

COVID-19 NEWS & UPDATES

*Southwestern Child Development will update this page as new information becomes available.
Please check back regularly for updates.*

July 13, 2020

NC DHHS Division of Child Development and Early Education

Summer 2020 Child Care Health and Safety E-News Now Available

<https://sway.office.com/FbMaCV8vO7bA0B1h>

July 6, 2020

NCDHHS

COVID-19 Response Updates

NEW: NCDHHS Selects Organizations to Address Impact of COVID-19 on LatinX Community

[Read the full press release here](#)

WATCH: NCDHHS's special press conference from Friday June 26 with LatinX community leaders

[NCDHHS COVID-19 Briefing with LatinX Community Leaders](#)

NEW: NCDHHS Launches Testing Initiative for Nursing Homes

[Read the full press release here](#)

UPDATED web resources: numerous valuable resources have been updated or newly-added to NCDHHS's COVID-19 dashboard.

1. [NCDHHS Checklist for Developing a Reopening Plan](#) under [Business guidance](#)
2. [Patients Presumed to be Recovered Weekly Report](#)
3. [Risk of Transmission Posters](#)
4. [P-EBT FAQs](#)

NOW in SPANISH: [Statement](#) Regarding June 5, 2020 Letter from North Carolina Department of Justice ([Spanish](#)), as well as [Recommendations for Farms, Packhouses and Related Facilities](#)

CORRECTED link: *apologies that the link to this resource sent on Monday did not work!*

- New [Clusters in Child Care and School Settings Report](#) is now available

June 25, 2020

NC DHHS Division of Child Development and Early Education

ChildCareStrongNC Public Health Toolkit Now Available

Please see the [ChildCareStrongNC Public Health Toolkit](#) for important COVID-19 related guidance. This toolkit contains five important sections.

1. Interim Guidance for Child Care Settings

Governor Cooper has implemented a three-phased approach to slowly lift restrictions while combating COVID-19, protecting North Carolinians and working together to recover the economy.

This guidance is intended to help licensed/regulated child care facilities make informed decisions about COVID-19 and minimize the risk of exposure to both the staff and the children in their care. Health and safety guidance for child care facilities during COVID-19 is outlined in this section. DCDEE asks that particular attention be paid to page 7, where it states that is now required that all workers, all other adults, and children 11 years or older on site wear a face covering when they are or may be within six (6) feet of another person, unless the person (or family member, for a child) states that an exception applies

2. Requirements and Recommendations

Actions that are required for each topic are stated in [Executive Order 141](#) and extended to [Executive Order 147](#) or are in existing child care rules. Actions that are recommended for each topic were developed to protect people in the child care facility to minimize spread of COVID-19. Facilities are expected to meet all guidance in this document. Specific actions should be tailored to each child care program.

3. Daily Health Screening for COVID-19 for Anyone Entering the Building

The person conducting the health screening should maintain 6 feet distance while asking the screening questions. The questions should be asked of anyone entering the facility or transportation vehicle, including children, staff, family members, or other visitors).

4. Daily Health Screening Log

Health screenings should be repeated periodically throughout the day to check for new symptoms developing.

5. Handling Suspected, Presumptive, or Confirmed Cases of COVID-19 Flow Chart and Protocol

If you have questions about how to use the toolkit and tailor the guidance to your facility, contact your child care consultant.

If you have health and safety questions, contact your child care health consultant.

Best,

Dr. Kristi Snuggs

June 22, 2020

NC DHHS Division of Child Development and Early Education Recap of Resources for Child Care Providers During COVID-19

The North Carolina Department of Health and Human Services (NCDHHS) and the Division of Child Development and Early Education (DCDEE) have shared a significant amount of information throughout the past several weeks as North Carolina's COVID-19 response evolves. To help you navigate all the recent updates and information, a recap has been compiled, along with reminders and resources that are available to you.

Updated Interim Health Guidance for Child Care

DCDEE would like to share some important information including **new** and **updated guidance**, which is intended to help licensed/regulated child care facilities make informed decisions about COVID-19 and minimize the risk of exposure to both the staff and the children in their care. The latest [Interim Health Guidance for Child Care Settings](#) was released on June 15, 2020.

DCDEE asks that special attention be paid to the guidance around the use of outdoor sprinklers in child care facilities and exclusion criteria for anyone being monitored for COVID-19 symptoms.

Operational Grant Information

DCDEE will provide operational grants to licensed child care facilities that are open for all or part of April, May, and June. The operational grants will help providers cover monthly fixed operating costs during these three months of the COVID-19 crisis, recognizing that revenues from parent fees are significantly lower as non-essential workers have kept their children home with them.

Who will receive operational grants?

Child care programs who were open in April or reopen in May or June will be eligible to receive operational grants. In order to qualify for the grant, DCDEE required providers to submit either an Emergency Child Care Provider application to remain open OR a reopening application, as well as complete a [COVID-19 Child Care Provider Survey](#) to report daily whether they were open or closed and to report occupancy/vacancy for children.

How much will child care facilities receive?

Child care centers will receive between \$500 and \$30,000 per month. Family child care homes will receive between \$359 and \$2,500 per month. The amount of the individual grants will vary based on the following factors:

- Total number of children served prior to COVID-19: Programs serving more children will receive larger grants.
- Star rating: Programs with a higher star rating will receive larger grants because of the higher cost to meet higher standards.
- Infant toddler enrollment: Programs serving infants and toddlers will receive larger grants to account for higher staffing and fixed costs associated with caring for infants and toddlers.
- Serving subsidy children: Programs that have served subsidy children in the past 12 months will receive smaller grants than programs that do not serve families and children receiving child care subsidy. Federal Child Care Development Funds are intended to increase access to quality care for families and children with low incomes. However, because of the unique challenges programs are facing as a result of the COVID-19 crisis, all programs will receive some level of grant support.
- Subsidy density (the percentage of children enrolled who receive child care subsidy): Because DCDEE is continuing to stabilize child care subsidy monthly payments to child care providers based on February enrollment, programs that have higher percentages of children on subsidy are getting more of their typical monthly revenue covered than programs that have lower percentages of children on subsidy and rely more heavily on private fees from parents. Therefore, programs with lower percentages of children on subsidy will receive larger grants.

When will the operational grants be awarded?

The operational grants for those child care facilities that were open in April were awarded in May.

If the child care facility reopened in May, the operational grants will be awarded beginning June 25, 2020, but deposits can take up to five business days to reach provider's accounts. Grants will be prorated based on when the child care facility reopened. Grant payments could be a combined payment for May and June (two months' worth of grants).

If the child care facility reopens in June, the operational grants will be prorated based on the date of reopening and will be awarded beginning June 25, 2020, but deposits can take up to five business days to reach provider's accounts.

How can child care facilities find out how much their grant awards will be?

To find out the amount of the operational grant awarded to your facility, please call the appropriate telephone number listed below. When contacting the Division of Child Development and Early Education have the facility name and license number available:

- If the child care facility is in Alamance through Johnston Counties, contact Arlette Lambert at 919.703.5362.
- If the child care facility is in Jones through Yancey Counties, contact Laura Hewitt at 919.703.7916.
- If the child care facility would like to receive the grant amount via email, please send that request to dcdee.communications@dhhs.nc.gov.

All questions received will be responded to within two business days.

Bonus Payment Reminder

Bonus payments for those child care providers who submitted attendance for the months of April and May have been issued. The most recent payments were released on June 12, 2020. If you missed the deadline for entering attendance for teachers and staff at your child care facility, a second wave of payments will be issued. To be captured in the final wave of bonus payments, please submit all attendance for teachers and staff by 9:00 pm on June 22, 2020.

Emergency Subsidy Program Payment Reminder

Emergency Subsidy Program payments for those child care providers who submitted attendance for the children in the program for the months of April and May have been issued. The most recent payments were released on June 12, 2020. If you missed the deadline for entering attendance for children at your child care facility, a second wave of payments will be issued. To be captured in the final wave of payments for the Emergency Subsidy Program, please submit all attendance for children by 9:00 pm by June 22, 2020.

Reports of COVID-19 in Licensed/Regulated Child Care & School Settings

Beginning June 22, 2020, NCDHHS will begin [publicly reporting COVID-19 clusters](#), defined as 5 or more cases with linkage between cases, in licensed/regulated child care and school settings. Child care operators and school principals are required per [G.S. 130A-136](#) to report suspected cases of reportable communicable diseases, including COVID-19, to the local health director of the county or district in which the school or facility is located. Public reporting of clusters in child care and school settings is necessary to protect public health and implement appropriate control measures.

This data will be reported twice weekly. The report will include the names of child care facilities or schools with a COVID-19 cluster (as defined above), as well as the facility type (school or child care), facility county, and the number of cases and deaths among staff and children. All data reported for clusters in school and child care settings will be disaggregated in terms of cases and deaths of staff and children.

Updated Door Signs

The door signs for all child care facilities have been updated as of June 16, 2020. Please post the updated door signs at your facility ([English](#) | [Spanish](#)).

June 9, 2020

NC DHHS Division of Child Development and Early Education

Reporting of COVID-19 Clusters in Licensed/Regulated Child Care and School Settings

Available June 22nd

I am writing to share that beginning June 22, 2020, the North Carolina Department of Health and Human Services (NCDHHS) will begin publicly reporting COVID-19 clusters, defined as 5 or more cases with linkage between cases, in licensed/regulated child care and school settings. Child care operators and school principals are required per [G.S. 130A-136](#) to report suspected cases of reportable communicable diseases, including COVID-19, to the local health director of the county or district in which the school or facility is located. Public reporting of clusters in child care and school settings is necessary to protect public health and implement appropriate control measures.

This data will be reported twice weekly. The report will include the names of child care facilities or schools with a COVID-19 cluster (as defined above), as well as the facility type (school or child care), facility county, and the number of cases and deaths among staff and children. All data reported for clusters in school and child care settings will be disaggregated in terms of cases and deaths of staff and children.

Please see the [letter](#) from Susan Gale Perry, Chief Deputy Secretary of NCDHHS, and Mark Benton, Assistant Secretary for the NC Division of Public Health for more information.

From Kristi Snuggs

June 5th, 2020

NC DHHS

New Testing Tools for Everyone to Use

Thank you for your unwavering partnership in our shared mission to slow the spread of COVID-19 and protect North Carolina families. Governor Cooper and the North Carolina Department of Health and Human Services (NCDHHS), working alongside Local Health Departments and community partners like you, are committed to responsibly easing stay-at-home

restrictions. We all want to get back to enjoying things like family gatherings, pastimes, and community events outside of our homes.

Today, NCDHHS is announcing new testing and contact tracing tools to help slow the spread of COVID-19. As we continue to increase testing and expand contact tracing, we want to ensure each and every person has the information and support they need to protect themselves and their loved ones. By working together and each doing our part, we will slow the spread of this virus.

We are asking for your help to share information and increase awareness of the COVID-19 Community Team (what North Carolina is calling our contact tracers) and new tools being launched today. These tools and supports are described below. We have also included a promotional toolkit to help share these new resources with your community.

New Testing Tools for Everyone to Use

There are several new digital tools available to help expand testing capacity, streamline contact tracing efforts, and provide members of your community with guidance on how to protect themselves and their families. These tools include:

- **Check My Symptoms (www.ncdhhs.gov/symptoms)**, a public website that allows people to enter their symptoms and determine if they should get tested for COVID-19. If they are recommended to be tested, they will receive a link to a list of nearby testing sites via email or text. *Note: The symptom checker is an informational tool to help people determine if they may need to be tested; however it is not a physician order. Testing sites may require their own screening.*
- **Find My Testing Place (www.ncdhhs.gov/TestingPlace)**, a public website that allows people to input their county or ZIP code and access a list of nearby testing site locations online.

The COVID-19 Community Team

The COVID-19 Community Team is made up of trained Local Health Department staff and Community team members who are serving as contact tracers across the state.

Team members reach out to people who have tested positive for COVID-19, or anyone who has been near someone with COVID-19, and get them the information and support they need. This support can include helping someone understand what it means to have been exposed to COVID-19, how to monitor their symptoms, when to get tested, if needed, and how to protect their loved ones.

When the COVID-19 Community Team reaches out, it is important that people answer the call. Individuals being contacted would get an initial text from the number 45394 or email from NC-ARIAS-NoReply@dhhs.nc.gov with follow-up phone calls from NC OUTREACH (844-628-7223) or the Local Health Department. The Community Team represents North Carolinians across the state and will be available to provide support and information in multiple languages.

A Promotional Toolkit to Help Spread the Word

To help you get the word out about the COVID-19 Community Team and the new tools announced today, we have created a promotional toolkit that we hope you will use. This shared message helps us all overcome misinformation and ensure that everyone is getting the right information. The [toolkit](#) includes:

- Flyers about getting tested for COVID-19 and using the Check My Symptoms online tool.
- A flyer reminding people to practice the 3Ws of prevention: Wear. Wait. Wash.
- Sample Facebook and Twitter posts with images for you to share on social media.
- **COMING SOON:** An infographic explaining the COVID-19 Community Team and the contact tracing process.

You can find the toolkit resources at covid19.ncdhhs.gov/preventandprotect.

We sincerely hope this promotional toolkit will be a helpful resource as we all work to ensure North Carolinians have the support and information they need to protect themselves and their loved ones.

For more information on testing and contact tracing, please see covid19.ncdhhs.gov/testing and covid19.ncdhhs.gov/contacttracing.

June 4, 2020

NC DHHS Division of Child Development and Early Education

New and Updated Guidance Regarding COVID-10 for Child Care Settings

The North Carolina Division of Child Development and Early Education (DCDEE) would like to share some important information including new and updated guidance, which is intended to help licensed/regulated child care facilities make informed decisions about COVID-19 and minimize the risk of exposure to both the staff and the children in their care.

The guidance specifically covers:

- Drop-off/Arrival Procedure
- Monitoring for Symptoms
- Preventing Spread in the Classroom
- Cloth Face Coverings
- Cleaning and Hygiene
- Protecting Vulnerable Populations
- Transportation
- For Facilities Planning to Reopen After Extended Closure
- Communication and Combating Misinformation
- Additional Considerations
- Additional Resources

DCDEE asks that special attention be paid to the guidance for transportation if you are transporting children to and from your child care facility.

Actions that are required for each topic are stated in Executive Order 141 or existing child care rules. Actions that are recommended for each topic were developed to protect the staff and children in child care to minimize spread of COVID-19. Facilities are expected to make every effort to meet all guidance in this document. Specific actions should be tailored to each child care program.

If you have questions about how to apply and tailor this guidance to your facility, contact your child care consultant.

If you have health and safety questions, contact your child care health consultant.

May 29, 2020

NC DHHS Division of Child Development and Early Education

Important Reminders About Emergency Child Care Subsidy Attendance and Employee Bonus Pay Attendance for May 2020

Please read this communication carefully for important information related to the Emergency Child Care Subsidy Program and May Bonus Payments.

You may begin entering attendance in the Emergency Child Care Portal for the month of May on Sunday, May 31, 2020, and must finish entering all attendance by 9:00pm on Friday, June 5, 2020.

As you record attendance for children enrolled in the Emergency Child Care Subsidy Program and for employees receiving bonus payments in the [Emergency Child Care Portal](#), remember the following:

- Record attendance for both children and employees based on absences only.
- If an employee or child is absent for 10 days or more, record the number of days that the child and employee were present.
- A [job aid](#) with detailed instructions on how to enter employees, as well as, how to record and submit attendance for children and employees is available. As of May 8, 2020, providers are no longer able to enter new children into the Emergency Child Care Subsidy Program. If you have any children who were not entered prior to May 8, 2020, please contact DCDEE Subsidy Services Section for assistance.
- Remember, only use this portal to record children who are enrolled in the Emergency Child Care Subsidy Program and for employees receiving bonuses. Record attendance for children enrolled in regular subsidy as you normally do.

You should also have all completed COVID-19 Parent Applications for Emergency Child Care either uploaded into the Emergency Subsidy Provider Portal or mailed to the Division of Child Development and Early Education (DCDEE). You will not receive payment for emergency subsidy for May if you have not submitted all completed COVID-19 Parent Applications for Emergency Child Care.

If you have any questions about the Emergency Child Care Subsidy Program, please call the DCDEE Subsidy Unit at 919-814-6380. If you have questions about how to use the Emergency Subsidy Provider Portal, please call the Provider Help Desk at 919-813-5460.

May 26, 2020

Child Care Aware of America

Yale University School of Medicine

Dear Early Childhood Provider,

Your participation in a Yale School of Medicine survey regarding child care during the COVID-19 crisis is requested.

Please help us by participating in a brief (12-20 minute long) survey being sent to child care providers like you across the nation. Your answers will be completely confidential. We need as many voices and experiences as possible as we try to determine the rate at which child care providers have become ill with COVID-19 symptoms and which strategies may have helped keep them safer. We need to hear from you whether you were open or closed during the COVID-19 pandemic.

We think of you as heroes for the work you do caring for children and families. As a measure of thanks, we will randomly select at least 10 people who complete the online confidential survey to win a check for \$500. Also, we will invite all of you to participate in a free online webinar where we will discuss the results and answer any questions you may have, including questions regarding the latest science on COVID-19 spread in classroom settings and how best to keep children and staff safe. This free webinar will be hosted by [Child Care Aware® of America](#), where I am board president. We value you as colleagues in this work, and we would learn from your comments and questions.

Your participation in this study is voluntary. Your decision to participate, withdraw or not answer all the questions will have no negative consequences.

We hope that you will help us. Please click the link below, which will take you to our online survey. It should take only about 12-20 minutes to complete the survey. More information and a brief consent page will be provided to you before the confidential online survey begins.

Follow this link to the Survey:

[Take the Survey](#)

Or copy and paste the URL below into your internet browser:

https://yalesurvey.ca1.qualtrics.com/jfe/form/SV_eJmSnhIEDP3E7Hf?Q_DL=nX1fQBPOU7luhgj_eJmSnhIEDP3E7Hf_MLRP_eQCOe4oCY3ip8Et&Q_CHL=email

May 21, 2020

NC DHHS Division of Child Development and Early Education

Information on Phase 2 of Reopening North Carolina & Reminders for Child Care Providers

Who Are Open or Plan to Reopen

Governor Cooper announced that North Carolina will be moving into Phase 2 of Reopening on Friday, May 22, 2020, at 5:00pm. Phase 2 includes the following elements:

- The Stay at Home order will be lifted and North Carolina moves to a Safer at Home recommendation, especially for vulnerable populations.
- Restaurants will be able to reopen to 50% capacity and other requirements.
- Salons and personal care will be able to reopen to 50% capacity and other requirements.
- Pools will be able to reopen to 50% capacity and other requirements.
- Mass gathering limits is updated to no more than 10 people indoors and 25 people outdoors (Note: This limit does not apply to child care settings.)

As outlined in [Executive Order 141](#), child care facilities may open and may serve all children, if they abide by all these requirements:

- Follow all NCDHHS guidelines, including [updated health and safety guidelines](#) and [policy and regulatory requirements](#)
- Follow the core signage, screening, and sanitation requirements
 - Post the Emergency Maximum Occupancy in a noticeable place.
 - Post signage reminding employees about social distancing.
 - Post the updated door signs at your facility ([English](#) | [Spanish](#)).
 - Conduct a daily health screening on all individuals who are entering the building
 - Immediately isolate all sick workers and children from the rest of the facility and send them home.
 - Have a plan to work with local health departments to identify close contacts of confirmed cases in child care settings.
 - Before reopening, submit a [Child Care Reopening Application](#) at least 48 hours before reopening (if no Emergency Child Care Provider Application was previously submitted).

Reminders about Reopening

- [Step by step instructions](#) are available explaining how to submit the Child Care Reopening Application.
- After submitting a Child Care Reopening Application, your child care consultant will contact you to discuss your plan to meet the health and safety guidelines and will provide you with a health and safety certificate that can be posted in your facility.
- Providers who are reopening after extended closure should read the health and safety guidelines closely to take appropriate steps.
- The [PowerPoint](#) and the [recording](#) for the webinars from last week are available to explain the Child Care Reopening Application, operational grants, and updated health guidance.
- Open providers should submit the [COVID-19 Child Care Provider Survey](#) daily.
- If you have any questions about reopening, contact your child care consultant.
- If you have health and safety questions, contact your [child care health consultant](#).

Financial Support for Open Providers

Operational grants: The North Carolina Division of Child Development and Early Education (DCDEE) is offering financial support to all licensed child care programs that are open or plan to reopen in May or June. Providers will receive operational grants for April, May, and June for the months they are open to help cover operational and fixed costs for these months during the COVID-19 crisis.

- Operational grants will range from \$500 to \$30,000 per month for child care centers and range from \$359 to \$2,500 per month for family child care homes.
- Programs that were open in April should receive their operational grants this week.
- Programs that reopen in May or June will receive their operational grants in mid-June or mid-July, respectively.

Emergency Child Care Subsidy Payments: DCDEE will continue to pay emergency child care subsidy payments for May for children who were enrolled as of May 8.

- Providers should submit May attendance in the [Provider Portal](#) by June 5, 2020.
- Providers who served children of essential workers should make sure to upload each child's parent application into the [Provider Portal](#) OR mail the forms to DCDEE by May 25, 2020, in order to receive emergency subsidy payments for May. The mailing address for DCDEE is NC Division of Child Development and Early Education, Subsidy Services Section, 2201 Mail Service Center, Raleigh, North Carolina, 27699-2200.

Bonus Payments for Employees: DCDEE will continue to pay bonus payments for employees who are working on-site for all or part of May. Providers should submit May attendance in the [Provider Portal](#) by June 5, 2020.

Subsidy Payments and Parent Co-Payments: DCDEE will continue to pay subsidy payments and cover parent co-payments for all providers, regardless of whether they are open or closed for April and May. In June, DCDEE will pay subsidy payments and cover parent co-payments only for open providers.

More information about these financial supports is available in the [COVID-19 Child Care Payment Policies](#).

May 14, 2020

NC DHHS Division of Child Development and Early Education Updated Information on the Reopening Webinars

The North Carolina Division of Child Development and Early Education (DCDEE) will be hosting two webinars for child care providers on Friday, May 15, 2020. Webinars will cover the following information:

- Phases of reopening and what it means that North Carolina is in Phase 1
- Operational grants and other payment updates
- Updated health and safety guidance

At the time of the meeting, please click on the link OR dial the phone number, enter the access code, and the pass code. You do not need to register in advance.

Friday, May 15th from 11:00am to 12:00pm

- LINK
<https://acecloud.webex.com/acecloud/onstage/g.php?MTID=ec1b448ad371f271a7651b7d2e13c7ce>
Event Password: DHHS-COVID19
- PHONE
Call-in toll-free number: 1-866-432-9903
Meeting ID: 208 699 830
Pass code: 34470268

Friday, May 15th from 2:00pm to 3:00pm

- LINK
<https://acecloud.webex.com/acecloud/onstage/g.php?MTID=e36ecd1f9663c51edb756569a60ff9cd4>
Event Password: DHHS-COVID19
- PHONE

Call-in toll-free number: 1-866-432-9903

Meeting ID: 200 418 200

Pass code: 34470268

DCDEE apologizes for not including the pass code in the earlier communication. The webinars are being recorded to being posted online at a later date.

May 12, 2020

NC DHHS Division of Child Development and Early Education

New Operational Grants for Open Child Care Program

The North Carolina Division of Child Development and Early Education (DCDEE) will provide operational grants to licensed child care facilities that are open for all or part of April, May, and June. The operational grants will help providers cover monthly fixed operating costs during these three months of the COVID-19 crisis, recognizing that revenues from parent fees are significantly lower as non-essential workers have kept their children home with them.

Who will receive operational grants?

Child care programs who were open in April or reopen in May or June will receive operational grants. In April, DCDEE required providers to submit an Emergency Child Care Provider application to remain open, as well as complete a [COVID-19 Child Care Provider Survey](#) to report whether they were open or closed. Child care programs will receive operational grants for April if they were approved as an emergency child care provider and indicated they were open on the daily provider survey.

How much will child care facilities receive?

Child care centers will receive between \$500 and \$30,000 per month. Family child care homes will receive between \$359 and \$2,500 per month. The amount of the individual grants will vary based on the following factors:

- **Total number of children served prior to COVID-19:** Programs serving more children will receive larger grants.
- **Star rating:** Programs with a higher star rating will receive larger grants because of the higher cost to meet higher standards.
- **Infant toddler enrollment:** Programs serving infants and toddlers will receive larger grants to account for higher staffing and fixed costs associated with caring for infants and toddlers.
- **Serving subsidy children:** Programs that have served subsidy children in the past 12 months will receive larger grants than programs that do not serve families and children receiving child care subsidy. Federal Child Care Development Funds are intended to increase access to quality care for families and children with low incomes. However, because of the unique challenges programs are facing as a result of the COVID-19 crisis, all programs will receive some level of grant support.
- **Subsidy density** (the percentage of children enrolled who receive child care subsidy): Because DCDEE is continuing to stabilize child care subsidy monthly payments to child care providers based on February enrollment, programs that have higher percentages of children on subsidy are getting more of their typical monthly revenue covered than programs that have lower percentages of children on subsidy and rely more heavily on private fees from parents. Therefore, programs with lower percentages of children on subsidy will receive larger grants.

When will the operational grants be awarded?

If the child care facility was open in April, the operational grants will be awarded next week. It will be a combined payment for April and May (two months' worth of grants).

If the child care facility reopens in May, the operational grants will be awarded in mid-June. It will be a combined payment for May and June (two months' worth of grants).

Do child care facilities need to do anything to receive an operational grant?

No. DCDEE will issue the operational grants for April based on whether child care facilities were open and based on the individual facility's characteristics. For programs that are reopening in May, DCDEE will issue operational grants to programs that are reopening (which involves submitting a [COVID-19 Child Care Provider Reopening Application](#) and completing the [COVID-19 Child Care Provider Survey](#)).

How can child care facilities find out how much their grant awards will be?

Please contact Arlette Lambert at (919) 703-5262 or dcdee.communications@dhhs.nc.gov to find out how much your facility will receive in operational grants. All questions received will be responded to within 24 hours.

May 12, 2020

NC DHHS Division of Child Development and Early Education

Webinars on Reopening

The North Carolina Division of Child Development and Early Education (DCDEE) will be hosting three webinars for child care providers on Thursday, May 14, 2020, and Friday May 15, 2020. Webinars will cover the following information:

- Phases of reopening and what it means that North Carolina is in Phase 1
- Operational grants and other payment updates
- Updated health and safety guidance

Webinars will be hosted on the following dates and times. At the time of the meeting, please click on the link OR dial the phone number and enter the access code. You do not need to register in advance.

Thursday, May 14th at 1:00pm to 2:00pm

- LINK
<https://acecloud.webex.com/acecloud/onstage/g.php?MTID=e9c2432dbbfaf896940cc9782782a8835>
Event Password: DHHS-COVID19

- PHONE
Call-in toll-free number (US/Canada): 1-866-432-9903
Access code: 207 806 535

Friday, May 15th from 11:00am to 12:00pm

- LINK
<https://acecloud.webex.com/acecloud/onstage/g.php?MTID=ec1b448ad37f1f271a7651b7d2e13c7ce>
Event Password: DHHS-COVID19

- PHONE
Call-in toll-free number (US/Canada): 1-866-432-9903
Access code: 208 699 830

Friday, May 15th from 2:00pm to 3:00pm

- LINK
<https://acecloud.webex.com/acecloud/onstage/g.php?MTID=e36ecd1f9663c51edb756569a60ff9cd4>
Event Password: DHHS-COVID19

- PHONE
Call-in toll-free number (US/Canada): 1-866-432-9903
Access code: 200 418 200

If you would like to submit questions in advance of the webinar, please email the DCDEE Communications address (dcdee.communications@dhhs.nc.gov) by Wednesday, May 13, 2020, at 5pm.

May 11, 2020

NC DHHS

NC-COVID-19 Response /Phase 1 Updates

The latest updates on North Carolina's COVID-19 response:

- **Know Your Ws**
- **North Carolina Moves to Phase 1**
- **What to Know About Cloth Face Coverings**
- **NCDHHS COVID-19 Websites Gets an Update**

- **New Portal Opens to File Claims for COVID-19 Testing and Treatment of Uninsured Patients**
- **Food and Nutrition Services Participants Can Now Use Benefits at Authorized Online EBT Retailers**
- **Health Care Workers Being Matched to Facilities Seeking Staff**
- **New Videos Available**
- **New and Updated Guidance Posted**

Know Your Ws

Wear. Wait. Wash. As North Carolina eases some COVID-19 restrictions, the NC Department of Health and Human Services is asking people to remember these three things to continue to slow the spread of COVID-19 and flatten the curve.

If you leave home, practice your Ws: Wear, Wait, Wash

- Wear a cloth face covering if you will be with other people.
- Wait 6 feet apart. Avoid close contact.
- Wash your hands often with soap and water for at least 20 seconds or use hand sanitizer.

Help get the word out by [sharing materials and posting on social media](#) in English and Spanish. Encourage people to remember their 3 Ws: Wear, Wait, Wash.

North Carolina Moves to Phase 1

On Friday at 5 PM, the Governor Cooper modified North Carolina's Stay At Home Executive Order, transitioning the state to Phase 1 of slowly easing COVID-19 went into effect. [Resources for business](#) are available in English and Spanish online, including:

- Executive Order 138 and FAQ
- Fact Sheet on What's New in Phase One (English and Spanish)
- Interim Guidance for Owners, Staff and Patrons of Businesses (English and Spanish)
- Checklist for Business Owners (English and Spanish)
- Signage for Businesses (English and Spanish)
- Symptom Screening Checklist

What to Know About Cloth Face Coverings

Following CDC guidance, Executive Order 138 recommends that people wear a cloth face covering when they leave their house and may be less than six feet from other people who are not family or household members. Covering your face is about helping others and being a good neighbor and community member.

Learn more about cloth face coverings. ([English](#) / [Spanish](#))

NCDHHS COVID-19 Websites Gets an Update

Our COVID-19 websites has a new look. The redesign is intended to make the site more user-friendly and easier to navigate. Visit covid19.ncdhhs.gov.

New Portal Opens to File Claims for COVID-19 Testing and Treatment of Uninsured Patients

Health care providers and hospitals can use a new portal to request reimbursement for claims associated with COVID-19 testing and treatment of uninsured patients retroactive to Feb. 4, 2020. The Health Resources & Services Administration (HRSA) COVID-19 Uninsured Program Portal was launched by the federal Department of Health and Human Services (HHS) to support health care providers in delivering COVID-19 diagnostic testing and treatment at no cost to patients. It can be accessed at COVIDUninsuredClaim.linkhealth.com.

Food and Nutrition Services Participants Can Now Use Benefits at Authorized Online EBT Retailers

North Carolina [Food and Nutrition Services](#) participants can purchase groceries online using their Electronic Benefit Transfer (EBT) cards at authorized online EBT retailers. The new flexibility allows participants to buy food while also promoting social distancing to prevent the spread of COVID-19 and helping families with transportation and mobility barriers.

School Buses to Serve as Wi-Fi Hot Spots for Remote Learning

School buses are bringing internet access to communities without it to help more North Carolina students connect to school online. Governor Cooper announced the plan to equip more school buses with hotspots following the announcement that K-12 public schools would continue remote learning through the end of this school year. [Read more.](#)

Health Care Workers Being Matched to Facilities Seeking Staff

Due to COVID-19, many health care facilities in North Carolina, particularly long-term care facilities, are seeking to hire staff for temporary, part-time or full-time roles. There is an urgent need for Registered Nurses and Certified Nursing Assistants, among other roles to supplement current workers and in some cases fill in for workers affected by COVID-19. Interested health care employees with the ability to pick up extra shifts or who may have been laid off from facilities and are seeking full-time roles can register at <https://nc.readyop.com/fs/4cjq/697b> [Learn more.](#)

New Videos Available

Kody Kinsley, NCDHHS Deputy Secretary for Behavioral Health & Intellectual and Developmental Disabilities, [discusses the second curve](#) for COVID-19 - the behavioral health impacts. [More videos](#) are online in English and Spanish.

New and Updated Guidance Posted

- [Care for Breastfeeding Women](#) (CDC)
- [Cleaning and Disinfection for Community Facilities](#) (CDC)
- [COVID-19 Guidance for Shared or Congregate Housing](#) (CDC)
- [First Responders and Law Enforcement](#) (CDC)
- [Flow Diagram for Hospitalized Patients Being Discharged to a Long-term Care Facility](#)
- [Information for Environmental Practitioners](#) (CDC)
- [Interim Coronavirus Disease 2019 \(COVID-19\) Guidance for Day Camp or Program Settings Serving Children and Teens](#)
-

Early Childhood Updates and Resources

Updates

- **Emergency Subsidy Program**
On May 5, 2020, Governor Cooper issued [North Carolina's Stay At Home Executive Order 138](#), which transitions the state to Phase 1 of slowly easing COVID-19 restrictions. Executive Order 138 went into effect on Friday, May 8, 2020, at 5:00PM. Given that Executive Order 138 removes the "essential business" designation, and more businesses can now reopen, child care providers had until Friday May 8th to enroll new children in the Emergency Child Care Subsidy Program. The Emergency Child Care Subsidy Program will end on Sunday, May 31, 2020 at 11:59PM.
- **Reopening Application**
DCDEE has authorized that all child care programs can reopen as of May 11, 2020, under new [emergency child care licensing regulations](#). As North Carolina moves into Phase 1, some licensed/regulated child care providers that have been closed are planning to reopen their facilities to begin serving children. To reopen, they will need to submit a [Child Care Provider Reopening Application](#) in which they must agree to meet the [health and safety guidelines](#) before reopening. Providers that have remained open and completed a COVID-19 Emergency Child Care Provider Application will not need to fill out the Reopening Application unless they closed after submitting the emergency application. After submitting an application, a child care consultant will reach out to discuss the facility's plan to meet the updated health and safety guidelines and answer any questions about reopening.

- Updated Health and Safety Guidance**
 The North Carolina Department of Health and Human Services (NC DHHS) has updated the [Interim Coronavirus Disease 2019 \(COVID-19\) Guidance for Child Care Settings](#) with new information from the Centers for Disease Control and Prevention (CDC). In accordance with Executive Order 138, child care facilities may only be open if they operate in full compliance with these updated health guidelines and other guidelines issued by NC DHHS. DCDEE has also updated door signs for providers in [English](#) and [Spanish](#) to match the updated symptom list.
- COVID-19 Health and Safety Certificate for Open Providers**
 DCDEE will be providing COVID-19 Health and Safety Certificates to open child care facilities to indicate that a facility is approved to operate and has agreed to be in full compliance with the health and safety guidelines for child care facilities issued by NCDHHS. Child care consultants will email the certificate to providers that were approved to serve as emergency child care providers in April, as well as to providers who are approved to newly reopen in May.
- Bonus Payments for Child Care Teachers and Staff**
 Bonus payments will be issued for child care teachers and staff for May for programs that have remained open throughout the Stay At Home Order, as well as those that reopen in May. They will also continue to receive a 10% payment on top of the bonus payments for May which can be used to cover payroll taxes and other administrative costs. For more information about bonus payments, please see the [Payment Policy](#).
- Operational Grants – More Information Forthcoming**
 DCDEE is also working to provide additional operational grant funding to open providers and will provide more information to child care providers this week.
- Hope4Healers Helpline**
 Recognizing the impact that stress, anxiety, and trauma can have in our lives, the North Carolina Department of Health and Human Services and the North Carolina Psychological Foundation have launched a helpline to connect front line workers to licensed mental health professionals. The Hope4Healers Helpline is available 24 hours a day, seven days a week by calling (919) 226-2002. All calls will be confidential. To share information about the Helpline, please print and distribute the following flyers: [English Flyer 1](#), [English Flyer 2](#), [Spanish Flyer 1](#), and [Spanish Flyer 2](#). In addition to child care professionals and their families, Hope4Healers is available to health care professionals, emergency medical specialists, first responders and other staff who work in health care settings and their families who are experiencing stress from being on the front lines of NC's COVID-19 response.
- Spanish-language resources from PCANC**
 Spanish COVID-19 Parent & Resource Guide and Social Media Toolkit
<https://www.preventchildabusenc.org/prevent-child-abuse-ncs-covid-19-response-resources/>
 Spanish flyers for essential workers and educators to recognize and respond to suspicions of child maltreatment:
<https://www.preventchildabusenc.org/educators-essential-workers-volunteers-help-keep-kids-safe/>
- Census Outreach**
 It's critical that we count young children in the Census – [click here for resources on Census outreach](#)
- Federal grant opportunity to support human service organizations (HSOs) that provide shelter and food related services**
 The [Emergency Food and Shelter Program \[fema.gov\]](#) (EFSP) National Board—chaired by the Federal Emergency Management Agency (FEMA) with representatives from a wide range of organizations including the American Red Cross, Catholic Charities, USA, and United Way Worldwide—has awarded \$320 million of CARES Act and annually appropriated funding to qualifying local jurisdictions (counties and cities) across the country to support

COVID-19 impacted communities through the provision of food, shelter and supportive services. A Local Board in each jurisdiction will award funding to eligible HSOs based on submitted applications.

To apply, organizations must submit an application to the Local Board in their community, which can be found on the [EFSP National Board “Funded Organization” search \[efsp.unitedway.org\]](#) page. North Carolina jurisdictions received \$5.7 million total. To review how much funding each Local Board in North Carolina received, see these [EFSP allocations \[efsp.unitedway.org\]](#).

Application deadlines will vary, but likely occur in the next 1-2 weeks, as Local Boards must submit information about the applications they received to the National Board by 5/29/20.

Through this opportunity, organizations may receive funds to provide food, shelter and supportive services, including but not limited to:

- Food services, such as congregate meals or groceries
- Lodging in a mass shelter, or in a hotel/motel or other off-site shelter facility limited to 30-days assistance per individual or household
- One month rent or mortgage assistance to prevent eviction or foreclosure
- Utility assistance for one month of service for gas, electric, and water service
- Supplies, including but not limited to cleaning supplies, and small equipment essential to feed or shelter people, not exceeding \$300 per item
- Administrative funding, if approved by the Local Board, to offset costs to administer the program.

May 8, 2020

NC DHHS Division of Child Development and Early Education

Information on Updated Health Guidance, Reopening Applications, and Health and Safety Certificates

The North Carolina Division of Child Development and Early Education (DCDEE) would like to share some important updates related to updated health guidance, reopening application, and health and safety certificates for open providers.

Updated Health Guidance

The North Carolina Department of Health and Human Services (NC DHHS) has updated the [Interim Coronavirus Disease 2019 \(COVID-19\) Guidance for Child Care Settings](#) with new information from the Centers for Disease Control and Prevention (CDC). In accordance with Executive Order 138, child care facilities may only be open if they operate in full compliance with these updated health guidelines and other guidelines issued by NC DHHS.

Key changes to the health guidelines are shown in red in the link above and include:

- Updated symptoms list for daily health screening
- Updates on social distancing strategies, including language on cloth face coverings
- Updates on sanitation and hygiene practices
- New guidance for facilities that are reopening after extended closure
-

DCDEE has also updated door signs in [English](#) and [Spanish](#) to match the updated symptom list. Please print these updated door signs and post at your facility.

Reopening Application

DCDEE has authorized that all child care programs can reopen as of May 11, 2020, under new [emergency child care licensing regulations](#). As North Carolina moves into Phase 1, some licensed/regulated child care providers that have been closed are planning to reopen their facility to begin serving children. **If you previously submitted an Emergency Child Care Application, you do not need to reapply, but please understand that you now need to:**

- **Follow the updated health and safety guidance and**

- **Post the COVID-19 Health and Safety Certificate. This will be emailed to you.**

If your licensed/regulated child care facility is planning to reopen:

- **You will need to submit a [Child Care Provider Reopening Application](#) in which you must agree to meet the health and safety guidelines before reopening.**
- Providers who have remained open and completed a COVID-19 Emergency Child Care Provider Application will not need to fill out the Reopening Application unless they closed after submitting the emergency application.
- After submitting an application, your child care consultant will reach out to discuss your facility's plan to meet the updated health and safety guidelines and answer any questions about reopening.
- DCDEE encourages you to proactively reach out to your child care consultant if you have questions about meeting the updated health and safety guidelines.
-

COVID-19 Health and Safety Certificate for Open Providers

DCDEE will be providing COVID-19 Health and Safety Certificates to open child care facilities to indicate that your facility is approved to operate and has agreed to be in full compliance with the health and safety guidelines for child care facilities issued by NCDHHS. Child care consultants will email the certificate to providers who were approved to serve as emergency child care providers in April, as well as to providers who are approved to newly reopen in May. Once you receive your certificate, you must post it at your facility while the current emergency regulations are in effect.

May 7, 2020

ND DHHS

NC COVID-19 Updates/Guidance on Day Camps

On May 5th, Governor Cooper modified North Carolina's Stay At Home Executive Order, transitioning the state to Phase 1 of slowly easing COVID-19 restrictions. Under the modified order, day camps may open if they meet new requirements to help prevent the spread of COVID-19.

New guidance is available from the Department of Health and Human Services to help camps make informed decisions about COVID-19 and minimize the risk of exposure to both the staff and the children in their care. Please help keep day camps in North Carolina informed by sharing this email with your networks.

[Interim Coronavirus Disease 2019 \(COVID-19\) Guidance for Day Camp Settings](#) includes information on:

- Communicating with parents, staff and campers
- Drop-off and arrival procedure
- People who may be at higher risk of severe illness from COVID-19
- Preventing the spread of the virus
- Sanitation and hygiene practices
- When someone develops symptoms during the day
- Advise those who have been excluded
- Reopening after extended closure
- Daily health screening of staff and children for COVID-19

May 6, 2020

NC DHHS Division of Child Development and Early Education

Updates Regarding April Attendance Submission, the Emergency Child Care Subsidy Program, Bonus Payments for Child Care Teachers and Staff, and New Operational Grants

The Division of Child Development and Early Education (DCDEE) would like to share some important updates related to April attendance submission, the Emergency Child Care Subsidy Program, Bonus Payments for Child Care Teachers and Staff, and new Operational Grants.

Attendance for April

The deadline for providers to submit attendance for emergency subsidy children and teachers/staff bonuses for April services was 9:00PM on Tuesday, May 5, 2020. The portal closed last night and payments for April attendance are currently being processed, which are scheduled to be issued on Friday, May 15, 2020. As a reminder, depending on your financial institution, it may take up to 5 business days to process the payment.

It is our understanding that some providers did not previously accept subsidy vouchers and are in the process of completing all steps required for enrollment and setting up direct deposit to receive payment for emergency child care and staff bonuses. Given the extenuating circumstances, the [Emergency Subsidy Provider Portal](#) will be available to these providers after the May 5, 2020, deadline so they can record their attendance for children and staff for April. Providers who submit April attendance for children and staff after May 5, 2020, will receive payment for April services during the next payment cycle for emergency child care, which begins June 12, 2020.

If there are questions about this process or need assistance, please contact the DCDEE Subsidy Services Section (919-814-6380) or the NC FAST Provider Help Desk (919-813-5460).

Emergency Subsidy Program

On May 5, 2020, Governor Cooper issued [North Carolina's Stay At Home Executive Order 138](#), which transitions the state to Phase 1 of slowly easing COVID-19 restrictions. Executive Order 138 goes into effect on Friday, May 8, 2020, at 5:00PM. Given that Executive Order 138 removes the "essential business" designation, and more businesses can now reopen, **providers may enroll new children in the Emergency Child Care Subsidy Program ONLY through Friday, May 8th at 5:00PM.**

You will continue to receive emergency subsidy payments for May for all children who are enrolled in the Emergency Child Care Subsidy Program as of Friday, May 8, 2020, at 5:00PM. You will submit attendance for May the same way you did for April.

The Emergency Child Care Subsidy Program will end on Sunday, May 31, 2020 at 11:59PM. **Please inform families attending your facility as soon as possible that the Emergency Child Care Subsidy Program will no longer be available be available beginning June 1, 2020.**

Bonus Payments for Child Care Teachers and Staff

Bonus payments will be issued for child care teachers and staff for May for programs that are currently open, as well as, those that reopen in May. You will also continue to receive a 10% payment on top of the bonus payments for May which can be used to cover payroll taxes and other administrative costs. For more information about how bonus payments work, please see the [Payment Policy](#).

Operational Grants -- More Information Forthcoming

DCDEE is also working to provide additional operational grant funding to open providers and will provide more information by early next week.

May 5, 2020

NC DHHS Division of Child Development and Early Education Corrected Link for the Emergency Subsidy Provider Portal

This a reminder that the [Emergency Subsidy Provider Portal](#) is available to record attendance for children in the Emergency Child Care Program and child care employees.

Providers must submit all April attendance for children and employees who expect to receive a bonus payment through the Provider Portal by **9:00pm** on **Tuesday, May 5, 2020**.

If you have questions about this process or need assistance, please contact the DCDEE Subsidy Services Section at 919-814-6380 or the NC FAST Provider Help Desk at 919-813-5460.

May 5, 2020

NC DHHS Division of Child Development and Early Education Emergency Subsidy Provider Portal Reminder

This is a reminder that the [Emergency Subsidy Provider Portal](#) is available to record attendance for children in the Emergency Child Care Program and child care employees.

Providers must submit all April attendance for children and employees who expect to receive a bonus payment through the Provider Portal by **9:00pm** on **Tuesday, May 5, 2020**.

If you have questions about this process or need assistance, please contact the DCDEE Subsidy Services Section (919 814-6380) or the NC FAST Provider Help Desk (919-813-5460).

May 1, 2020

NC DHHS Division of Child Development and Early Education Mental Health Support Available for Child Care Teachers and Staff

From NCDCEE - Recognizing the impact that stress, anxiety, and trauma can have in our lives, the North Carolina Department of Health and Human Services and the North Carolina Psychological Foundation have launched a helpline to connect front line workers to licensed mental health professionals.

The Hope4Healers Helpline is available 24 hours a day, seven days a week by calling (919) 226-2002. All calls will be confidential.

To share information about the Helpline, please print and distribute the flyer to your teachers and staff. For convenience, the flyer is available in two different designs--[English Flyer 1](#), [English Flyer 2](#), [Spanish Flyer 1](#), and [Spanish Flyer 2](#).

In addition to child care professionals and their families, Hope4Healers is available to health care professionals, emergency medical specialists, first responders and other staff who work in health care settings and their families who are experiencing stress from being on the front lines of NC's COVID-19 response.

May 1, 2020

NC DHHS Division of Social Services Corona Community Information for Families and Community Partners

Corona Community is the same service provided during hurricanes called Crisis Cleanup. Nonprofits login on the backend of the website to select those individuals who need deliveries (food, medical or pet) or well-check calls and find a person locally to assist with these needs. Each at-risk person signs themselves up or a family member/friend can sign them up online (www.coronacommunity.org) or by phone (**1-800-451-1954** or **NC number 919-459-5681**). Help is available in English and Spanish. These requests will be verified and more detail about the needed help is provided at that point.

April 30, 2020

NC DHHS Division of Child Development and Early Education

Emergency Subsidy Provider Portal Reminder

This is a reminder that the [Emergency Subsidy Provider Portal](#) is now available to record attendance for children in the Emergency Child Care Program and child care employees.

Providers must submit all April attendance for children and employees through the Provider Portal by 9:00pm on Tuesday, May 5, 2020.

If you have questions about this process or need assistance, please contact the DCDEE Subsidy Services Section (919-814-6380) or the NC FAST Provider Help Desk (919-813-5460).

April 28, 2020

NC DHHS Division of Child Development and Early Education

Increased Bonus Payment and Administrative Cost Information

https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/COVID-19_Emergency_Child_Care_Subsidy_Program_Job_Aid.pdf?ver=2020-04-28-104834-630

April 27, 2020

NC DHHS Division of Child Development and Early Education

Important Information Regarding Emergency Subsidy Provider Portal

The North Carolina Division of Child Development and Early Education (DCDEE) has previously communicated about the availability of the [Emergency Subsidy Provider Portal](#). The portal has been updated so that when you log in, you will be able to enter attendance for children and employees at the end of the month. Please note that the child information you have already recorded will still be available. You will only need to add any new children.

You may begin entering attendance for the month of April on Thursday, April 30, 2020, and must finish entering all attendance by 9:00pm on Tuesday, May 5, 2020.

- Record attendance for both children and employees based on absences only unless the employee or child was absent for more 10 days or more.
- If an employee or child is absent for 10 days or more, record the number of days that the child and employee were present.
- A [job aid](#) with detailed instructions on how to enter children and employees, as well as, how to record and submit attendance for children and employees is available.
- Remember, only use this portal to record children who are enrolled in the Emergency Child Care Subsidy Program and for employees receiving bonuses. Record attendance for children enrolled in regular subsidy as you normally do.

You can also begin uploading completed COVID-19 Parent Applications for Emergency Child Care on Thursday, April 30, 2020. Please ensure that all Parent Applications are submitted either through the [Emergency Subsidy Provider Portal](#) or by mail by no later than May 25, 2020.

As you begin entering the parent applications, remember the following:

- Instructions for how to upload parent applications are included within the portal. We ask that you begin uploading the parent applications as soon as possible.
- If you are unable to upload the applications, please mail them to DCDEE, Subsidy Services Section, 2201 Mail Service Center, Raleigh, North Carolina 27699-2200.

All applications must be uploaded or mailed to DCDEE no later than May 25, 2020, in order to receive payment for May services.

April 27, 2020

NC DHHS Division of Social Services

NC Resources for Child Abuse Prevention Month and Supporting Families during the Pandemic

Each year, the NC Division of Social Services (NC DSS) funds and partners with Prevent Child Abuse North Carolina to plan and organize activities for Child Abuse and Neglect Prevention Month. This year, NC needed to shift its plans mid-stream to promote this month virtually. Please see the list of virtual “activities” for child abuse prevention month at the following link: **Reimagined Child Abuse Prevention Month (CAPM):** [CAPM page](#)

NC DSS would also like to share the following resources supporting families during the COVID-19 Pandemic: PCANC’s COVID-19 Handbook (attached and link below) and COVID-19 Social Media Toolkit

Downloadable Files:

- **COVID-19 Parent & Caregiver Guide** - <https://www.preventchildabusenc.org/wp-content/uploads/2020/04/PCANC-COVID19-GUIDE.pdf>
- **COVID-19 Social Media Toolkit with downloadable images & pre-written posts** - https://www.preventchildabusenc.org/wp-content/uploads/2020/04/pcanc_COVID_Toolkit_FINAL.pdf
- **Keep Kids Safe: Educators Flyer** - <https://www.preventchildabusenc.org/wp-content/uploads/2020/04/COVID19-Educator-Flyer.pdf>
- **Keep Kids Safe: Essential Workers & Volunteers Flyer** - <https://www.preventchildabusenc.org/wp-content/uploads/2020/04/COVID19-Essential-Workers-Flyer.pdf>

Prevent Child Abuse NC’s COVID-19 Response and Resources Page: <https://www.preventchildabusenc.org/prevent-child-abuse-ncs-covid-19-response-resources/>

April 23, 2020

NC DHHS Division of Child Development and Early Education Provider Portal and Payment Updates

Emergency Child Care Subsidy Provider Portal Will Be Down This Weekend

The Emergency Child Care Provider Portal will be down for maintenance beginning Friday, April 24, 2020, at 9pm and will be available again Monday morning. If you need to enter children's names in the portal, please do so before 9pm on Friday, April 24, 2020. Otherwise, you will be able to add children's names and attendance again starting the morning of Monday, April 27, 2020.

Providers Can Enter Attendance Information Starting Monday, April 27, 2020

The Division of Child Development and Early Education (DCDEE) has previously shared information about the [Provider Portal](#) for the Emergency Child Care Subsidy Program. Starting Monday, April 27, 2020, you will be able to use the portal to enter attendance for:

- Children in the emergency child care subsidy program for whom you have received a completed Parent Application for Financial Assistance in April. This will be used by DCDEE to issue emergency child care subsidy payments.
- Child care employees (teachers and staff) who are working on-site in April. This will be used by DCDEE to issue bonus payments.

DCDEE will share more information about how to enter April attendance in the Provider Portal on Monday, April 27, 2020.

Payment Policy Reminders

DCDEE is pleased to announce the release of the [UPDATED COVID-19 Child Care Payment Policy](#). This update provides the following clarifications:

1. The March payment was based on providers entering attendance for all subsidy children as present for all service days during the month of March. Payments for April and May will be consistent with the March payments for February services for all providers (as recorded in NC FAST). DCDEE is paying the parent fees for April and May service months and these totals will be added into the April and May payments.
2. Individual financial institutions may take up to five business days to process direct deposit payments after DCDEE issues the payment.
3. The Emergency Child Care Subsidy Rate for Family Child Care Homes for 3-5 year old children has been corrected to \$780. Rates were established using the state average for 75th percentile of the 2018 market rates for each group and adding an additional \$200 per child per age group. The previously shared amount of \$880 contained a calculation error, so the amount has been corrected.

If you have any questions about these payment updates, please call the DCDEE Subsidy Unit (919-814-6380) or the DCDEE Early Education Branch (919-814-6345).

April 23, 2020

Tips to Navigate Federal Relief Options for Family Child Care Providers

Webinar - <https://register.gotowebinar.com/recording/1191888603139310860>

Slides -

https://users.neo.registeredsite.com/0/8/7/11474780/assets/Tips_to_Navigate_Federal_Relief_Options_for_Family_Child_Care_Providers_April_23_2020.pdf

April 22, 2020

NC DHHS Division of Child Development and Early Education

Information Regarding Enrollment in the Provider Portal for the Emergency Child Care Subsidy Program

The Division of Child Development and Early Education (DCDEE) launched a Provider Portal for the Emergency Child Care Subsidy Program which will be used by providers who are accepting enrollment of and serving new children of essential workers. Providers who **were not accepting vouchers** for the Subsidized Child Care Assistance Program prior to the COVID-19 Pandemic must take **IMMEDIATE ACTION** to ensure that you receive payment for children served as part of the Emergency Child Care Subsidy Program.

These providers must complete the following steps before April 30, 2020, in order to receive payment by direct deposit.

1. Create a Business NCID at the [North Carolina Identity Management website](#) if you do not already have one. In order to finalize access, the Provider must contact DCDEE Subsidy Services Section at 919-814-6380 to verify the Provider's identity and have the Business NCID linked to the Provider's account.
2. Enroll in the NC FAST Provider Portal [here](#).
3. Contact FIS at 1-800-894-0050 to request their Unique Provider Location ID.
4. Enroll in Direct Deposit on the [FIS website](#). Providers will need to have a bank account and are required to enroll with the direct deposit processor. DCDEE will use direct deposit to make payments to Providers for Emergency Child Care Subsidy. All payments will be made through direct deposit.

Job aids with detailed instructions for each of these steps is available on the [DCDEE website](#).

PLEASE NOTE: Providers who were accepting vouchers for the Subsidized Child Care Assistance Program prior to the COVID-19 Pandemic are currently enrolled in the NC FAST Provider Portal which allows these providers access to the Emergency Child Care Subsidy Provider Portal. These providers **DO NOT** need to complete the enrollment process outlined above.

If you have questions about this process or need assistance, please contact the DCDEE Subsidy Services Section (919-814-6380) or the NC FAST Provider Help Desk (919-813-5460).

April 21, 2020

NC DHHS Division of Child Development and Early Education Pandemic Electronic Benefits Transfer (P-EBT) Program Coming Soon

The North Carolina Department of Health and Human Services (NCDHHS) is excited to share that North Carolina has received approval for the Pandemic Electronic Benefits Transfer (P-EBT) program to help more families purchase food during the COVID-19 pandemic. The P-EBT program provides a benefit on an EBT card to North Carolina families whose children have access to free and reduced lunch at school.

NCDHHS is working to operationalize the program and P-EBT recipients will receive this benefit in coming weeks. More than 800,000 children are expected to receive help buying food through the P-EBT program.

Families will not need to apply for the P-EBT program. P-EBT eligible families already receiving Food and Nutrition Services (FNS) benefits will receive an additional benefit on their existing EBT card. P-EBT eligible families not already enrolled in FNS will be mailed a new EBT card in the next few weeks. Families who receive a new EBT card will receive a letter from NCDHHS in the mail explaining how to activate and use their card.

Working in collaboration with the North Carolina Department of Public Instruction, NCDHHS requested activation of the P-EBT program for North Carolina families to use during school closures. This request was approved on April 20, 2020, by the US Department of Agriculture (USDA).

This new P-EBT program is in addition to other services families may be participating in currently. Families are encouraged to continue utilizing local school and community meal sites for free, nutritious meals. Families can text FOODNC to 877-877 to find local meal sites. The service is also available in Spanish by texting COMIDA to 877-877.

<https://www.ncdhhs.gov/divisions/public-health/covid19/assistance/p-ebt>

April 14, 2020

UNC Center for Health Promotion and Disease Prevention Meals for Kids in North Carolina during COVID-19 Schools Closures

<http://nokidhungrync.org/covid19/>

Text FOODNC or COMIDA to 877-877

April 14, 2020

NC DHHS Division of Child Development and Early Education Interim Guidance for Child Care Settings

<https://files.nc.gov/ncdhhs/documents/files/covid-19/NC-Interim-Guidance-for-Child-Care-Settings.pdf>

April 9, 2020

NC DHHS Division of Child Development and Early Education Solicitud Para Padres de Asistencia Financiera para Cuidado Infantil de Emergencia

https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/COVID-19_Parent_Emergency_Child_Care_Spanish.pdf?ver=2020-04-09-171426-120

April 9, 2020

NC DHHS Division of Child Development and Early Education

Child Care Provider COVID-10 FAQ Available

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/child-care-provider-covid-19-faq-available>

April 8, 2020

NC DHHS Division of Child Development and Early Education Provider Portal for the Emergency Child Care Subsidy Program

The Division of Child Development and Early Education (DCDEE) is pleased to announce the launch of its Provider Portal for the Emergency Child Care Subsidy Program to be used by providers who are accepting enrollment of and serving new children of essential workers. The Emergency Child Care Subsidy Program Portal can be accessed by navigating to the regular Child Care Subsidy Assistance [Provider Portal](#), entering your business NCID login information, and selecting "Emergency Child Care Subsidy Program".

A [Job Aid](#) is available to assist in reaching the new Provider Portal for Emergency Child Care Subsidy Program. This job aid provides an explanation of how to log into the Provider Portal for the Emergency Child Care Subsidy Program, how to add/remove children in the portal, and how to view the roster. You will need to input the child(ren)'s information from the [COVID-19 Parent Application for Financial Assistance for Emergency Child Care](#) into the Provider Portal. Follow the Job Aid for details as to how to input the information correctly.

Additional guidance is forthcoming about how providers will track and record child and employee attendance in the Provider Portal. In the meantime, please download and print the provided attendance logs to manually track attendance information for [children](#) and [employees](#).

NOTE: The Emergency Child Care Subsidy Program Provider Portal should only be used for children participating in the Emergency Child Care Subsidy Program and staff who will be receiving bonuses. It is not intended to be used to track attendance for children who are receiving subsidy through the Subsidized Child Care Assistance Program. Continue to track attendance for children receiving regular subsidy [here](#).

Please keep paper copies of any [COVID-19 Parent Application for Financial Assistance for Emergency Child Care](#) that you receive from enrolling parents, as well as the completed attendance logs for children and employees.

If there are questions regarding the use of the Provider Portal for the Emergency Child Care Subsidy Program, please contact the NC FAST Provider Help Desk at 919-813-5460. This announcement will also be posted on the DCDEE [website](#).

April 8, 2020

NC DHHS Division of Child Development and Early Education CCDF Health and Safety in Child Care Trainings Now Available

The Division of Child Development and Early Education (DCDEE), along with the North Carolina Health and Safety Resource Center, a program of the UNC Gillings School of Global Public Health, is excited to announce a new online training opportunity. Now available is a training that includes eight of the required health and safety topics from the Child Care Developmental Fund (CCDF) including:

1. Prevention and control of infectious diseases, including immunization
2. Prevention of and response to emergencies due to food and allergic reactions
3. Building and physical premises safety, including identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic
4. Emergency preparedness and response planning for emergencies resulting from a natural disaster, or a man-caused event (**Note:** This is an overview of emergency preparedness and does NOT fulfill the requirement of the longer, in-person Emergency Preparedness and Response in Child Care training that is required to be taken by one staff member within one year of the effective date of the initial license.)
5. Handling and storage of hazardous materials and the appropriate disposal of bio contaminants
6. Precautions in transporting children, if applicable
7. Prevention of shaken baby syndrome, abusive head trauma, and child maltreatment

8. Prevention of sudden infant death syndrome and use of safe sleeping practices (**Note:** This training is only intended for those not working in an infant room. It does not replace the ITS-SIDS training that is required to be taken in-person by those working in an infant room)

In order to access these courses, an NCID will be needed. This is the same ID used for the WORKS login and/or CBC Portal. If you are obtaining an NCID for the first time, use this link: <https://ncid.nc.gov/idmdash/>.

The CCDF Health and Safety modules can be found by using the "all courses" function or searching for CCDF - Health and Safety in Child Care in the search box at the bottom of the main Moodle page.

- If you are unfamiliar with how to navigate Moodle, more information is [here](#).
- Go directly to DCDEE's Moodle page [here](#).
- Moodle can also be accessed through DCDEE's [homepage](#).

If there are questions about the content of these modules or a provider would like to request technical assistance for your facility on any of these topics, contact the [North Carolina Child Care Health and Safety Resource Center](#) or resourcecenter@unc.edu.

If you need assistance with implementing health and safety best practices in child care, check [here](#) to see if there is a child care health consultant in your community who can be of assistance. If you do not have a CCHC in your community, contact the [North Carolina Child Care Health and Safety Resource Center](#) directly.

If you have questions about logging into Moodle or technical issues, please send those questions to Brenda Williamson at brenda.williamson@dhhs.nc.gov

April 8, 2020

NC DHHS Division of Child Development and Early Education

New Mental Health Supports for All North Carolinians, Including Health Care Workers and their Families

<https://www.ncdhhs.gov/news/press-releases/new-mental-health-supports-all-north-carolinians-including-health-care-workers>

April 8, 2020

NC DHHS Division of Child Development and Early Education

Executive Order 130 orders essential childcare services for workers responding to the crisis

<https://www.ncdhhs.gov/news/press-releases/governor-cooper-provides-emergency-flexibility-expand-hospital-beds-equipment>

April 7, 2020

NC DHHS Division of Child Development and Early Education

Spring 2020 Child Care Health and Safety E-News Now Available

<https://sway.office.com/vCfmWOS2OFJJHJE4>

April 6, 2020

NC DHHS Division of Child Development and Early Education

Webinars for Child Care Providers Available

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/webinars-for-child-care-providers-available>

April 6, 2020

**NC DHHS Division of Child Development and Early Education
CDC Supplemental Guide for Child Care**

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/cdc-supplemental-guide-for-child-care>

April 3, 2020

**NC DHHS Division of Child Development and Early Education
COVID-19 Child Care Payment Policy**

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/april-3-covid-19-child-care-payment-policy>

April 2, 2020

**NC DHHS Division of Child Development and Early Education
Door Sign for Child Care Facilities**

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/door-sign-for-child-care-facilities-letrero-de-puerta-para-centro-de-cuidado-infantil>

April 1, 2020

**NC DHHS Division of Child Development and Early Education
Guidance for Child Care Providers on Parent Application for Financial Assistance**

[https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/COVID-19 Guidance for Child Care Providers on Parent Application for Financial Assistance 04012020.pdf?ver=2020-04-01-095152-273](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/COVID-19%20Guidance%20for%20Child%20Care%20Providers%20on%20Parent%20Application%20for%20Financial%20Assistance%2004012020.pdf?ver=2020-04-01-095152-273)

April 1, 2020

**NC DHHS Division of Child Development and Early Education
Parent Application for Financial Assistance for Emergency Child Care**

[https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/COVID-19 Parent Application for Financial Assistance for Emergency Child Care 04012020.pdf?ver=2020-04-01-085539-233](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/C/COVID-19%20Parent%20Application%20for%20Financial%20Assistance%20for%20Emergency%20Child%20Care%2004012020.pdf?ver=2020-04-01-085539-233)

March 20, 2020

**NC DHHS Division of Child Development and Early Education
Update on North Carolina's Response to COVID-19**

Much happened this past week as North Carolina continues its response to COVID-19. Below are some key activities. Additional information is available on the website, ncdhhs.gov/coronavirus. Please check it frequently.

- Governor Cooper Issues Stay at Home Order
- NC DHHS Updates Guidance for Providers
- COVID-19 Dashboard Includes More Data
- Texting Tool Available to Access Food for Children
- New Patient Fact Sheet Available - What to do if you feel sick

Governor Cooper Issues Stay at Home Order

In another step to slow the spread of COVID-19, Governor Cooper issued an Executive Order on March 27, 2020, which ordered people in the state of North Carolina to stay at home for thirty days, until April 29, 2020. Executive Order No. 121 takes effect on Monday, March 30, 2020, at 5:00 PM and reduces the size of gatherings to 10 people. The Order

provides for essential businesses to continue to operate while prioritizing social distancing measures. The Order has the force of law and will be enforced in all 100 counties statewide. You can help reinforce this message with our Stay Home, Save Lives social media tools.

[Press Release](#)

[Executive Order 121](#)

[Frequently Asked Questions](#)

[Stay Home, Save Lives Social Media Tools](#)

COVID-19 Dashboard Includes More Data

The [COVID-19 dashboard](#) has been updated, and now includes the following information for North Carolina:

- Number of Cases Statewide and by County
- Number of Deaths Statewide and by County
- Number of Tests Completed
- Number of People Currently Hospitalized
- Percent of Cases by Age Range
- Percent of Deaths by Age Range
- Percent of Cases by Gender
- Percent of Deaths by Gender
- Number of Intensive Care Unit Beds - Total and Empty
- Number of Inpatient Hospital Beds - Total and Empty

NC DHHS will continue to add new data as it validates reporting methods.

Texting Tool Available to Access Food for Children

Parents who need food assistance for their children can text FOODNC to 877-877 to locate nearby free meal sites. The texting service is also available in Spanish by texting COMIDA to 877-877.

Additionally, No Kid Hungry NC has created a [map](#) of local school sites, community organizations, and food assistance programs across North Carolina where families can access food. The interactive map is updated daily.

[Press Release](#)

New Patient Fact Sheet Available - What to do if you feel sick

For people who think they might have COVID-19 and have mild symptoms, the Centers for Disease Control and Prevention now recommends they stay home and call their doctor if medical advice is needed. Most people who get COVID-19 will have mild illness and recover at home. NC DHHS has developed a fact sheet to help North Carolinians know what to do if they are sick.

[Fact Sheet](#)

March 30, 2020

NC DHHS Division of Child Development and Early Education

COVID-19 informational webinars for Child Care Providers

<https://healthychildcare.unc.edu/2020/03/crucial-covid-19-informational-webinars-being-offered-by-nc-dhhs/>

March 26, 2020

NC DHHS Division of Child Development and Early Education

Child Care Provider Guidelines, Application, and Financial Assistance Information

https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/N/NC_Emergency_Child_Care_Operations_Guidelines_Application_Form_03252020.pdf?ver=2020-03-25-203439-153

March 26, 2020

NC DHHS Division of Child Development and Early Education

Revised COVID-19 Emergency Child Care Operations and Financing Guidance

March 24, 2020

NC DHHS Division of Child Development and Early Education

Updated Links for Resources and Information for Child Care Providers on Local Smart Start Partnerships Aiding and Assisting with North Carolina's Response to COVID-19

[https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/F/FINAL Guidance for Child Care Providers 03-23-2020.pdf?ver=2020-03-24-105426-153](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/F/FINAL%20Guidance%20for%20Child%20Care%20Providers%2003-23-2020.pdf?ver=2020-03-24-105426-153)

March 24, 2020

NC DHHS Division of Child Development and Early Education

Resource and Information for Child Care Providers on Local Smart Start Partnerships Aiding and Assisting with NC's Response to COVID-19

Yesterday, the Division of Child Development and Early Education (DCDEE) sent updated [health](#) and [operational guidance](#) with a request to take action on several items, including:

- Using this [web-based form](#) to update your open/closed status, vacancies, staffing, and needed resources.
- Preparing to receive an application from DCDEE that you will need to complete in order to remain open, attesting to your capacity to follow the health and operational procedures during this emergency period. Expect to receive that application by no later than Wednesday, March 25th.

This message offers important resources for continuing to operate and serving those working to keep communities safe and healthy as the state respond to COVID-19.

Help Finding Supplies, Food or Other Needed Resources

DCDEE has heard that it is difficult to find critical supplies for your programs. DCDEE wants to leverage the trusted relationships between child care providers and local Smart Start partnerships (Local Partnerships). DCDEE acknowledges that communities have come together and organized in unique ways to respond to COVID-19, and that Local Partnerships often have a pulse on the community and what resources are available. The statewide Smart Start Network has stepped up to help.

The local Smart Start partnership serving your county will act as a liaison between child care providers who are troubleshooting problems (e.g., finding food, cleaning supplies) and local resources to help meet needs, including the County Emergency Management.

- Please follow this process when you, as a child care provider, are having trouble accessing food, cleaning supplies, or other essential resources needed to provide care during this pandemic. Reach out to your Local Partnership, and someone will connect you with the appropriate resources and act as an advocate on your behalf. If, for any reason, your Local Partnership is not able to connect you to available resources in the community, they will communicate with the County Emergency Management.
 - Note: If you have directly contacted County Emergency Management for support with resources in the past, going forward please contact your Local Partnership first to get connected with appropriate resources.
- If you have any questions about this process, please reach out to Safiyah Jackson (sjackson@smartstart.org) at the North Carolina Partnership for Children.

Help Connecting Families to Child Care Options

A new toll-free number, 1-888-600-1685, offered through the Child Care Resource and Referral (CCR&R) Network will connect families to available care options. The toll-free line will indicate that we are prioritizing referrals for critical workers and priority groups, which includes emergency and first responders, hospital staff, front-line healthcare providers, nursing and adult group home staff, child care program staff, food service staff and others working to keep our

communities safe and healthy as we respond to COVID-19. Care for children who are receiving child welfare services, homeless, or in unstable or unsafe living arrangements should also be a priority.

Help with Health or Subsidy Issues

As a reminder, if you have health-related questions or concerns, every child care program now has access to a [child care health consultant](#) who is standing by to take your health calls and emails.

If there are questions about child care subsidy, please continue to call DCDEE at 1-800-859-0829 or 919-814-6300.

March 24, 2020

NC DHHS Division of Child Development and Early Education

General Update on North Carolina's Response to COVID-19

<https://www.ncdhhs.gov/divisions/public-health/covid19/nc-updates-covid-19>

March 23, 2020

NC DHHS Division of Child Development and Early Education

Updated Guidance for Child Care Providers and Request for Action

<https://files.nc.gov/ncdhhs/documents/files/covid-19/FINAL-Child-Care-Guidance-03.23.2020.pdf>

March 20, 2019

NC DHHS Division of Child Development and Early Education

Update on the Spread of COVID-19, the Novel Coronavirus

Yesterday, North Carolina announced its first documented case of community spread, meaning the person infected did not have contact with someone who had tested positive or traveled to a highly impacted area. Confirmed community spread signals a need to further accelerate the next phase of the work.

North Carolina has already been taking actions as if community spread had occurred to get ahead of the virus. With the goal of flattening the curve, Governor Roy Cooper has taken aggressive actions by limiting large gatherings and closing restaurants and bars. The idea is to lessen the number of people who get sick at the same time and avoid overwhelming the state's hospitals and health care system. As this next phase begins, North Carolina needs to continue to reduce the chances for further spread and exposure and protect our healthcare system, so it is there when needed.

North Carolina wants to reduce the chances that people will be exposed to the virus or expose others so other surveillance methods will begin to be deployed to understand the spread of the virus and drive the decision-making. Protecting the state's health care workforce and making sure they have the protective equipment they need is paramount. As licensed child care providers, the state needs you to be there for the children of the health care workforce, emergency responders, and others who are on the front line of this crisis.

The Division of Child Development and Early Education (DCDEE) knows this a challenging time and wants to be supportive by providing the most current and up-to-date guidance. NC DHHS recommends that child care facilities:

- Cancel or reduce large events and gatherings, such as assemblies and field trips.
- Limit inter-school interactions.
- Consider dismissals if staff or absenteeism impacts the ability to remain open. Short-term closures may also be necessary to facilitate public health investigation and/or cleaning if a case is diagnosed in a child or staff member.
- Follow the [guidance for child care settings](#).

Child care settings should also:

- Take precautions to protect children and staff from the spread of respiratory illnesses.
- Review absenteeism policies and procedures to make sure children and staff are not being encouraged to attend or work if they are sick.

- Establish a relationship with the local health department and communicate with them if there are any questions or concerns about COVID-19.
- Remind staff and the children's guardians that an annual flu shot is an important way to support overall health. While the flu shot does not protect against COVID-19, it is the best defense against the flu, which is a common respiratory illness.
- Make sure to get reliable information. Be thoughtful about any information received on the virus and take steps to separate rumor from fact before forwarding information on to staff and children. All North Carolinians can better prepare for COVID-19 by getting up-to-date information directly from reliable sources like [NC DHHS](#) and the [Centers for Disease Control \(CDC\)](#).

Finally, here are several resources to assist in the navigation of these challenging times.

- NC 2-1-1 by United Way of North Carolina is now available for people to call for assistance related to the COVID-19 coronavirus
- COVID-19 text information and updates are available. To sign up, text COVIDNC to 898211.
- The [NC DHHS website](#) publishes regular updates, including new guidance that is developed, information about Executive Orders, and other important information.
- The [DCDEE website](#) publishes regular updates, including new guidance specific to child care facilities, as well as provide parents and educators with COVID-19 virus guidance and home learning resources.

March 18, 2020

NC DHHS Division of Child Development and Early Education

DCDEE Announces Flexibility in Policy and Regulatory Requirements

[https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/F/Flexibility in Policy and Regulatory Requirements Announced.pdf?ver=2020-03-18-165010-367](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/F/Flexibility_in_Policy_and_Regulatory_Requirements_Announced.pdf?ver=2020-03-18-165010-367)

March 18, 2020

NC DHHS Division of Child Development and Early Education

A Message to Child Care Program from Susan Gale Perry, NC DHHS Chief Deputy Secretary

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/a-message-from-susan-gale-perry-nc-dhhs-chief-deputy-secretary-2>

March 17, 2020

NC DHHS Division of Child Development and Early Education

Coronavirus Disease 2019 (COVID-19) Response in North Carolina

<https://www.ncdhhs.gov/divisions/public-health/covid19>

March 17, 2020

NC DHHS Division of Child Development and Early Education

CORRECTED Subsidy and NC Pre-K Payment Information Related to the Impact of Coronavirus Disease 2019 (COVID-19)

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/march-17-update-subsidy-nc-pre-k-payment-information-for-march-2020-2>

March 16, 2020

NC DHHS Division of Child Development and Early Education

Interim Coronavirus Disease 2019 (COVID-19) Subsidy and NC Pre-K Payment Information

Thank you for supporting our state and our families by providing vital care and services. DHHS and DCDEE understand that you are worried about the financial impact this event may have on your programs.

To address your concerns, we are making the following policy changes:

1. Child Care Subsidy: For the month of March, all centers will receive full subsidy payment for each child enrolled in their facility according to each child's plan of care.
2. NC Pre-K: Pre-K programs will be paid in full for the entire month of March, regardless of child attendance or closure.

We will assess payment policy options for future months as the need develops. We encourage you to check your email daily and read everything we send so you have the most up-to-date information and so we have the most accurate sense of child care availability across the state.

March 16, 2020

NC DHHS Division of Child Development and Early Education

March 16 2020 Updated Coronavirus Information

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/march-16-2020-updated-coronavirus-information-2>

March 16, 2020

NC DHHS Division of Child Development and Early Education

Interim Coronavirus Disease 2019 (COVID-19) Guidance for Child Care Settings

<https://files.nc.gov/ncdhhs/documents/files/covid-19/NC-Interim-Guidance-for-Child-Care-Settings-3-16-20-Final.pdf>

March 15, 2020

NC DHHS Division of Child Development and Early Education

Child Care Provider COVID-19 Service Status Survey

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/North-Carolina-Child-Care-COVID-19-Provider-Survey>

March 13, 2020

NC DHHS Division of Child Development and Early Education

FAQ about COVID-19 for Child Care Providers

https://files.nc.gov/ncdhhs/documents/files/covid-19/DCDEEFAQ_covid19.pdf

March 3, 2020

NC DHHS Division of Child Development and Early Education

Latest on Coronavirus (COVID-19)

<https://ncchildcare.ncdhhs.gov/Whats-New/Coronavirus-Information-for-Child-Care/latest-on-coronavirus-covid-19-2>

Other Resources

COVID-19: Individuals and Families

NC DHHS Division of Child Development and Early Education

<https://www.ncdhhs.gov/divisions/public-health/covid19/individuals-and-families>

NC DCDEE/DHHS Handwashing Posters

Children

<http://healthychildcare.unc.edu/files/2018/09/Child-Handwashing-Poster-Eng-Sp.pdf>

Adults

<https://healthychildcare.unc.edu/files/2019/03/CC-HAND-ADULT-2019-English-and-Spanish.pdf>

Early Childhood Resources shared by DHHS

Child Trends - Resources for Supporting Children's Emotional Well-Being during the COVID-19 Pandemic:

<https://www.childtrends.org/publications/resources-for-supporting-childrens-emotional-well-being-during-the-covid-19-pandemic>

