



Date: March 20, 2026

To: All Child Care Subsidy Program (CCSP) Providers

Subject line: PASS POSO Feature Update, Attendance and Absence Reminders, CCMS Provider Update

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.

KinderConnect: Feature Updates and Solutions

Please be aware of important PASS system functionality updates. POSOs are now available in KinderConnect!

POSO Information – Ready Now!

Purchase of Services Order (POSO) information is now viewable in KinderConnect!

Providers can see all POSO details, including:

- Authorization start and end dates
- Revision dates
- Copay amounts and copay begin dates
- Registration fee amounts
- Local caseworker information
- Age-specific daily rates

This Quick Reference Card (QRC) provides steps for [How to View POSO/Authorization Details](#).

Note: POSO PDF production is not yet available, but this feature will be added in a future release.

Payment Detail Reporting – Now Exporting All Pages

All payment details in KinderConnect can now be exported at once. Providers no longer need to export each individual page. All pages will download into one consolidated spreadsheet file, making it faster and easier to view, sort, and total payment information.

For step-by-step guidance, view our quick reference card: [How do I view payments and find total payments in Excel?](#)



Payment Detail – In Progress

We've heard your feedback and know that it would be helpful to see additional details on the Payment screen in KinderConnect. This enhancement is under development and will be added in the coming months.

- How do I view my payments? [\[English QRC\]](#) [\[Spanish QRC\]](#) [\[English Video\]](#)
- If you have questions about your payments, please contact KinderSystems Support at 1-888-211-6884 or supportVA@kindersystems.com or CCSP Provider Services team at providerservices@doe.virginia.gov.

Absence Counter – In Progress

At this time, KinderConnect does not show a total count of absences used for each child. We know this information is important for providers and families. This feature is being developed, and we will share updates as soon as a timeline is available.

In the meantime, providers may need to track absences separately.

- The Department will pay providers for up to 60 absent days per child per fiscal year (June 1 – May 31).
- The Child Care PASS team can calculate absences manually upon request.
 - If you need to inquire about a child's absence total, please email your request to childcarepass@doe.virginia.gov with the following information.
 - Subject: Absence Total Request
 - Vendor ID Number
 - Case Number
 - Child Identification Number (CIN)

Please note: Letters are being sent to providers and families for children who have reached 40 or more absences to help them stay informed as they approach the annual limit.

ChildPilot and Kaymbu Integration and CCMS Updates and Reminders

We are sharing several updates related to Child Care Management System (CCMS) integration and attendance processes to support providers using Child Care PASS.

- ChildPilot and Kaymbu are now integrated with KinderSystems, expanding the CCMS options available to providers using Child Care PASS.
- Providers are encouraged to review the [current list](#) of CCMS vendors integrated with KinderSystems, as vendor participation may continue to evolve.

CCMS to KinderConnect Attendance Transfer: Daily (for KinderBridge users only)

Review attendance in your CCMS regularly to ensure accuracy and transfer the attendance



data to KinderConnect daily, or at minimum, once per week - to support timely payment processing.

Key Dates for Attendance Submission and Payment

Reminder: the attendance lookback period has been temporarily extended to 30 calendar days. **While you have this flexibility, we strongly encourage entering attendance daily.**

Please take note of these important CCSP fiscal deadlines to ensure timely payment: Payment for attendance for service dates up to March 15, if recorded before March 24, will be reflected in the April 1 deposit. Payments display in KinderConnect on the Provider Payments screen one day before the deposit date.

- Service Period Recently Ended: March 15
- Attendance Entry Deadline for On-Time Payment: March 24 (midnight)
- Deposit Date: April 1
- Please review the [2026 Payment Schedule](#) to stay informed of upcoming payment dates throughout the year.

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](#). Information is also shared via [Child Care VA](#), the [Infosite](#), and the KinderConnect announcements page.

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