



**Date:** January 6, 2026

**To:** All CCSP Providers

**Subject line:** Child Care PASS New Year Reminders and Updates

Dear CCSP Provider,

Happy New Year from the Child Care PASS team at VDOE! We are nearly five weeks into PASS implementation, and we appreciate the tremendous effort providers and families have made during this transition. We are reaching out with several important updates and reminders related to payments, attendance deadlines, and upcoming system enhancements.

### **Payments**

- The first direct deposit based on attendance recorded in PASS was completed yesterday, January 5. This payment reflects attendance from December 1-15 and unpaid attendance from prior service periods.
  - Please refer to [2026 Payment Schedule](#) for more information.
- To view payment information in KinderConnect, follow the steps outlined in [this guide](#). To limit your view to the most recent payment run, enter December 29, 2025, as the start date in the field at the top of the provider payment page. December 29 was the payment run date for the January 5 direct deposit.
- Payment information is available in KinderConnect one day before the direct deposit date.

### **VA-ECC**

- Provider access to the VA-ECC portal ([www.vaecc.org/](http://www.vaecc.org/)) has been extended through Thursday, January 8 at 5:00 p.m. We strongly recommend downloading past payment records, active child POSOs, and any available attendance reports before the portal is decommissioned.
- If you are locked out of your VA-ECC account, please email [childcarepass@doe.virginia.gov](mailto:childcarepass@doe.virginia.gov) with your vendor ID and site name no later than the end of the day today so your account can be unlocked in time.

### **Deadline for Entering December and January Attendance**



- Temporary extension: Additional time has been temporarily added to enter attendance for December and January. Providers and families now have until January 31 to enter attendance for those months.
- Beginning February 1: The lookback period will return to 9 days, meaning the deadline to enter attendance will be up to 8 days after the service date.
- Timely entry is still required for on-time payment. Attendance must be entered accurately and by the applicable cutoff date to be paid on the next payment run.
  - Example: Attendance for December 15-31 must be entered by January 9 to be paid on the January 19 direct deposit. Attendance entered after January 9 will be paid in the next payment run.
- Reminder: The last day to submit manual attendance for November was December 30. VDOE is no longer accepting manual attendance submissions for November or earlier.
- For more details, refer to the [PASS Key Dates and Deadlines](#)
- guide.

### **Holidays and Planned Days of Closure**

- Providers may be paid for up to 15 planned days of closure each year.
  - Holidays are not pre-programmed into KinderConnect.
  - You can enter days of planned closure (non-operating days) in KinderConnect.
  - The non-operating days feature is to capture **planned** days of closure only (holiday, professional development, vacation, etc.). Guidance for unplanned closures will be coming soon.
  - Instructions for creating non-operating days can be found [HERE](#).
- For providers using KinderBridge:
  - Do NOT log absences on days of non-operation in your CCMS. If an absence is logged, it will be deducted from the child's 60 maximum absence days.

### **Upcoming Features in KinderConnect**

- POSOs are not currently viewable in KinderConnect but are expected to become available later in January.
  - In the meantime, please rely on mailed POSOs and use the Provider > Cases page in KinderConnect to view authorized case information.



- If you need urgent information from a child's POSO, email [childcarepass@doe.virginia.gov](mailto:childcarepass@doe.virginia.gov) and our team can assist.
- We also recommend downloading the POSOs that were active as of November 30 from VA-ECC before the portal shuts down on January 8.
- Absence Counter
  - At this time, there is no automated way to view a child's total absences. Providers can calculate absences manually by combining information from VA-ECC and the Provider Attendance Summary report.
    - To perform this calculation, take the number of absences recorded in VA-ECC from June 1, 2025, through November 30, 2025, and add them to the number of absences recorded in PASS from December 1 and on. You can find this number in KinderConnect by going to the Provider Attendance Summary Report and putting the start date as 12/1/25 and the end date as the current date.
  - An automated absence counter is expected to be available in March.

### **Communications**

- Keep an eye on your inbox for weekly emails with PASS updates.
- Please continue checking your email, [Child Care VA](#), and the KinderConnect announcements page for important and timely information from the state.

### **Questions?**

- For technical questions (e.g., issues with MFA, tablet issues, etc.), contact KinderSystems Support at 1-888-211-6884 or [supportVA@kindersystems.com](mailto:supportVA@kindersystems.com).
- For policy questions (e.g., missing authorizations), contact [childcarepass@doe.virginia.gov](mailto:childcarepass@doe.virginia.gov).
- Check to see if your question is answered in the Provider FAQ resource on [Child Care VA](#).

Please continue to check your email and visit VDOE's [Child Care PASS page](#) and the [KinderSystems infosite](#) for the most up-to-date resources and important updates.