



# COMMONWEALTH of VIRGINIA

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**DATE: April 6, 2026**

**TO: Child Care Subsidy Program Providers**

**FROM: The Office of Child Care Subsidy Program Operations**

**SUBJECT: Child Care PASS Provider Responsibilities**

Dear CCSP Providers,

Thank you for your continued cooperation with Virginia's Provider Attendance and Scheduling System (PASS). When PASS launched on December 1, 2025, the Virginia Department of Education (VDOE) expanded attendance recording capabilities to child care providers to support more efficient collection of attendance data and timely provider payments. This enhancement, however, did *not* remove the responsibility of attendance recording from parents and sponsors.

This letter serves as a reminder of provider responsibilities related to attendance in the Child Care Subsidy Program (CCSP).

1. Providers are responsible for partnering with parents and sponsors to ensure that attendance is recorded in PASS **completely, accurately, and on time**. Families are generally expected to record attendance whenever possible using:
  - KinderSign on the provider's tablet
  - The KinderSmart app on their smartphone
  - The provider's Child Care Management System (CCMS)

Providers should clearly communicate with families regarding expectations for recording attendance, including roles and responsibilities for parents vs. program staff. If providers choose to record attendance directly—either into PASS or into their CCMS—this should be clearly stated in the site's policies and procedures manual and/or family handbook.

2. Providers are required to collect documentation for legitimate extended absences. VDOE may request this documentation to approve payment for those absences or to continue authorized care following extensive absences.
  - Parents and sponsors are expected to notify you when their child is absent and must provide explanations for extended absences.
  - Providers should encourage families to contact their local department of social services (LDSS) for any changes to their authorized child care arrangement.

3. If a child is unexpectedly absent for more than five consecutive days *with no communication from the parent or sponsor*, providers must:
  - Stop recording absences after day five (leave remaining days blank), and
  - Contact the child’s local DSS caseworker.

Providers are also required to report to local DSS caseworkers when:

- A child does not attend on the first expected day of care,
  - A child withdraws from care, or
  - A child has extended or excessive absences.
4. Children receive 60 paid absence days per fiscal year (June 1 – May 31). Inaccurate attendance entries can impact provider payments and may affect future CCSP authorizations.
    - VDOE is actively monitoring attendance data, including who records attendance, absence patterns, and whether authorized care is being used.
    - Please continue to work closely with families to ensure accuracy.
    - Updated CCSP provider guidance on attendance, absences, and inclement weather is available [here](#).

PASS training resources are available at <https://vapass.info/gethelpwithpass/>. For questions regarding attendance or absence policies please contact [childcarepass@doe.virginia.gov](mailto:childcarepass@doe.virginia.gov).

We understand that transitions can be challenging, and we appreciate your continued partnership and dedication to serving Virginia’s children and families.

Sincerely,



Alexandra McPherson  
Associate Director,  
Early Childhood Public-Private Provider Services  
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Jessica Simmons  
Associate Director,  
Child Care Subsidy Program Operations  
Virginia Department of Education