

Child Care Services Daily Update – September 23, 2020

The Tennessee Department of Human Services is committed to supporting child care agencies in providing programs that are safe, healthy and educationally rich. The impact of the COVID-19 pandemic has created many challenges over the past several months and many opportunities to approach the delivery of services in different ways. Thank you for remaining flexible and attentive to health and safety protections, while also remaining responsive to family needs.

A Message from AIMHiTN:



Have you been affected by COVID-19?

Are you worried, overwhelmed or need assistance navigating community resources for COVID-19? Do you need help reducing stress or finding emotional support to cope with uncertainties as a result of the pandemic? The COVID-19 helpline provides free resource assistance and emotional support for individuals affected by the pandemic in East Tennessee.

Call (855) 661-9191

The helpline is answered 8 a.m. - 5 p.m., Monday through Friday.

To download a flyer with this information, including a Spanish version, [click here](#).

Child Care Certificate Program Reminder:

The Department will continue to reimburse at the maximum reimbursement rates based on the child's care level according to the Child Care Certificate Program Provider Reimbursement Rates found [here](#) for all child care payment assistance categories.

Please Note: The Child Care Certificate Program will continue to waive all parent **co-pay fees** for all pay periods through December 31, 2020. We want to support families and child care providers during this



time by paying the full cost of care up to the maximum Child Care Certificate Program Provider Reimbursement Rates established by the Department.

Additionally, TDHS will continue to make subsidy payments for all children enrolled in the certificate program as usual for participating providers who are open, even if the child is not attending, perhaps due to family impact. However, if you are aware that a child has been disenrolled with your agency, please indicate on your EAV the child has terminated with a "T" when submitting. This will allow the opportunity for another family who may be in need of child care to utilize the slot with your agency.