



Date: April 20, 2026

To: All Child Care Subsidy Program (CCSP) Providers

Subject line: Absence Notification Letters to Families, End of Year Rollover, and Provider-Parent Partnership

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 to Families

On behalf of the VDOE, KinderSystems sent notification letters this week to families whose children have accumulated 40 or more absences this fiscal year (June 1–May 31). If any children in your care have reached this threshold, you should have also received a corresponding email with the subject line "Children Approaching or Exceeding Absence Limits (CCSP)" on 4/6/2026.

- Please work with families to ensure absences are recorded accurately. VDOE is monitoring attendance data closely.
- The Department will pay providers for up to 60 absent days per child per fiscal year (June 1-May 31).
- KinderConnect does not currently display a child’s total absences automatically; this feature is in development.
- If you need to inquire about a child’s absence total, contact VDOE at childcarepass@doe.virginia.gov.

End of Year “Rollover” – Coming Soon on May 31

The fiscal year runs from June 1 to May 31, and reconciliation takes place at the end of each fiscal year. We refer to this period as “Rollover,” as most authorizations automatically renew unless a family is due for redetermination.

- All Purchase of Service Orders (POSOs) will show an end date of May 31, coinciding with Rollover.
- Families and providers can expect to receive new POSOs approximately two weeks after the May 31 rollover, while updated POSO information will appear in KinderConnect shortly after the rollover date.

If you’re unsure about a child’s redetermination date, their local DSS caseworker can provide the most up-to-date information.



PASS Provider-Parent Partnership

Providers should work together with families to ensure attendance is entered in PASS fully, accurately, and on time. Families are 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)

For tutorial videos and additional resources for both families and providers, please visit the PASS information site at vapass.info.

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 April 15, if recorded before April 27, will be reflected in the May 4 deposit. Payments display in KinderConnect on the Provider Payments screen one day before the deposit date.

- Service Period Recently Ended: April 15
- Attendance Entry Deadline for On-Time Payment: April 26 (midnight)
- Deposit Date: May 4
- 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.