



STATE OF DELAWARE  
OFFICE OF THE GOVERNOR

## Answers and Guidance for Child Care Programs

*As of March 19, 2020*

### 1. What are the guidelines on closing child care programs?

**A:** Effective 8am on March 13, 2020, the Governor has [declared a State of Emergency](#). On March 14, 2020, [Delaware Public Health](#) published recommendations for child care programs. On March 15, 2020, the Governor provided [guidance to child care programs](#) that recommended that child care programs remain open.

### 2. Will the State continue to pay child care subsidy and tiered reimbursement to programs who have closed their programs due to COVID-19 transmission risk?

**A:** If a facility/location closure is mandated by the Governor to ensure the health and safety of children and professional staff and prevent the transmission of COVID-19, the State will pay child care programs their child care subsidy and tiered reimbursement payments based on enrollment.

### 3. Will I receive Purchase of Care if a child is absent due to the State of Emergency closures or illness?

**A:** Yes. The State will pay Purchase of Care based on enrollment, not attendance, until April 30, 2020. This replaces the current absence policy to allow payment to programs if children are absent due to COVID-19.

### 4. Will I receive Tiered Reimbursement if a child is absent due to the State of Emergency closures or illness?

**A:** Yes. The State will pay Delaware Stars tiered reimbursement dollars based on enrollment, not attendance, until April 30, 2020. This replaces the current absence policy to allow payment to programs if children are absent due to COVID-19.

### 5. How do I report my active staff roster, as required by the Governor, and when does it have to be submitted?

**A:** Purchase of care providers should submit their current, active staff rosters to the Division of Social Services via their provider resource mailbox: [DHSS\\_DSS\\_POC\\_Unit@delaware.gov](mailto:DHSS_DSS_POC_Unit@delaware.gov). Reports are covering which staff was active during the time periods of March 19-31<sup>st</sup>--due by March 31<sup>st</sup>; April 1<sup>st</sup>-15<sup>th</sup>—due by April 15<sup>th</sup>; and April 16<sup>th</sup>-30<sup>th</sup>—due by April 30<sup>th</sup>.

**6. Will the State suspend required redetermination practices for income-eligibility?**

**A:** The state will be delaying redeterminations for at least four months, so changes in income will not impact benefits during the four month period.

**7. How will the Executive Order impact my licensing regulations due to the current COVID-19 State of Emergency?**

**A:** Please follow the guidelines outlined for Executive Order 38 for Early Care and Education and School-Age Centers as well as Family and Large Family Child Care Homes communicated by the Department of Services for Children, Youth and Their Families and the Governor.

**8. How will the Executive Order affect my Stars standards and verification timeline in to the current COVID-19 State of Emergency?**

**A:** Delaware Stars verification visits have been suspended. Programs should follow all State guidance on licensing regulations as per Executive Order 38. Delaware Stars will communicate any changes to this policy.

**9. Should child care professionals still be conducting home visits?**

**A:** Home visits by child care professionals should be halted to reduce transmission risk.

**10. What guidance do I have for families and visitors entering my center or family child care?**

**A:** Please follow [CDC protection guidance](#), with recommendations below.

- Family visits to classrooms should be halted to reduce transmission risk. Interaction during drop off and pick up should be limited.
- If outside providers (such as Occupational Therapists) are still coming to the center, they should limit exposure to full classrooms and see children individually in a separate space.
- Coaches and voluntary professional development support by outside agencies should be halted. State coordinators and consultants, family service workers, Delaware Stars and Delaware Institute for Excellence Early Childhood professional development staff have been instructed to provide services remotely/virtually when possible.
- Volunteers should be halted, or if they are offering emergency supports, they should limit contact with children and adults.

**11. How can I keep informed on the evolving guidance for child care programs in the current COVID-19 State of Emergency?**

**A:** The State will continue to generate documents and guidance policies to give child care programs the most up-to-date information as possible. Guidance may change daily; thank you for reading all new information as this unprecedented situation unfolds.

Please visit [mychildde.org](http://mychildde.org) and [de.gov/coronavirus](http://de.gov/coronavirus) for the most updated information or email the Office of Early Learning at with questions at [early.learning@doe.k12.de.us](mailto:early.learning@doe.k12.de.us). Additionally, families or staff who need support can also call 2-1-1 to receive information about meals and other social services during this difficult time.