



Missouri
**Child Care
Subsidy**
Program






Your Family Qualifies for Child Care Subsidy

What are the Next Steps?

Step 1: Find a child care provider

Choosing the right care for your child can be hard. Here are some helpful resources:

- Child Care Aware of Missouri: Provides resource, referral & training services.
 mo.childcareaware.org or call
 866-892-3228
- Show Me Child Care Provider Search: Helps you find a child care provider near you and allows you to find out more about any provider you are interested in.

 <https://healthapps.dhss.mo.gov/childcaresearch/searchengine.aspx>

Step 2: Call the child care provider

- Ask the provider if there is an opening for your child and if they accept Child Care Subsidy payments.

Step 3: Have your child authorized for care.

- Call the Family Support Division (FSD) & ask that they authorize your child for care with the child care provider you chose.
- Give the name and phone number of your child care provider.
- Make sure FSD has received your schedule, or provide it if you haven't already.



What Do I Pay for?

*You May Be Responsible for
Paying Certain Fees.
These Include:*


Sliding fee: This is the portion of child care expenses that you must pay directly to your child care provider. This amount is based on your monthly income. Your authorization letter will tell you what your sliding fee is.

Co-payment: If your provider charges more than the state base rate, you will be required to pay the difference. This is called the co-payment. Parents must negotiate this fee directly with the child care provider.

What Does the Program Pay for?

Child Care Subsidy

The Department of Social Services will pay the state base rate, which is an amount determined based on where your provider is located and the type of provider you choose.

 The authorization letter will tell you what your daily sliding fee will be.

What Do I Need to Do

To Make Sure My Child Care Is Covered?

✓ **Maintain an attendance record**

You will need to sign your child in and out of care each day.

✓ **Create an account and use the Child Care Business Information Solution**

This will allow you to:

- Check your child in and out of care electronically
- Access your child care authorization, sliding fee, and benefit information
- Receive messages directly from your child care provider
- View and approve attendance



To learn more about CCBIS, visit ccbismo.info/parents.

✓ **Pay any fees you owe directly to your child care provider**

This will include your sliding fee and co-payment.

✓ **Report any changes to the Family Support Division**



You'll need to call 855-FSD-INFO (855-373-4636) to report any of the following changes:

- Your need for child care changes (ex. you'd like to switch child care providers, you no longer need child care, etc.)
- You lose your job or your schedule changes
- Your income changes
- Your address, phone number, or the number of people in your household changes

Please note that although reporting these changes are required, this does not necessarily mean your child care coverage will change.

✓ **Know when your benefits expire and reapply before the deadline**

There are 4 ways to check the status of your benefits:



Visit myDSS.mo.gov any time and select "Check My Status"



Go to your local FSD Resource Center



Call 855-FSD-INFO (855-373-4636)



Check your eligibility dates through the Child Care Business Information Solution (CCBIS)

✓ **It is your responsibility to reapply before your benefits expire**

You should receive a child care application in the mail **45 days** before your benefits expire. If you do not receive this form, please contact the Family Support Division immediately and request one or reapply online at myDSS.mo.gov



There are 3 levels of
Transitional Child Care
you may qualify for:

Level 1

The program pays **75%** of the
Child Care Subsidy benefit

75%

Level 2

The program pays **50%** of the
Child Care Subsidy benefit

50%

Level 3

The program pays **25%** of the
Child Care Subsidy benefit

25%

If My Income Increases

Do I Still Receive Child Care Benefits?

If your income increases you should reapply for the program even if you're not sure if you're still eligible. Help may still be available through the Transitional Child Care Program. This program helps families ease into paying for child care on their own.


I Worry That My Child Isn't Being Treated Right


*Or Getting the Care They Need.
What Should I Do?*



If you're worried your child is in an emergency or life-threatening situation, call 911 immediately.


If you suspect your child is being abused or neglected, report it to the Missouri Child Abuse and Neglect Hotline:

 1-800-392-3738. This number is answered 24 hours a day, 7 days a week, 365 days a year.

 You can also send an email to CCPComplaints@dss.mo.gov to file a complaint about your child care provider's services.

There are certain health and safety rules that all Missouri child care providers who accept Child Care Subsidy payments must follow:

- Providers must have health and safety training (including first aid and CPR) before they can care for children.
- Providers, their staff, and any volunteers must pass national and state criminal, child abuse/neglect, and sex offender background checks.
- Providers will be observed and checked to make sure they meet health and safety standards.

 To see the history of your child care provider's health and safety standards, you can visit <https://healthapps.dhss.mo.gov/childcaresearch/searchengine.aspx>



Help Is
Available!

How Can I Tell If

My Child Has A Special Need?

All children grow and learn at a different pace. If you are worried that your child is not progressing as quickly as other children their age, the Centers for Disease Control and Prevention (CDC) offers these general milestones that may be helpful:



[cdc.gov/ncbddd/actearly/
milestones/index.html](https://cdc.gov/ncbddd/actearly/milestones/index.html)

If you do not feel that your child is meeting these milestones, help is available.

You may consider reaching out to ParentLink to see if their services may help your family. ParentLink can complete an assessment and help you decide what steps, if any, you should take next. ParentLink can also provide information, outreach activities, support groups, and more resources to support your family.



You can contact ParentLink directly at 800-552-8522.

Helpful Resources for Families



Child Care Aware of Missouri

 mo.childcareaware.org

 800-200-9017



HeadStart and Early HeadStart

 <http://www.moheadstart.org/>

 573-884-5078



National Parent Helpline

 nationalparenthelpline.org

 855-427-2736




Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

 health.mo.gov/living/families/wic

 800-392-8209



Show Me Child Care Provider Search

 [https://healthapps.dhss.mo.gov/
childcaresearch/searchengine.aspx](https://healthapps.dhss.mo.gov/childcaresearch/searchengine.aspx)



Child Care Immunization Information

 [https://health.mo.gov/living/wellness/
immunizations/index.php](https://health.mo.gov/living/wellness/immunizations/index.php)



Administration for Children and Families

 acf.hhs.gov

 816-426-3981

Resources for Families of Children With Special Needs



Inclusion

🌐 health.mo.gov/safety/childcare/inclusion.php
☎ 573-751-2450

Inclusion specialists from the Department of Health and Senior Services can help families find and select child care that meets their needs. They make sure all children receive quality care and are included in all activities regardless of their special needs. Inclusion specialists also provide free assistance to help the family care



Early Childhood Special Education

🌐 dese.mo.gov/special-education/early-childhood-special-education
☎ 573-751-5739

This program provides free education to eligible children who have special needs. Children ages 3-5 can be tested to see if they have a developmental delay or disabling condition that may affect their education. Contact your local school district for details.



Parents as Teachers

🌐 Parentsasteachers.org
☎ (866) 728-4968

Trained parent educators in this early childhood program focus on parent-child relationships and family well-being. The program uses personal visits, group connections, screenings, and resource referrals to help children reach their full potential.



Project LAUNCH

🌐 <https://dmh.mo.gov/healthykids/projectlaunch/screening.html>

The Project LAUNCH program works with children from birth up to age 8. By offering testing, education, and support for mental well-being, Project LAUNCH allows kids to thrive in safe, supportive environments and enter school with the social, emotional, cognitive, and physical skills they need to succeed.

Resources for Families of Children With Special Needs



Missouri Family to Family

 mofamilytofamily.org
 800-444-0821

Missouri Family to Family (MOF2F) serves people with disabilities and/or special healthcare needs, their families, and the professionals who support them. They offer personalized information, access to a mentor, training, and help with referrals.



The Division of Developmental Disabilities

 dmh.mo.gov/dd/
 800-207-9329

By offering support and services that build self-confidence, the Division of Developmental Disabilities aims to improve the lives of Missourians with developmental disabilities. Family support services help those who want to support relatives who have a developmental disability both in the home and in the community.



United 4 Children

 United4children.org
 314-531-1412

United 4 Children supports families, teachers, and caregivers. They provide children with healthy meals, create safe places to learn and play, and provide inclusive, social-emotional services for children with special needs or challenging behaviors.



The Arc

 <https://www.thearc.org/>
 800-433-5255

The Arc campaigns for laws and policies that promote and protect the human rights of people with intellectual and developmental disabilities.





The Missouri Department of Social Services is responsible for coordinating programs that provide:

- Public assistance to help Missourians with food stamps, health care, child care, child support, blind services and other basic needs
- Health care coverage for eligible Missourians
- Child welfare services to help ensure the safety, permanency and well-being of Missouri children
- Specialized assistance to justice-involved youth in the community school district.



While many programs give needed financial assistance and services, other units work toward reducing financial dependency of the citizens on government assistance. For more information, visit dss.mo.gov

Nondiscrimination Policy Statement

The Missouri Department of Social Services (DSS) is committed to the principles of equal employment opportunity and equal access to services. Accordingly, DSS employees, applicants for employment, and contractors are treated equitably regardless of race, color, national origin, ancestry, genetic information, pregnancy, sex, sexual orientation, age, disability, religion, or veteran status.

All DSS contracts and vendor agreements shall contain nondiscrimination clauses as mandated by the Governor's Executive Order 94-3, Article XIII. Such clauses shall also contain assurances of compliance with Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990 (ADA), as amended; the Age Discrimination Act of 1975, as amended and other pertinent civil rights laws and regulations.

DSS applicants for, or recipients of, services from DSS are treated equitably regardless of race, color, national origin, ancestry, sex, age, sexual orientation, disability, veteran status, or religion. Appropriate interpretive services will be provided as required for the visually or hearing impaired and for persons with language barriers. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the Department of Social Services should notify DSS as soon as possible, and no later than 48 hours before the scheduled event, by contacting either their DSS local office or Anna Wise, DSS ADA Coordinator and Manager of the DSS Office for Civil Rights at the address/phone number listed below.

Applicants for, or recipients of services from DSS who believe they have been denied a service or benefit because of race, color, national origin, sex, age, disability, or religion may also file a complaint by writing to: U.S. Department of Health and Human Services, Office for Civil Rights, 601 East 12th Street, Room 353, Kansas City, MO 64106, (800) 368-1019 (Voice); (800) 537- 7697 (TDD).

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632- 9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider. Rather than using the links in the above statements, for your convenience, the Family Support Division customer service number is 855-FSD-INFO.



205 JEFFERSON STREET, 10TH FLOOR
JEFFERSON CITY, MO 65103
TELEPHONE: (573) 522-8024

DSS.MO.GOV/CD
(573) 751-6793

CHILDREN'S DIVISION SERVICES ARE PROVIDED ON A
NON-DISCRIMINATORY BASIS.

