

APPENDIX A-1
LICENSED FAMILY CHILD CARE PROVIDERS MAXIMUM CHILD CARE BASE
RATES

Effective July 1, 2025 through June 30, 2027

Base Rates					
	Infants	Enhanced	Toddlers	Preschool	School-age
	(Birth-11 mos)	Toddlers (12-17 mos)	(18-29 mos)	(30 mos – 5 yrs)	(5 – 12 yrs)
Region 1					
Monthly	\$1,300.00	\$1,320.00	\$1,320.00	\$1,125.08	\$1,320.00
School year Monthly					\$1,065.00
Full-Day	\$60.00	\$60.00	\$60.00	\$51.14	\$60.00
Half-Day	\$30.00	\$30.00	\$30.00	\$25.57	\$30.00
Partial Day	\$45.00	\$45.00	\$45.00	\$38.36	\$45.00
Spokane					
Monthly	\$1,232.00	\$1,232.00	\$1,210.00	\$1,100.00	\$1,100.00
School year Monthly					\$887.50
Full-Day	\$56.00	\$56.00	\$55.00	\$50.00	\$50.00
Half-Day	\$28.00	\$28.00	\$27.50	\$25.00	\$25.00
Partial Day	\$42.00	\$42.00	\$41.75	\$37.50	\$37.50
Region 2					
Monthly	\$1,760.00	\$1,760.00	\$1,600.06	\$1,400.08	\$1,100.00
School year Monthly					\$887.50
Full-Day	\$80.00	\$80.00	\$72.73	\$63.64	\$50.00
Half-Day	\$40.00	\$40.00	\$36.37	\$31.82	\$25.00
Partial Day	\$60.00	\$60.00	\$54.55	\$47.73	\$37.50
Region 3					
Monthly	\$1,804.00	\$1,804.00	\$1,699.94	\$1,540.00	\$1,650.00
School year Monthly					\$1,331.25
Full-Day	\$82.00	\$82.00	\$77.27	\$70.00	\$75.00
Half-Day	\$41.00	\$41.00	\$38.64	\$35.00	\$37.50
Partial Day	\$61.50	\$61.50	\$57.95	\$52.50	\$56.25
Region 4					
Monthly	\$2,124.10	\$2,124.10	\$2,166.78	\$1,980.00	\$1,733.38
School year Monthly					\$1,398.48
Full-Day	\$96.55	\$96.55	\$98.49	\$90.00	\$78.79
Half-Day	\$48.28	\$48.28	\$49.25	\$45.00	\$39.40
Partial Day	\$72.41	\$72.41	\$73.87	\$67.50	\$59.09
Region 5					
Monthly	\$2,000.02	\$2,000.02	\$1,540.00	\$1,430.00	\$1,083.28

School year Monthly					\$874.01
Full-Day	\$90.91	\$90.91	\$70.00	\$65.00	\$49.24
Half-Day	\$45.46	\$45.46	\$35.00	\$32.50	\$24.62
Partial Day	\$68.18	\$68.18	\$52.50	\$48.75	\$36.93
Region 6					
Monthly	\$2,000.02	\$2,000.02	\$1,516.68	\$1,400.08	\$1,516.68
School year Monthly					\$1,223.77
Full-Day	\$90.91	\$90.91	\$68.94	\$63.64	\$68.94
Half-Day	\$45.46	\$45.46	\$34.47	\$31.82	\$34.47
Partial Day	\$68.18	\$68.18	\$51.71	\$47.73	\$51.71

APPENDIX A-2

LICENSED FAMILY CHILD CARE PROVIDERS MAXIMUM CHILD CARE RATES TIERED REIMBURSEMENT – EARLY ACHIEVERS LEVEL 2 Effective July 1, 2025 through June 30, 2027

Early Achievers Level 2 (2% above Base Rate)					
	Infants (Birth-11 mos)	Enhanced Toddlers (12-17 mos)	Toddlers (18-29 mos)	Preschool (30 mos – 5 yrs)	School-age (5 – 12 yrs)
Region 1					
Monthly	\$1,346.40	\$1,346.40	\$1,346.40	\$1,147.58	\$1,346.40
School year Monthly					\$1,086.30
Full-Day	\$61.20	\$61.20	\$61.20	\$52.16	\$61.20
Half-Day	\$30.60	\$30.60	\$30.60	\$26.08	\$30.60
Partial Day	\$45.90	\$45.90	\$45.90	\$39.13	\$45.90
Spokane					
Monthly	\$1,256.64	\$1,256.64	\$1,234.20	\$1,122.00	\$1,122.00
School year Monthly					\$905.25
Full-Day	\$57.12	\$57.12	\$56.10	\$51.00	\$51.00
Half-Day	\$28.56	\$28.56	\$28.05	\$25.50	\$25.50
Partial Day	\$42.84	\$42.84	\$42.08	\$38.25	\$38.25
Region 2					
Monthly	\$1,795.20	\$1,795.20	\$1,632.06	\$1,428.08	\$1,122.00
School year Monthly					\$905.25
Full-Day	\$81.60	\$81.60	\$74.18	\$64.91	\$51.00
Half-Day	\$40.80	\$40.80	\$37.10	\$32.46	\$25.50
Partial Day	\$61.20	\$61.20	\$55.64	\$48.68	\$38.25
Region 3					
Monthly	\$1,840.08	\$1,840.08	\$1,733.94	\$1,570.80	\$1,683.00
School year Monthly					\$1,357.88

Full-Day	\$83.64	\$83.64	\$78.82	\$71.40	\$76.50
Half-Day	\$41.82	\$41.82	\$39.41	\$35.70	\$38.25
Partial Day	\$62.73	\$62.73	\$59.11	\$53.55	\$57.38
Region 4					
Monthly	\$2,166.58	\$2,166.58	\$2,210.12	\$2,019.60	\$1,768.05
School year Monthly					\$1,426.45
Full-Day	\$98.48	\$98.48	\$100.46	\$91.80	\$80.37
Half-Day	\$49.25	\$49.25	\$50.24	\$45.90	\$40.19
Partial Day	\$73.86	\$73.86	\$75.35	\$68.85	\$60.27
Region 5					
Monthly	\$2,040.02	\$2,040.02	\$1,570.80	\$1,458.60	\$1,104.95
School yearMonthly					\$891.49
Full-Day	\$92.73	\$92.73	\$71.40	\$66.30	\$50.22
Half-Day	\$46.37	\$46.37	\$35.70	\$33.15	\$25.11
Partial Day	\$69.54	\$69.54	\$53.55	\$49.73	\$37.67
Region 6					
Monthly	\$2,040.02	\$2,040.02	\$1,547.01	\$1,428.08	\$1,547.01
School yearMonthly					\$1,248.25
Full-Day	\$92.73	\$92.73	\$70.32	\$64.91	\$70.32
Half-Day	\$46.37	\$46.37	\$35.16	\$32.46	\$35.16
Partial Day	\$69.54	\$69.54	\$52.74	\$48.68	\$52.74

APPENDIX A-3

LICENSED FAMILY CHILD CARE PROVIDERS MAXIMUM CHILD CARE RATES TIERED REIMBURSEMENT – EARLY ACHIEVERS LEVEL 3 Effective July 1, 2025through June 30, 2027

Early Achievers Level 3 (12% above Base Rate)					
	Infants (Birth-11 mos)	Enhanced Toddlers (12-17 mos)	Toddlers (18-29 mos)	Preschool (30 mos – 5 yrs)	School-age (5 – 12 yrs)
Region 1					
Monthly	\$1,478.40	\$1,478.40	\$1,478.40	\$1,260.09	\$1,478.40
School Year Monthly					\$1,192.80
Full-Day	\$67.20	\$67.20	\$67.20	\$57.28	\$67.20
Half-Day	\$33.60	\$33.60	\$33.60	\$28.64	\$33.60
Partial Day	\$50.40	\$50.40	\$50.40	\$42.96	\$50.40
Spokane					
Monthly	\$1,379.84	\$1,379.84	\$1,355.20	\$1,232.00	\$1,232.00
School yearMonthly					\$994.00
Full-Day	\$62.72	\$62.72	\$61.60	\$56.00	\$56.00
Half-Day	\$31.36	\$31.36	\$30.80	\$28.00	\$28.00

Partial Day	\$47.04	\$47.04	\$46.20	\$42.00	\$42.00
Region 2					
Monthly	\$1,971.20	\$1,971.20	\$1,792.07	\$1,568.09	\$1,232.00
School yearMonthly					\$994.00
Full-Day	\$89.60	\$89.60	\$81.46	\$71.28	\$56.00
Half-Day	\$44.80	\$44.80	\$40.73	\$35.64	\$28.00
Partial Day	\$67.20	\$67.20	\$61.10	\$53.46	\$42.00
Region 3					
Monthly	\$2,020.48	\$2,020.48	\$1,903.93	\$1,724.80	\$1,848.00
School yearMonthly					\$1,491.00
Full-Day	\$91.84	\$91.84	\$86.54	\$78.40	\$84.00
Half-Day	\$45.92	\$45.92	\$43.28	\$39.20	\$42.00
Partial Day	\$68.88	\$68.88	\$64.90	\$58.80	\$63.00
Region 4					
Monthly	\$2,378.99	\$2,378.99	\$2,426.79	\$2,217.60	\$1,941.39
School yearMonthly					\$1,566.30
Full-Day	\$108.14	\$108.14	\$110.31	\$100.80	\$88.24
Half-Day	\$54.07	\$54.07	\$55.16	\$50.40	\$44.13
Partial Day	\$81.10	\$81.10	\$82.73	\$75.60	\$66.18
Region 5					
Monthly	\$2,240.02	\$2,240.02	\$1,724.80	\$1,601.60	\$1,213.27
School YearMonthly					\$978.89
Full-Day	\$101.82	\$101.82	\$78.40	\$72.80	\$55.15
Half-Day	\$50.92	\$50.92	\$39.20	\$36.40	\$27.57
Partial Day	\$76.36	\$76.36	\$58.80	\$54.60	\$41.36
Region 6					
Monthly	\$2,240.02	\$2,240.02	\$1,698.68	\$1,568.09	\$1,698.68
School YearMonthly					\$1,370.62
Full-Day	\$101.82	\$101.82	\$77.21	\$71.28	\$77.21
Half-Day	\$50.92	\$50.92	\$38.61	\$35.64	\$38.61
Partial Day	\$76.36	\$76.36	\$57.92	\$53.46	\$57.92

APPENDIX A-4
LICENSED FAMILY CHILD CARE PROVIDERS MAXIMUM CHILD CARE RATES
TIERED REIMBURSEMENT – EARLY ACHIEVERS LEVEL 3+
Effective July 1, 2025 through June 30, 2027

Early Achievers Level 3+ (15% above Base Rate)					
	Infants	Enhanced	Toddlers	Preschool	School-age
	(Birth-11 mos)	Toddlers (12-17 mos)	(18-29 mos)	(30 mos – 5 yrs)	(5 – 12 yrs)
Region 1					
Monthly	\$1,518.00	\$1,518.00	\$1,518.00	\$1,293.84	\$1,518.00
School Year Monthly					\$1,224.75
Full-Day	\$69.00	\$69.00	\$69.00	\$58.81	\$69.00
Half-Day	\$34.50	\$34.50	\$34.50	\$29.41	\$34.50
Partial Day	\$51.75	\$51.75	\$51.75	\$44.11	\$51.75
Spokane					
Monthly	\$1,416.80	\$1,416.80	\$1,391.50	\$1,265.00	\$1,265.00
School Year Monthly					\$1,020.63
Full-Day	\$64.40	\$64.40	\$63.25	\$57.50	\$57.50
Half-Day	\$32.20	\$32.20	\$31.63	\$28.75	\$28.75
Partial Day	\$48.30	\$48.30	\$47.44	\$43.13	\$43.13
Region 2					
Monthly	\$2,024.00	\$2,024.00	\$1,840.07	\$1,610.09	\$1,265.00
School Year Monthly					\$1,020.63
Full-Day	\$92.00	\$92.00	\$83.64	\$73.19	\$57.50
Half-Day	\$46.00	\$46.00	\$41.83	\$36.59	\$28.75
Partial Day	\$69.00	\$69.00	\$62.73	\$54.89	\$43.13
Region 3					
Monthly	\$2,074.60	\$2,074.60	\$1,954.93	\$1,771.00	\$1,897.50
School Year Monthly					\$1,530.94
Full-Day	\$94.30	\$94.30	\$88.86	\$80.50	\$86.25
Half-Day	\$47.15	\$47.15	\$44.44	\$40.25	\$43.13
Partial Day	\$70.73	\$70.73	\$66.64	\$60.38	\$64.69
Region 4					
Monthly	\$2,442.72	\$2,442.72	\$2,491.80	\$2,277.00	\$1,993.39
School Year Monthly					\$1,608.25
Full-Day	\$111.03	\$111.03	\$113.26	\$103.50	\$90.61
Half-Day	\$55.52	\$55.52	\$56.64	\$51.75	\$45.31
Partial Day	\$83.27	\$83.27	\$84.95	\$77.63	\$67.95
Region 5					
Monthly	\$2,300.02	\$2,300.02	\$1,771.00	\$1,644.50	\$1,245.77

School year Monthly					\$1,005.11
Full-Day	\$104.55	\$104.55	\$80.50	\$74.75	\$56.63
Half-Day	\$52.28	\$52.28	\$40.25	\$37.38	\$28.31
Partial Day	\$78.41	\$78.41	\$60.38	\$56.06	\$42.47
Region 6					
Monthly	\$2,300.02	\$2,300.02	\$1,744.18	\$1,610.09	\$1,744.18
School Year Monthly					\$1,407.34
Full-Day	\$104.55	\$104.55	\$79.28	\$73.19	\$79.28
Half-Day	\$52.28	\$52.28	\$39.64	\$36.59	\$39.64
Partial Day	\$78.41	\$78.41	\$59.47	\$54.89	\$59.47

APPENDIX A-5

LICENSED FAMILY CHILD CARE PROVIDERS MAXIMUM CHILD CARE RATES TIERED REIMBURSEMENT – EARLY ACHIEVERS LEVEL 4 Effective July 1, 2025 through June 30, 2027

Early Achievers Level 4 (17% above Base Rate)					
	Infants (Birth-11 mos)	Enhanced Toddlers (12-17 mos)	Toddlers (18-29 mos)	Preschool (30 mos – 5 yrs)	School-age (5 – 12 yrs)
Region 1					
Monthly	\$1,544.40	\$1,544.40	\$1,544.40	\$1,316.34	\$1,544.40
School Year Monthly					\$1,246.05
Full-Day	\$70.20	\$70.20	\$70.20	\$59.83	\$70.20
Half-Day	\$35.10	\$35.10	\$35.10	\$29.92	\$35.10
Partial Day	\$52.65	\$52.65	\$52.65	\$44.88	\$52.65
Spokane					
Monthly	\$1,441.44	\$1,441.44	\$1,415.70	\$1,287.00	\$1,287.00
School Year Monthly					\$1,038.38
Full-Day	\$65.52	\$65.52	\$64.35	\$58.50	\$58.50
Half-Day	\$32.76	\$32.76	\$32.18	\$29.25	\$29.25
Partial Day	\$49.14	\$49.14	\$48.26	\$43.88	\$43.88
Region 2					
Monthly	\$2,059.20	\$2,059.20	\$1,872.07	\$1,638.09	\$1,287.00
School Year Monthly					\$1,038.38
Full-Day	\$93.60	\$93.60	\$85.09	\$74.46	\$58.50
Half-Day	\$46.80	\$46.80	\$42.55	\$37.23	\$29.25
Partial Day	\$70.20	\$70.20	\$63.82	\$55.84	\$43.88
Region 3					
Monthly	\$2,110.68	\$2,110.68	\$1,988.93	\$1,801.80	\$1,930.50
School Year Monthly					\$1,557.56

Full-Day	\$95.94	\$95.94	\$90.41	\$81.90	\$87.75
Half-Day	\$47.97	\$47.97	\$45.21	\$40.95	\$43.88
Partial Day	\$71.96	\$71.96	\$67.80	\$61.43	\$65.81
Region 4					
Monthly	\$2,485.20	\$2,485.20	\$2,535.13	\$2,316.60	\$2,028.05
School Year Monthly					
Full-Day	\$112.96	\$112.96	\$115.23	\$105.30	\$92.18
Half-Day	\$56.49	\$56.49	\$57.62	\$52.65	\$46.10
Partial Day	\$84.72	\$84.72	\$86.43	\$78.98	\$69.14
Region 5					
Monthly	\$2,340.02	\$2,340.02	\$1,801.80	\$1,673.10	\$1,267.44
School Year Monthly					
Full-Day	\$106.36	\$106.36	\$81.90	\$76.05	\$57.61
Half-Day	\$53.19	\$53.19	\$40.95	\$38.03	\$28.81
Partial Day	\$79.77	\$79.77	\$61.43	\$57.04	\$43.21
Region 6					
Monthly	\$2,340.02	\$2,340.02	\$1,774.52	\$1,638.09	\$1,774.52
School Year Monthly					
Full-Day	\$106.36	\$106.36	\$80.66	\$74.46	\$80.66
Half-Day	\$53.19	\$53.19	\$40.33	\$37.23	\$40.33
Partial Day	\$79.77	\$79.77	\$60.50	\$55.84	\$60.50

APPENDIX A-6

LICENSED FAMILY CHILD CARE PROVIDERS MAXIMUM CHILD CARE RATES TIERED REIMBURSEMENT – EARLY ACHIEVERS LEVEL 5 Effective July 1, 2025 through June 30, 2027

Early Achievers Level 5 (20% above Base Rate)					
	Infants (Birth-11 mos)	Enhanced Toddlers (12-17 mos)	Toddlers (18-29 mos)	Preschool (30 mos – 5 yrs)	School-age (5 – 12 yrs)
Region 1					
Monthly	\$1,584.00	\$1,584.00	\$1,584.00	\$1,350.10	\$1,584.00
Summer Monthly					
Full-Day	\$72.00	\$72.00	\$72.00	\$61.37	\$72.00
Half-Day	\$36.00	\$36.00	\$36.00	\$30.68	\$36.00
Partial Day	\$54.00	\$54.00	\$54.00	\$46.03	\$54.00
Spokane					
Monthly	\$1,478.40	\$1,478.40	\$1,452.00	\$1,320.00	\$1,320.00
School Year Monthly					
Full-Day	\$67.20	\$67.20	\$66.00	\$60.00	\$60.00
Half-Day	\$33.60	\$33.60	\$33.00	\$30.00	\$30.00

Partial Day	\$50.40	\$50.40	\$49.50	\$45.00	\$45.00
Region 2					
Monthly	\$2,112.00	\$2,112.00	\$1,920.07	\$1,680.10	\$1,320.00
School Year Monthly					\$1,065.00
Full-Day	\$96.00	\$96.00	\$87.28	\$76.37	\$60.00
Half-Day	\$48.00	\$48.00	\$43.64	\$38.18	\$30.00
Partial Day	\$72.00	\$72.00	\$65.46	\$57.28	\$45.00
Region 3					
Monthly	\$2,164.80	\$2,164.80	\$2,039.93	\$1,848.00	\$1,980.00
School Year Monthly					\$1,597.50
Full-Day	\$98.40	\$98.40	\$92.72	\$84.00	\$90.00
Half-Day	\$49.20	\$49.20	\$46.37	\$42.00	\$45.00
Partial Day	\$73.80	\$73.80	\$69.54	\$63.00	\$67.50
Region 4					
Monthly	\$2,548.92	\$2,548.92	\$2,600.14	\$2,376.00	\$2,080.06
School Year Monthly					\$1,678.18
Full-Day	\$115.86	\$115.86	\$118.19	\$108.00	\$94.55
Half-Day	\$57.94	\$57.94	\$59.10	\$54.00	\$47.28
Partial Day	\$86.89	\$86.89	\$88.64	\$81.00	\$70.91
Region 5					
Monthly	\$2,400.02	\$2,400.02	\$1,848.00	\$1,716.00	\$1,299.94
School Year Monthly					\$1,048.81
Full-Day	\$109.09	\$109.09	\$84.00	\$78.00	\$59.09
Half-Day	\$54.55	\$54.55	\$42.00	\$39.00	\$29.54
Partial Day	\$81.82	\$81.82	\$63.00	\$58.50	\$44.32
Region 6					
Monthly	\$2,400.02	\$2,400.02	\$1,820.02	\$1,680.10	\$1,820.02
School Year Monthly					\$1,468.52
Full-Day	\$109.09	\$109.09	\$82.73	\$76.37	\$82.73
Half-Day	\$54.55	\$54.55	\$41.36	\$38.18	\$41.36
Partial Day	\$81.82	\$81.82	\$62.05	\$57.28	\$62.05

APPENDIX B
FAMILY, FRIENDS AND NEIGHBORS PROVIDERS (FFN) RATES
Effective July 1, 2025 through June 30, 2027

Rates	
2025-2027	
Child needing most hours of care	\$4.50 per hour
Additional children	\$4.50 per child per hour

APPENDIX C
SUBSIDY PROGRAMS COVERED BY THE
COLLECTIVE BARGAINING AGREEMENT

The Agreement covers the following child care subsidy programs:

1. Working Connections Child Care
2. Seasonal Child Care
3. Child Welfare Child Care which includes child care authorized under:
 - Child protective services;
 - Child welfare services; and
 - Employed foster parent.

The parties agree to meet and discuss any new or successor child care subsidy programs administered by the Department of Children, Youth, and Families and their status under the Collective Bargaining Agreement as outlined in [RCW 41.56](#).

APPENDIX D RESOURCES

This appendix supports providers with navigating the Collective Bargaining Agreement. See below for resources to help you access services.

Child Care Subsidy and Payment – Provider Resources		
The resources below support providers in topics related to subsidy payments, billing, and accounting.		
Resource	Purpose	Contact Information
Child Care Subsidy Program (CCSP) Contact Center Provider Line	<p>Providers (licensed and FFN) can contact the Child Care Program (CCSP) Subsidy Contact Center Provider Line to understand more about applications, billing, or payment.</p> <ul style="list-style-type: none"> • Application questions • Confirm billing (hours, units, rates) • Report a mistake on a current authorization • Request Special Needs (SN) Rate • Inquire about an overpayment received from services provided to CCSP parents • Inquire about an administrative hearing request filed with The Office of Financial Recovery (OFR). (Requests must be made to OFR and OFR sends this request to the administrative hearing team) • Inquire about Cost of Care Rate Enhancement payment 	<p>Phone: (800) 394-4571 Email: providerhelp@dcyf.wa.gov Language: English and interpretation available in all languages Hours: 8am-5pm, M-F</p> <p>Email for administrative hearing requests: ccsphearingteam@dcyf.wa.gov</p>
Working Connections Information Phone (WCIP)	<p>Providers can contact the WCIP to check on the family's:</p> <ul style="list-style-type: none"> • Authorization • Copayment • Case status • Effective dates of coverage <p>Information is only available after the case has been processed. If the</p>	<p>Phone: (866) 218-3244 Language: English and Spanish Hours: Automated access is available twenty-four (24) hours a day</p>

	parent's eligibility has not been determined, the information will not be available on the WCIP.	
DCYF Quality Assurance (QA) Team	<p>Providers can contact DCYF QA for:</p> <ul style="list-style-type: none"> • Subsidy Overpayments • Audits <p>Providers may receive overpayments from different departments. It is important to review the overpayment notice for the correct contact information.</p>	<p>Phone: (360) 725-4677 Email: SubsidyAudit@dcyf.wa.gov Language: English and interpretation available in all languages Address: DCYF Subsidy Audit Team P.O. Box 40970 Olympia, WA 98504-0970</p>
Social Service Payment System (SSPS)	<p>Providers can visit the SSPS webpage to find the following information:</p> <ul style="list-style-type: none"> • Sign up for direct deposit • Learn to submit an invoice • Information on tax earning forms • Invoice calendar with child care authorization cut off dates • Wage verification and W4 information <p>http://www.dcyf.wa.gov/services/ssps/</p> <p>Providers can use Invoice Express to submit a SSPS Service Invoice for child care payment using a touch-tone phone.</p>	<p>SSPS Customer Service Phone: (360) 664-6161 SSPS Customer Service Email: dshs_sspsmail@dcyf.wa.gov</p> <p>Invoice Express Phone: (888) 461-8855 Languages: English and Spanish Hours: Automated access is available twenty-four (24) hours a day</p>
Remittance Advice	<p>Providers will be mailed a record of DCYF payments (called Remittance Advice) that includes a list of deductions that can be used for tax purposes, including any union dues. If a person or company wants to verify your income, you may provide them with the remittance advice.</p> <p>If you need something in addition to the remittance advice, you can</p>	<p>To request an “evidence of income”, send your request in writing to: SSPS Attn: Evidence of Income P.O. Box 45812 Olympia, WA 98504-5812</p> <p>For Wage Verification Phone: (360) 664-6103 Languages: English Email: sspsvoe@dshs.wa.gov</p>

	request an “evidence of income” form from DCYF.	
Department of Social and Health Services Office of Fraud and Accountability (OFA)	Providers may contact the Office of Fraud and Accountability (OFA) regarding overpayments and audits if they are notified that OFA is handling an overpayment or audit.	Phone: (253) 983-6769 Address: P.O. Box 48517 Olympia, WA 98504
Department of Social and Health Services Office of Financial Recovery (OFR)	<p>The Office of Financial Recovery (OFR) is responsible for billing and collections of debts due to DSHS/DCYF from providers who provide services to the department or DSHS/DCYF clients.</p> <p>Providers can contact OFR about:</p> <ul style="list-style-type: none"> • Payment arrangements for debts owed. • Collections such as garnishments. • Overpayment amounts and the collection of the overpayment. • Requesting a hearing to dispute an overpayment. <p>Before requesting a dispute:</p> <ul style="list-style-type: none"> • Check for understanding on how the overpayment calculation was made. You can contact the CCSP Provider Line (800) 394-4571 to get questions answered about the calculation. <p>Steps to dispute an overpayment by requesting a hearing through OFR:</p> <ul style="list-style-type: none"> • Provider sends request by certified mail return receipt (or another way that proves OFR received the request) within 28 days of receiving the overpayment notice from the State. • Provider includes a copy of the overpayment notice. 	Phone: (800) 562-6114; (360) 664-5700 or TTY (800) 833-6388 Address: P.O. Box 9501 Olympia, WA 98507-9501

	<ul style="list-style-type: none"> Provider includes a statement about why the overpayment notice is incorrect. 	
Child Care Subsidy and Payment – Family Resources		
The resources below support families in topics related to subsidy applications and payments.		
Resource	Purpose	Contact Information
Child Care Subsidy Program (CCSP) Contact Center Consumer Line	<p>Clients can contact the Child Care Subsidy Program (CCSP) Contact Center consumer line to:</p> <ul style="list-style-type: none"> Apply for Child Care Subsidies. Check the status of CCSP Applications. Other case actions such as review or report changes. 	<p>Telephone: (844) 626-8687 Hours: 8am-5pm M-F Language: English/Spanish and interpretation available in all languages Fax: (877) 309-9747 Address: Department of Children, Youth, and Families Child Care Subsidy Contact Center P.O. Box 11346 Tacoma, WA 98411-9903</p>
Answer Phone for Families	<p>Families can use the Answer Phone to check on the status of their CCSP cases.</p> <p>Providers can encourage families to call and check on the status of their cases.</p>	<p>Phone: (844) 626-8687 choose the self-help option)</p> <p>Families can apply online at: www.washingtonconnection.com</p>
Professional Development and Quality Care – Provider Resources		
The resources below support providers in accessing opportunities to complete training, receive training incentives and other workforce supports, and access resources for Washington’s Quality Recognition and Improvement System.		
Resource	Purpose	Contact Information
Subsidy Billing Training	Providers complete this training to help them understand how to accurately bill for subsidy.	<p>Search MERIT to find training opportunities. Type “subsidy billing” as the training title. http://apps.dcyf.wa.gov/MERIT/Search</p>
The Imagine Institute	The Imagine Institute is a training organization that offers required and in-service training and other workforce supports including but not limited to initial certificates,	<p>Phone: (206) 492-5249 www.imaginewa.org</p>

	training incentives, mentorship, and substitute pool access.	
Washington State Child Care Aware	Providers can find resources to build their knowledge, skills and business.	https://childcareawarewa.org/
Early Achievers Quality Recognition and Improvement System	Providers can access resources to help provide quality care that supports each child's development.	Phone: (866) 922-7629 Email: QRIS@dcyf.wa.gov http://www.dcyf.wa.gov/services/early-learning-providers/early-achievers
Business Support – Provider Resources		
The resources below support providers with business supports such as tax questions, healthcare, and the food program.		
Resource	Purpose	Contact Information
DCYF Tax Desk	<p>Providers can contact the Tax Desk if they need a replacement copy of their 1099/W-2.</p> <ul style="list-style-type: none"> Federal income taxes are not withheld from your DCYF payment. The income you receive from DCYF is reported to the Internal Revenue Service (IRS). You may receive a W-2 form for income tax purposes. If you have tax questions, please contact the IRS. 	<p>Phone: (833) 725-3502 Email: dcyf.taxreporting@dcyf.wa.gov https://www.dcyf.wa.gov/services/ssps/tax-info</p>
Health Care Coverage for Licensed Providers	Providers can contact DCYF Child Care Health Benefits office by phone or email to get questions answered about eligibility, enrollment, and other similar topics.	<p>Phone: (360) 407-1960 Email: dcyf.healthcare@dcyf.wa.gov https://www.dcyf.wa.gov/services/ssps/childcarehealthbenefits</p>
Child Care Food Program	<p>The U.S. Department of Agriculture's Child and Adult Care Food Program provides federal funds to serve nutritious meals and snacks.</p> <p>Providers may be eligible for the program when they are approved by</p>	<p>Contact the Office of Superintendent of Public Instruction Phone: (360) 725-6206, (866) 328-6325 or TTY (360) 664-3631. http://www.k12.wa.us/ChildNutrition/Programs/CACFP/default.aspx</p>

	DCYF to care for children in their own home.	
DCYF Electronic Attendance System (EAS)	Providers can contact the DCYF Electronic Attendance Service Desk for questions or assistance, or visit the EAS webpage to review information regarding system requirements as well as other resources related to electronic attendance.	EAS Service Desk Phone: (844) 704-6777 Languages: English and interpretation available in all languages Email: Eas.servicedesk@dcyf.wa.gov https://www.dcyf.wa.gov/services/early-learning-providers/electronic-attendance-system
DCYF Grants	Providers can learn the status of a grant application, or where to find information on opportunities by email or accessing information online.	DCYF Grants Email: dcyf.childcaregrants@dcyf.wa.gov https://www.dcyf.wa.gov/services/early-learning-providers/child-care-grants
General Support – Provider Resources		
The resources below support providers with additional topics not outlined above.		
Resource	Purpose	Contact Information
DCYF Website	Providers can find information on DCYF’s website on the following: <ul style="list-style-type: none"> • Child care subsidies and rules • Early learning background checks • Electronic Attendance • Ways to support healthy child development • ECEAP and Head Start • Early Achievers • MERIT • Scholarships 	www.dcyf.wa.gov
DCYF License Exempt Team	Providers can contact the License Exempt team for questions and support regarding the FFN approval process.	Phone: 1-866-482-4325, option 8 Email: dcyf.ffc@dcyf.wa.gov
DCYF Background Check Unit	Providers can contact DCYF’s background check unit for support with completing an early learning background check.	Phone: 1-866-482-4325, option 3 Email: backgroundcheck@dcyf.wa.gov

DCYF Constituent Relations	Constituent Relations provides a fair and courteous process for resolving and responding to constituent complaints or concerns about child welfare cases, foster homes, and child care programs. Constituent Relations also provides information about DCYF programs, policies, services, the dependency process, foster care licensing, child care licensing, and contracts.	Phone: (360) 902-8060 or (800) 723-4831 Email: ConstRelations@dcyf.wa.gov
SEIU 925 Member Resource Center	Providers can contact the member resource center for question regarding your SEIU contract, SEIU meetings and workshops, or representation in your area, or if you need other resources or would like to file a grievance.	Phone: (877) 734-8673
Washington Connection	Providers can access the Washington Connection (WaConn) Webpage to find and allow families to apply for additional programs to assist families in Washington.	https://www.washingtonconnection.org/
Washington Administrative Code	Providers can review the DCYF and DCYF CCSP Washington Administrative Codes (WAC) to review the rules and regulations related to various DCYF topics.	DCYF: https://apps.leg.wa.gov/WAC/default.aspx?cite=110 DCYF http://apps.leg.wa.gov/WAC/default.aspx?cite=110-15 CCSP:

APPENDIX E UNDERPAYMENT PROCESS

Working Connections Child Care (WCCC)

If an underpayment will occur due to an error on an invoice, the invoice should be claimed, and the provider must call the Provider Help Line at (800) 394-4571 or email providerhelp@dshs.wa.gov to report the shortage in units, rate, or missing client(s). After the correction is made, the additional units will appear on the next supplemental or regular invoice, whichever is available sooner.

If an underpayment occurs due to an error when claiming the invoice, the provider must call the Provider Help Line at (800) 394-4571 and request a payment adjustment. Once the claim error is researched and confirmed, a payment adjustment form will be submitted to the Social Service Payment System (SSPS) by the case worker or fiduciary. SSPS will then process the payment adjustment for the under-claimed units.

Child Welfare (CW)

If an underpayment occurs, the provider must contact the Child Welfare fiduciary at the local office(s).

See [Appendix D](#), “Resources,” for overpayment notices.

APPENDIX F

SPECIAL NEEDS RATE REQUESTS FOR LICENSED FAMILY HOMES & FFN

Request Process

Consumers may request additional subsidy rates above the base rate to offset additional costs charged by providers to care for children with special needs. The special needs rate is for care provided beyond the care required for the child's normal daily routine.

The consumer may initiate a request for special needs rate by contacting the State. The State will request supporting documentation including:

- A. DCYF Special Needs Request Form completed by the provider;
- B. DCYF Special Needs Request Form completed by the consumer;
- C. Medical documentation from an approved medical professional that includes one or more of the following:
 - 1. Medical or psychological reports from a mental health professional;
 - 2. Medical reports or statements from a medical health professional;
 - 3. Individualized education plan (IEP);
 - 4. Individual health plan (IHP);
 - 5. Individual family service plan (IFSP);
 - 6. Basic health records from the health care provider; or
 - 7. Comprehensive assessments from a mental health professional.
- D. For one-on-one care, the name of the person providing the care.

Depending on the level of care requested and supported by the above documentation, the State may approve a Level 1 or Level 2 special needs rate. The state considers Level 1 requests without review by the Special Needs Panel. The Special Needs Panel reviews all Level 2 requests.

The state makes the special needs rate determination within fifteen (15) days of initial request and will give the provider and consumer notice of the determination within fourteen (14) days of the determination.

Reconsideration Process

Consumers and providers may contact the State to discuss rate determinations or denials. The State may reconsider the rate determination or denial if the consumer or provider submits additional documentation.

Providers may contact the Provider Line at (800) 394-4571.

Consumers may contact the Contact Center at (844) 626-8687.

Consumers may request an administrative hearing regarding special needs rate decisions by contacting (844) 626-8687.

Licensed Home Special Needs Rates – Level 1				
	Infants	Enhanced	Preschool	School-age
	(Birth-11 mos.)	Toddlers (12-29 mos.)	(30 mos. – 6 yrs not attending kindergarten or school)	(5 – 12 yrs attending kindergarten or school)
Region 1				
Full-Day	\$6.00	\$5.40	\$5.40	\$4.80
Half-Day	\$3.00	\$2.70	\$2.70	\$2.40
Region 2				
Full-Day	\$6.00	\$5.70	\$5.10	\$5.10
Half-Day	\$3.00	\$2.85	\$2.55	\$2.55
Region 3				
Full-Day	\$8.70	\$7.50	\$6.60	\$6.00
Half-Day	\$4.35	\$3.75	\$3.30	\$3.00
Region 4				
Full-Day	\$9.00	\$8.90	\$7.50	\$7.20
Half-Day	\$4.50	\$4.45	\$3.75	\$3.60
Region 5				
Full-Day	\$6.60	\$6.00	\$5.70	\$5.10
Half-Day	\$3.30	\$3.00	\$2.85	\$2.55
Region 6				
Full-Day	\$6.60	\$6.00	\$6.00	\$5.70
Half-Day	\$3.30	\$3.00	\$3.00	\$2.85

Level 2. A rate greater than Level 1, variable but not to exceed fifteen dollars and eighty-nine cents (\$15.89) per hour.

Special Needs Rates—Family, Friends & Neighbors (FFN)

Level 1. Sixty-two cents (\$0.62) per hour; or

Level 2. A rate greater than Level 1, but not to exceed nine dollars and forty-one cents (\$9.41) per hour.