



COMMONWEALTH of VIRGINIA

DEPARTMENT OF EDUCATION
P.O. BOX 2120
RICHMOND, VA 23218-2120

DEPARTMENT OF SOCIAL SERVICES
5600 COX ROAD
GLEN ALLEN, VA 23060

Dear Parents and Sponsors,

Thank you all for your cooperation with the launch of Virginia's new system for recording attendance in the Child Care Subsidy Program, Child Care Program Attendance and Scheduling System (PASS). With this system, VDOE and VDSS aimed to make recording attendance easier and more flexible for both parents and child care providers.

This letter serves as a reminder of your responsibilities related to children's attendance as a parent or guardian.

1. You are generally responsible for ensuring that attendance is complete and accurate.

Talk to your provider about expectations for recording attendance. Parents/sponsors are generally responsible for recording attendance using:

- KinderSign on the provider's tablet
- The KinderSmart app on a personal smartphone
- The provider's Child Care Management System (CCMS)

Some providers have a process for staff to record attendance for all children. Your provider will notify you of this process if applicable at your site. You should continue to monitor attendances and absences recorded for your child to ensure they are complete and accurate.

2. Notify your provider about any extended absences or your intent to withdraw from care.

Providers need documentation for legitimate extended absences, and VDOE may request this documentation to approve payment. Providers will also report to caseworkers when a child does not start care as expected or has extended/excessive absences. Children receive **60 paid absence days per year**, and inaccurate attendance can affect both payments and future care.

3. Notify your caseworker immediately if your care needs change, including if you:

- Need to withdraw from care;
- Have a change in your care schedule;
- Want to change child care providers; or
- Need a temporary break (up to 90 days) in your child care services.

Your caseworker can help to make sure that your child's authorizations are up-to-date and reflect your family's needs and preferences.

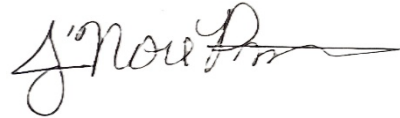
VDOE monitors attendance data closely, including who records attendance, absence patterns, and whether authorized care is being used. Please partner with your provider to ensure attendance is accurate. Updated parent guidance on attendance, absences, and inclement weather is available [here](#).

PASS training resources: <https://vapass.info/sponsors/>. For technical help with PASS, contact KinderSystems Support at supportVA@kindersystems.com or 18882116884 (Monday–Friday, 6:00 a.m.–7:00 p.m.).

Sincerely,



Jessica Simmons
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Office of Early Childhood Access and Enrollment
Virginia Department of Education



J'Noie Parker
Child Care Subsidy Program Manager
Division of Benefit Programs
Virginia Department of Social Services