



Date: April 3, 2026

To: All Child Care Subsidy Program (CCSP) Providers

Subject line: VDOE Absence Notification Letters from KinderSystems, 2025 Tax Information, Tablet Return, Attendance and Absence Reminders

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 Notification Letter Distribution – Coming Soon

On behalf of the VDOE, KinderSystems will soon send notification letters for all children in your program who have accumulated 40 or more absences this fiscal year (June 1-May 31). We understand that families and providers rely on accurate information regarding absence usage.

- The VDOE will also send corresponding letters to parents whose children have reached 40 or more absences this fiscal year.
- The Department will pay providers for up to 60 absent days per child per fiscal year (June 1-May 31).

If you need to inquire about a child’s absence total, please email your request to childcarepass@doe.virginia.gov.

2025 Tax Information for CCSP Providers

- In January, the Department of Social Services (DSS) mailed 1099 forms to qualifying providers.
- Note: Providers will NOT receive a 1099 if they earned less than \$600 in 2025, are classified as a corporation, or are religiously exempt.

Questions? Contact the DSS Fiscal Unit at dssvendor1099@dss.virginia.gov (Monday–Friday, 8:00 AM–4:00 PM).

Tablet Returns and Support

Providers are responsible for all state-issued equipment currently in their possession. VDOE is also beginning to monitor tablet usage. **If your program is not using the state-issued tablet and does not anticipate needing it, we encourage you to voluntarily return the device.**

To return a tablet, please follow the steps below:

- Step 1: Email tabletva@kindersystems.com.
- Step 2: Indicate how you would like to receive the return label (mail or email).
- Step 3 (mail option only): Indicate whether you need a box.



- Step 4: Confirm that your correct address is listed in KinderConnect.

If you would like assistance registering or using a previously unused device, please contact KinderSystems support.

Key Dates for Attendance Submission and Payment

Reminder: the attendance lookback period has been temporarily extended to 30 calendar days. **While this flexibility remains, we strongly encourage you to partner with parents and utilize KinderSmart and KinderSign products to enter attendance daily.**

Please take note of important CCSP fiscal deadlines to ensure timely payment: Payment for attendance for service dates up to March 31, if recorded before April 10, will be reflected in the April 17 deposit. Payments display in KinderConnect on the Provider Payments screen one day before the deposit date.

- Service Period Recently Ended: March 31
- Attendance Entry Deadline for On-Time Payment: April 9 (midnight)
- Deposit Date: April 17
- Please review the [2026 Payment Schedule](#) to stay informed of upcoming payment dates throughout the year.

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.

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.