043.pdf](http://www.dcyf.wa.gov/sites/default/files/pubs/EPS_0043.pdf).

### MAIL

Mail a copy of your completed invoice to DCYF at:

Washington State Department of Children, Youth & Families  
SSPS  
P.O. Box 45812  
Olympia, WA 98504-5812

## Receiving Payment

You can choose to receive payment from DCYF through the mail or direct deposit. Effective July 1, 2019, all new providers will have payments issued via direct deposit. If you do not have access to a financial institution, you may submit a request in writing indicating the preference for a payment mailed by U.S. Postal Service.

### MAIL

Invoice claims made between the first business day and 4:30 p.m. on the 15th will be mailed on the 16th or the first business day after. Should the 15th fall on a weekend or holiday, the cutoff is 4:30 p.m. on the last business day before the 15th.

Invoice claims submitted after 4:30 p.m. on the 15th through 4:30 p.m. the last business day of the month will be issued on the first business day of the following month.

Payments distributed through the mail enter the U.S. Postal Service up to three business days after processing. DCYF cannot guarantee a delivery date for checks sent by the U.S. Postal Service.

You can access a calendar showing the dates for claiming for payment and corresponding warrant(check) mail dates at [www.dcyf.wa.gov/sites/default/files/pdf/SSPS-WarrantIssuanceCalendar.pdf](http://www.dcyf.wa.gov/sites/default/files/pdf/SSPS-WarrantIssuanceCalendar.pdf).

### DIRECT DEPOSIT

Invoice claims submitted for payment by direct deposit are processed on the last business day of the month of invoice or on the submission date, whichever is later. Payment by direct deposit occurs 3-5 business days following the invoice process date.

For a new direct deposit account or to make changes to an account you already have, you can first complete the Direct Deposit Registration/W9 forms electronically (available online at [www.dcyf.wa.gov/services/ssps/direct-deposit](http://www.dcyf.wa.gov/services/ssps/direct-deposit)), and then print and mail or fax the forms to:

SSPS Provider File Unit  
P.O. Box 45812  
Olympia, WA 98504

Request a paper copy of the application packet at [ProviderFileUnit@dcyf.wa.gov](mailto:ProviderFileUnit@dcyf.wa.gov) or by calling 360-664-6161 (Option 1). Be sure to tell SSPS whether it is for a new account or to change an existing one.

Need help filling out the forms? Read the Direct Deposit Registration Instructions online at [ofm.wa.gov/it-systems/accounting-systems/statewide-vendorpayee-services/vendorpayee-direct-deposit](http://ofm.wa.gov/it-systems/accounting-systems/statewide-vendorpayee-services/vendorpayee-direct-deposit).

## Special Needs Child Care Rate

The special needs rate is for care you provide to a child with special needs above and beyond usual daily routine care. DCYF does not pay for training, building modifications, or equipment.

You may be paid an additional rate to care for children and young adults:

- a. Up to age 19 who have a verified physical, mental, emotional, or behavioral condition requiring a higher level of specialized care; or
- b. Age 13 up to 19 under court supervision

Special needs child care is authorized at Level 1 or Level 2. The special needs rate is paid in addition to the state child care hourly rate and is invoiced for the number of hours care is scheduled for.

### Level 1

A Level 1 authorization is for the standard state special needs rate. Before the Level 1 special needs rate can be authorized, you and the family must complete a Special Needs Child Care Rate Request form, available online at [https://www.dcyf.wa.gov/forms?field\\_number\\_value=12-001&title=](https://www.dcyf.wa.gov/forms?field_number_value=12-001&title=). The forms must be signed and sent by mail or fax to DCYF:

Child Care Subsidy Contact Center  
P.O. Box 11346  
Tacoma, WA 98411-9903  
Fax: 1-877-309-9747

### Level 2

The family works with you and DCYF to determine if their child qualifies for the Level 2 special needs rate. In addition to the Special Needs Child Care Rate Request forms, DCYF must receive written verification from a health, mental health, social service, or education professional with at least a master's degree or a registered nurse. The verification must describe the additional level of specialized care needed in the child care setting above and beyond what you would provide for children without special needs.



For more information about special needs, refer to CBA Article 10.5 [https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse\\_childcare.pdf](https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse_childcare.pdf).

### Payment Errors

The time limit for you or the state to correct an error on payment and seek repayment is:

- Two years if the error is on rates paid by age or region. This two-year limit does not apply to federal audits, which could go back three years
- Up to three years if the error is on any other issue

### Underpayment Errors

Underpayments may occur because of a mistake on your invoice, if you did not receive payment for everything claimed on the invoice or if you were paid the incorrect rates. Follow the steps below:

1. Check your invoice against your records to see if the child's name appeared on the invoice
2. Compare the attendance records to your invoice to see if you were underpaid
3. Call the Provider Line at 1-800-394-4571 to report an underpayment

To correct an underpayment, you must submit an invoice for payment to the state for child care services no later than three months after the date of invoice. Disputes regarding underpayments are grievable. See CBA Appendix E [https://ofm.wa.gov/sites/default/files/public/labor/agreements/21-23/nse\\_childcare.pdf](https://ofm.wa.gov/sites/default/files/public/labor/agreements/21-23/nse_childcare.pdf).

## Overpayment Errors

Being paid more than you should might occur because:

- You do not use a the DCYF electronic attendance system or do not have an approved exception
  - You do not have attendance records that match your claiming record (WAC 110-15-0034)
  - You received payment for incorrect rates
  - You do not have proper receipts to support payments
1. If you suspect you were paid more than you think you should have, call the Provider Line at 1-800-394-4571 or email [providerhelp@dcyf.wa.gov](mailto:providerhelp@dcyf.wa.gov). They can help resolve the error before DCYF establishes a formal overpayment with the Office of Financial Recovery (OFR).
  2. DCYF monitors child care payments for potential errors. To establish whether an error is valid, DCYF reviews attendance or asks you to provide copies of your records. When requested by DCYF, you must submit receipts within 45 calendar days of the request. It is important to respond to any request for your attendance records. You may contact the department requesting the records by referring to the contact information printed on the requests.
  3. If an error is found to be valid and an overpayment is established, you will receive a Vendor Overpayment Notice from OFR. This notice includes:
    - a. The reason, type of overpayment, applicable children, and timeframe for the overpayment
    - b. Instructions on how to repay the overpayment amount (payment plans may be available)

- c. Directions outlining how to dispute the overpayment. You may contact the department that established the overpayment (see the overpayment notice for specific contact information) for possible resolution, and you may also request an Administrative Hearing to dispute the overpayment. To request a hearing, you must:
  - i. Send your hearing request through certified mail return receipt or another manner that proves receipt to OFR.
  - ii. Make sure the hearing request is received by OFR within 28 days of the date you receive the Vendor Overpayment Notice.
  - iii. Include a statement as to why you think the overpayment is incorrect and include a copy of the Vendor Overpayment Notice. If overpayments are not resolved by talking to the DCYF Provider Line staff or through an administrative hearing, you must repay the money.
4. After the Vendor Overpayment Notice is sent to you through certified mail or personal service, OFR will begin collection action after a minimum of 30 days. If you request a hearing more than 28 days after receiving the notice, this action does not stop during the hearing process.
5. Each overpayment notice is a separate event. If you want to dispute them, you will need to request a separate hearing for each one. You may receive additional overpayment notices while you have one or multiple pending in the hearing process.
6. Disputes regarding overpayments are not grievable. However, you have the right to request an administrative hearing.

When repaying an overpayment, it is important to notify the Tax Desk to ensure they are aware and can make necessary changes regarding tax reporting. See the Tax Information section for contact information.



## Tax Information

DCYF mails a record of DCYF payments called Remittance Advice. This includes a list of deductions that can be used for tax purposes, including any union dues. If a person or company wants to verify your income, you may provide them with the remittance advice. Some of the information on the remittance advice is confidential and should not be disclosed. It is similar to a pay stub.

If you need something in addition to the remittance advice, you can request an “evidence of income” form from DCYF. Send your request in writing to:

SSPS Attn: Evidence of Income

P.O. Box 45812

Olympia, WA 98504-5812

Email: [SSPSVoe@dcyf.wa.gov](mailto:SSPSVoe@dcyf.wa.gov)

For Wage Verification: 360-664-6103

For W4s: 360-664-5833

DCYF does not withhold income taxes from your DCYF payment. DCYF reports the income you receive from us to the Internal Revenue Service (IRS). You may receive a W-2 form for income tax purposes. If you have tax questions, please contact the IRS. For information concerning tax statements:

Call Toll-Free: 833-725-3502, option 1

Email: [dcyf.taxreporting@dcyf.wa.gov](mailto:dcyf.taxreporting@dcyf.wa.gov)

## Program Violations

Per WAC 110-15-0277, providers must comply with all responsibilities listed in WAC 110-15-0034, including proper claiming. Failure to do so will result in a program violation, and sanctions will be imposed as listed in WAC 110-15-0279.



## Resources

### Contact Information

<p><b>REPORTING ABUSE AND NEGLECT</b> 1-866-363-4276 <a href="http://www.dcyf.wa.gov/safety/report-abuse">www.dcyf.wa.gov/safety/report-abuse</a></p>	<p><b>ANSWER PHONE FOR FAMILIES</b> Families authorized for WCCC or SCC may check on their case status by pressing 1 after calling the DCYF Customer Service Call Center 1-844-626-8687</p>	<p><b>DCYF BACKGROUND CHECK UNIT</b> 1-866-482-4325, option 4 <a href="mailto:backgroundcheck@dcyf.wa.gov">backgroundcheck@dcyf.wa.gov</a></p>
<p><b>DCYF CUSTOMER SERVICE CALL CENTER</b> Families may apply for services or report changes 1-844-626-8687 Fax: 1-877-309-9747</p>	<p><b>DCYF ELECTRONIC ATTENDANCE</b> 1-844-704-6777 <a href="mailto:eas.servicedesk@dcyf.wa.gov">eas.servicedesk@dcyf.wa.gov</a> <a href="mailto:electronic.attendance@dcyf.wa.gov">electronic.attendance@dcyf.wa.gov</a></p>	<p><b>DSHS INVOICE EXPRESS</b> 1-888-461-8855</p>
<p><b>LICENSE EXEMPT SERVICES</b> Problems or questions about the FFN approval process 1-866-482-4325, option 8 <a href="mailto:dcyf.ffn@dcyf.wa.gov">dcyf.ffn@dcyf.wa.gov</a></p>	<p><b>SEIU 925 MEMBER SUPPORT</b> 1-877-734-8673 <b>SEIU 925 HEALTH CARE</b> 1-866-771-7359</p>	<p><b>SSPS CUSTOMER SERVICE</b> 360-664-6161 <a href="mailto:sspsmail@dcyf.wa.gov">sspsmail@dcyf.wa.gov</a></p>
<p><b>OFFICE OF THE SUPERINTENDENT OF PUBLIC INSTRUCTION</b> Provides federal funds to serve nutritious meals and through the Child Care Food Program 360-725-6206</p>	<p><b>OFFICE OF FINANCIAL RECOVERY</b> DSHS Economic Services Administration, Office of Financial Recovery, P.O. Box 9501 Olympia, WA 98507-9501 360-664-5700 Toll-Free: 1-800-562-6114 TTY: 1-800-833-6388</p>	



## Online Information

- Child Care Home Licensing Requirements: [www.dcyf.wa.gov/services/early-learning-providers/licensed-provider](http://www.dcyf.wa.gov/services/early-learning-providers/licensed-provider)
- Child Care Subsidy Rates: [www.dcyf.wa.gov/sites/default/files/pdf/Subsidy\\_regions\\_map\\_chart.pdf](http://www.dcyf.wa.gov/sites/default/files/pdf/Subsidy_regions_map_chart.pdf)
- Child Care Subsidy Rules and Requirements: [apps.leg.wa.gov/WAC/default.aspx?cite=110-15](http://apps.leg.wa.gov/WAC/default.aspx?cite=110-15)
- Electronic Attendance System Information: [www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system](http://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system)
- Electronic Attendance System Training: [www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/training](http://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system/training)
- Families May Apply: <https://www.washingtonconnection.org/home/>
- Invoice Express Information: [www.dcyf.wa.gov/sites/default/files/pubs/EPS\\_0043.pdf](http://www.dcyf.wa.gov/sites/default/files/pubs/EPS_0043.pdf)
- Licensing and Subsidy Rules: [apps.leg.wa.gov/WAC/default.aspx?cite=110](http://apps.leg.wa.gov/WAC/default.aspx?cite=110)
- Secure Access Washington (SAW): <https://secureaccess.wa.gov/myAccess/saw/select.do>  
– Support Site: <https://secureaccess.wa.gov/public/saw/pub/help.do>
- SEIU 925 CBA: [https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse\\_childcare.pdf](https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/nse_childcare.pdf)
- Special Needs Rate Request: [www.dcyf.wa.gov/sites/default/files/word/Special\\_needs\\_request.docx](http://www.dcyf.wa.gov/sites/default/files/word/Special_needs_request.docx)
- Business Start Up Series: <https://imaginewa.org/business-start-up-series>