PAY BY ENROLLMENT DATA PILOT FAMILY LETTER TEMPLATE

This is a template for the letter from your program, not from the state. Feel free to customize it for your program. The text in **RED** are options, the text in **BLUE** is for your specific program info.

Dear NH Child Care Scholarship Family:

The State of New Hampshire is currently running a "Pay By Enrollment" Data Pilot from February 28, 2022 through May 29, 2022 to determine the cost and impact of paying for child care scholarship based on a child being enrolled and not whether they are attending. This is only for three-months and will end on May 29, 2022.

What does this mean for you? Usually you are charged for the days your child is absent if the State does not pay for your child care (if you have used up your absent days or don’t qualify in cases like your child is out a full week). During these three months, you will still be charged for absent days, but you may get:

**- a credit towards future child care costs based on the time your child is absent during the pilot beyond your regular absentee days. This credit can be used towards future child care costs;**

**- a credit/refund for all or part of the money you paid for the time your child was absent during the pilot;**

**- Since we don’t charge for absent days, we will receive payment when your child is absent during the pilot.**

A couple things to remember -

* Our absentee payment policy remains the same **(add your absentee payment policy language here).**
* **Credit or refund** could take several weeks or a full month before the funds are received by us from the state, so please be patient.
* There is no guarantee of a credit or reimbursement since the state's billing system will use your absentee days first and then it will calculate any extra payments.
* *IT IS CRITICAL* you sign the attendance sheet to indicate if your child is present or when he/she returns that they were absent. We cannot get paid for the pilot until all attendance sheets are fully signed.
* We will have survey at the end of the pilot to ask you if the pilot had any impact on your child care costs.
* So once again, this pilot could mean extra payment by the state for your child’s absentee days for March, April and May.; you don’t have to do anything except sign your attendance sheet daily.

Thank you,

**Program Director**

**SAMPLE LETTER – For credit**

**GOOD TIMES CHILD CARE**

**123 Main Street**

**Small Town, NH 03333**

Dear NH Child Care Scholarship Family:

The State of New Hampshire is currently running a "Pay by Enrollment" Data Pilot from February 28, 2022 through May 29, 2022 to determine the cost and impact of paying for child care scholarship based on a child being enrolled and not whether they are attending. This is only for three-months and will end on May 29, 2022.

What does this mean for you? Usually you are charged for the days your child is absent if the State does not pay for your child care (if you have used up your absent days or don’t qualify in cases like your child is out a full week). During these three months, you will still be charged for absent days, but you may get:

- a credit towards future child care costs based on the time your child is absent during the pilot beyond your regular absentee days. This credit can be used towards future child care costs;

A couple things to remember -

* Our absentee payment policy remains the same. When a child is absent the family must pay for the days the state does not cover.
* Your credit, if eligible, will be made in the following month and could take several weeks or a full month before the funds are received by us from the state, so please be patient.
* There is no guarantee of a credit since the state's billing system will use your absentee days first and then it will calculate any extra payments.
* *IT IS CRITICAL* you sign the attendance sheet to indicate if your child is present or when he/she returns that they were absent. We cannot get paid for the pilot until all attendance sheets are fully signed.
* We will have survey at the end of the pilot to ask you if the pilot had any impact on your child care costs.
* So once again, this pilot could mean extra payment by the state for your child’s absentee days for March, April and May.; you don’t have to do anything except sign your attendance sheet daily.

Thank you,

Sally Jones, Director

**SAMPLE LETTER – For refund**

**GOOD TIMES CHILD CARE**

**123 Main Street**

**Small Town, NH 03333**

Dear NH Child Care Scholarship Family:

The State of New Hampshire is currently running a "Pay by Enrollment" Data Pilot from February 28, 2022 through May 29, 2022 to determine the cost and impact of paying for child care scholarship based on a child being enrolled and not whether they are attending or not child care. This is only for three-months and will end on May 29, 2022.

What does this mean for you? Usually you are charged for the days your child is absent if the State does not pay for your child care (if you have used up your absent days or don’t qualify in cases like your child is out a full week). During these three months, you will still be charged for absent days, but you may get:

- a refund towards your child care costs based on the time your child is absent during the pilot beyond your regular absentee days. This refund can be used towards future child care costs;

A couple things to remember -

* Our absentee payment policy remains the same. When a child is absent the family must pay for the days the state does not cover.
* Your refund, if eligible, will be made in the following month and could take several weeks or a full month before the funds are received by us from the state, so please be patient.
* There is no guarantee of a credit or reimbursement since the state's billing system will use your absentee days first and then it will calculate any extra payments.
* *IT IS CRITICAL* you sign the attendance sheet to indicate if your child is present or when he/she returns that they were absent. We cannot get paid for the pilot until all attendance sheets are fully signed.
* We will have survey at the end of the pilot to ask you if the pilot had any impact on your child care costs.
* So once again, this pilot could mean extra payment by the state for your child’s absentee days for March, April and May.; you don’t have to do anything except sign your attendance sheet daily.

Thank you,

Sally Jones, Director