

Understanding The Child Care Operating Expense Reduction Grant (CCOER) Frequently Asked Questions (FAQs)

Updated as of 03/29/2024

The Child Care Operating Expense Reduction Grant (CCOER) for **\$3,596,400** will provide grant awards to eligible Child Care Providers with the purpose of enabling those providers to strengthen their workforce by reducing operating costs and investing in workforce retention and recruitment.

This FAQ is based on the questions DHHS has received. If you have more questions, please send them in writing to CCOERgrant@dhhs.nh.gov.

Question 1: What is the status of the process?

Answer: Award notifications and agreements have been sent to Grantees through regular mail to the address specified in your NHCIS account. The notice includes instructions for signing and returning the agreement.

Question 2: When is the signed agreement due back?

Answer: Please ensure the signed agreement is returned to DHHS no later than 4:30 PM on March 29th.

Question 3: How can I return my signed agreement?

Answer: Grantees may return the signed agreement to us by email, CCOERgrant@dhhs.nh.gov, or US Parcel post or drop off.

NH Department of Health and Human Services

Brown Building, *Attention CCOER AGREEMENT SUBMITTAL c/o BCDHSC*

129 Pleasant Street

Concord, NH, 03301

Question 4: When will I receive my Award Letter and Agreement?

Answer: Award Letters and Agreements were mailed from DHHS at 129 Pleasant Street, Concord, NH on March 18, 2024. If you have not received your letter by March 28th, 2024, then please email us.

Question 5: Will there be an extension to when the signed agreement is due?

Answer: No extensions will be granted. This decision is made to speed up and finalize your award amount. We will consider extenuating circumstances on an individual basis to determine if extra time is necessary and permissible.

Please note that being busy and not having sufficient time to sign and return the agreement will NOT be seen as an extenuating circumstance and could lead to losing your award.

Question 6: Can we have another Office Hour scheduled?

Answer: No further Office Hour meetings are planned. We are compiling this FAQ to improve our service to you. If you have specific questions that have not been addressed, and you need answers, please email them to CCOERgrant@dhhs.nh.gov. We will respond with specific information if required, or it will be included in our FAQ update.

Question 7: How will I know if I am getting an award?

Answer: The DHHS Bureau of Child Development and Head Start Collaboration Bureau Chief has sent an email to all Grantees, confirming awards being issued.

Question 8: Can we have the agreement emailed?

Answer: Agreements have been issued via regular U.S. Mail and are not being sent via email. The choice to send the letter and agreement by mail rather than email was made to ensure a smooth and efficient distribution process. Again, please see Question #4 if you have not received an Award Letter or Agreement by March 28th.

Question 9: Will there be a 2nd round of grants if providers do not return their agreements?

Answer: There are no plans for a second round of funding. We share the same goal, making sure all funds are distributed. If anyone doesn't want to accept the funds, please reach out to us. We want to understand your decision and ensure everyone has a fair chance to receive this grant.

Question 10: Can a spreadsheet of all the programs be shared?

Answer: Due to privacy concerns, we will not be sharing the names of the awardees or the amounts they received.

Question 11: Do I need to send my Certificate of Good Standing (COG)?

Answer: Please carefully read your award letter and follow the submission instructions for the COG. If you believe this is an error, email us, and we will verify. If you have not yet submitted a COG, follow the letter's directions to ensure we have all necessary documents. This step is mandatory for receiving the award.

Question 12: How do I get my Certificate of Good Standing (COG)?

Answer: If you are uncertain of this process, please check with the NH Secretary of State on how to obtain. Information can be found at [Corporations | New Hampshire Secretary of State \(nh.gov\)](#)

Question 13: What date can I expect to receive my grant funds?

Answer: Soon after we have received the Grant Agreements, we will initiate a process for distribution. We will allocate enough time for this to be completed. Currently, we can not specify the exact date. As signed agreements are finalized, we may be able to provide an estimation of when you can expect the funds to be disbursed.

Question 14: Do I need to initial every page of the agreement?

Answer: Yes. Initialing every page serves as confirmation that you have read and agree to the terms. This is a standard contractual practice and a requirement for doing business with the State of NH.

Question 15: How do we know that the documents submitted met the necessary requirement for approval?

Answer: Because of the nature of this grant, we needed to review and validate all documents provided. If you have received the award letter and agreement, it means your documents have already undergone this process.

Question 16: How was the amount awarded calculated?

Answer: The award was based on the available program funding, divided by combined child capacity of all applicants, multiplied by each individual Child Care Provider's capacity. If you want to see an example, please refer to the CCOER Program Overview posted on [Home - Child Care Aware of NH \(nh-connections.org\)](https://www.nhconnections.org)

Question 17: Can we get a percentage of how much was requested vs. how much was awarded?

Answer: Because the intricate award calculation, you may determine if there was any variance between the requested amounts and the actual award amounts.

Question 18: Will any of the information be in our NHCIS portal?

Answer: Currently, the information will not be available on the portal.

Question 19: What can we use the money on?

Answer: Awards were granted to assist providers with workforce retention and recruitment. We are unable to provide advice on strategies for your retention and recruitment investments. This determination is your discretion regarding what would yield the greatest benefits for your business. Upon submission of your final report, you will be required to detail any enhancements made from the initial baseline data provided during the application process.

Question 20: What are the specific expenses that we can use the money?

Answer: Please refer to Question #19. The question suggests that the funds should be utilized for expenses. However, it's important to understand the purpose of the funds, which is to aid in workforce retention and recruitment.

Question 21: What are the specific dates we need to use the money by?

Answer: The funds need to be used by September 30, 2024, to ensure that you can thoroughly evaluate the outcomes and include them in the Final Report. This will enable us to offer a comprehensive assessment of the effectiveness of the grant.

Question 22: If we choose to give bonuses or stipends to our staff, is there a cap of how many and do they have to go through payroll?

Answer: If you have payroll questions about your business, you may consider seeking professional advice.

Question 23: What if I have questions concerning the contract?

Answer: DHHS does its best to answer questions. However, the State of NH is not able to provide legal advice. For detailed guidance on contracts, you may consider consulting with a qualified advisor.

Question 24: Where is the template for the Final Progress Report?

Answer: Soon you will find the **Final Progress Report** template on the www.nh-connections.org website. You will have sufficient time to complete.

Question 25: When is the Final Progress Report due?

Answer: The report must be submitted by September 30, 2024. Please follow the instructions in the template and ensure timely submission.

Question 26: What information will be needed for the Final Progress Report?

Answer: DHHS must report publicly on the outcomes of this grant, and whether the grant goals and objectives were effectively met. To evaluate outcomes of this grant program, each grantee must submit a **Final Progress Report** detailing how they used the grant money to *improve the recruitment and retention of child care staff* and to update the baseline program information you supplied on your application. This update includes things such as enrollment capacity, current enrollment numbers, the size of your wait lists, staffing details, and current wages.

Question 27: Are family child care programs eligible?

Answer: Please see the CCOER Grant Application/Eligibility Information.

All licensed and licensed-exempt facilities are defined under NH RSA 170-E. Please note, this grant program has already closed.

Question 28: Can CCOER award funds be used to offset increased childcare payroll for previously instituted childcare pay increases made for retention and recruitment? Can CCOER award be used multiple ways for retention and recruitment purposes?

Answer: Please refer to Q&A #19. The funds must be used to enable you to strengthen and invest in the workforce retention and recruitment by providing reimbursement for allowable operating expenses incurred between **March 3, 2021, through September 30, 2023**, as stated in the Grantee's grant application as approved by the DHHS.

Question 29: What if I think there is an error on my letter and or agreement?

Answer: If you notice any errors, please refrain from making changes to the documents and instead, reach out to us at CCOERgrant.dhhs.nh.gov. We strive to address all inquiries within the same or next business day.

Question 30: What if I plan to sell my business on or before September of 2024, can I transfer the agreement and/or funds to the new owner? How do I proceed with signing the grant if there is a possibility that I may sell?

Answer: The CCOER agreement stipulates that choosing to sell your business or either permanently or temporarily closing it before September 30, 2024, will lead to default. If any of these actions occur before the specified date, you

would be considered in default. In accordance with section 13.2 of the agreement, we would reclaim the funds in the event of default. Please see section 13 for other specifics. ***If you are aware that you will be closing your business on or before this date, please send us a written request via email to withdraw from the grant.***

Question 31: What if I have already submitted my certificate of good standing?

Answer: Please refer to Q&A 11 and 12. Please carefully read your award letter and follow the submission instructions for the COG. If you believe this is an error, email us, and we will verify. If you have not yet submitted a COG, follow the letter's directions to ensure we have all necessary documents. This step is mandatory for receiving the award.

Question 32: What if I mailed my letter and agreement to you on March 29th?

Answer: Please return the completed and signed agreement by March 29, 2024.

Question 33: After the due date, when can I expect to receive my grant award?

Answer: Please refer to Q&A 19. Soon after we have received the Grant Agreements, we will initiate the process for distribution.

Question 34: How will I receive my grant funds?

Answer: Your grant funds will be sent to you either by check or electronic transfer, depending on the payment method selected in your NH State Vendor Account. Please refrain from attempting to change your payment method for this award, as it may lead to delays in receiving your funds. However, if you

wish to modify your payment method for future awards, instructions can be found at [State of NH Vendors | New Hampshire State Treasury](#)