

Erie County Day Care – Frequently Asked Questions

How do providers enter absences in CCTA during the COVID-19 pandemic?

Enter sick, note: COVID-19

Can I take my child/children to day care even when I am not working or attending a work activity due to COVID-19?

The NYS Governor and Erie County Executive's recommendation is that if parents are not working, then they should keep their children home. If the parent and provider agree that the child should continue attending day care to ensure continuity then they may.

Can a provider charge additional cost during the COVID-19 pandemic?

Contracted providers cannot charge additional cost/fees other than those specified in the contract.

Will there be delays in receiving approval notices?

We do not anticipate delays but please be supportive during this time. Providers will be notified in writing when a client is authorized to receive child care assistance. No representative for either the County or the provider should at any time issue or accept an approval that is not in writing, except in the case of an emergency. To expedite services during the COVID-19 epidemic, Erie County will upon request from a provider provide a verbal approval or e-mail verification only if we have received a completed application for child care assistance and all required verification.

What do parents need to do in order to receive day care assistance for their school-age children who are not in school due to the COVID-19 pandemic and who are currently authorized for day care assistance before/after school and during school breaks?

No action is required by the parent if they are approved for child care assistance and their approval notice states that full-time care during school recess. If they are currently not approved for school recess, then they should contact the Child Care Unit at (716) 858-8953.

Can a provider claim for absences in March 2020 due to COVID-19?

Day care providers with a current contact with Erie County may claim up to 12 absences in a 3-month quarter (January 1, 2020 – March 31, 2020). If a provider has not used all of the allotted absences during the quarter they may claim the unused absences in March 2020 noting in CCTA COVID-19.

What does it mean “on behalf of a child who is temporarily absent from child care due to extenuating circumstances resulting from the child being quarantined due to the effects of COVID-19?”

Quarantined due to the effects of COVID-19, includes quarantined by the Department of Health, direction of health care provider or self-quarantined due to presence of symptoms (Fever of 100.4, cough, shortness of breath) of the child or close contact.

How do providers enter attendance in CCTA to claim an absence on behalf of a child who is absent due to extenuating circumstances resulting from the child being quarantined due to effects of COVID-19?

Enter – sick, note: quarantined.