

Effective August 3rd, 2026

Child Care Assistance Provider Guide

South Dakota Department of Social Services
Child Care Assistance
700 Governors Drive | Pierre, SD 57501
<https://dss.sd.gov/childcare/childcareassistance/>
CCS@State.sd.us



Child Care Assistance Program

The Department of Social Services (DSS), Division of Economic Assistance, administers the Child Care Assistance (CCA) program, which provides support to low-income families who need help with child care costs while parents work or attend school. DSS also provides oversight, technical assistance, and support in promoting safe, healthy, and caring environments for children through licensing, registration, and quality improvement activities. The availability of quality childcare is not only important for maintaining a strong workforce, but it is vital for the healthy growth and development of children.

Funding is available to South Dakota through the Child Care and Development Block Grant, which helps qualifying families pay for childcare while they work, attend school, or a combination of both.

To learn more about the Child Care Assistance program, visit the DSS website at <https://dss.sd.gov/childcare/childcareassistance/>, email at CCS@state.sd.us, or call at 1-800-227-3020.

As a recipient of Federal financial assistance and a state or local governmental agency, the Department of Social Services (DSS) does not exclude, deny benefits to or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission or access to, or treatment or employment in, its programs, activities or services, whether carried out by DSS directly or through a contractor or any other entity with which DSS arranges to carry out its programs and activities; or on the basis of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in, its programs, activities or services when carried out by DSS directly or when carried out by sub-recipients of grants issued by the United States Department of Justice, Office on Violence against Women.

DSS provides free aids and services to people with disabilities to communicate effectively DSS, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

DSS provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact your local DSS office.

Table of Contents

Child Care Assistance Program	1
Introduction.....	3
Family Eligibility Process.....	4
Child Care Assistance Rates.....	6
Family Copay.....	8
Provider Eligibility Requirements	9
Required Daily Attendance Records.....	10
Child Care Assistance Provider Portal	11
Requesting Payment	13
Child Care Assistance Notices	16
Child Disenrollment.....	18
Child Care Assistance Audits and Fraud	19
Frequently Asked Questions	20
Child Care Assistance Office Closure Dates.....	21
Appendix.....	22
Provider Training and Education Quick Guide	
CCA Participant Requirements Quick Guide	
Provider Portal Access Quick Guide	
Member Access for Provider Portal Quick Guide	
Provider Portal Navigation Quick Guide	
CCA Rosters and Payments Quick Guide	
Viewing Child Assistance Payments Quick Guide	
Child Directory Quick Guide	

Introduction

The following guide will supply providers with information regarding provider and family eligibility, how to request and receive payment, education and training requirements from the Child Care Assistance (CCA) program, as well as additional general CCA information. This guide also includes information related to CCA's online Provider Portal, including how to get access and what the portal can be used for.

To qualify for CCA, a family must meet certain program eligibility requirements. Depending on household size and income, the family may be financially responsible for a portion of the Child Care Assistance, which is referred to as their copay. The copay is collected by the provider from the family. CCA payments are made directly to the childcare provider at a weekly rate based on the county in which the provider resides, the age of the eligible child, and the Level of Service determined for the household while the family is working and/or attending school.

Providers will use the Child Care Assistance Provider Portal to submit rosters for payment. The initial roster that a provider submits for a child will confirm the child's enrollment with the provider. The confirmation of child enrollment allows for CCA to begin paying on behalf of the approved family. Rosters can be submitted weekly which allows weekly payments to providers.

Providers will also use the Child Care Assistance Provider Portal to view notices and payment transaction details, view CCA-participation details for children in care, and complete required documents.

CCA makes changes to the Provider Guide regularly. Please be sure to review the guide online to ensure information is current and accurate. Providers may also request a copy of the most recent guide by contacting CCA. This guide is also available on the CCA website at the following web address: dss.sd.gov/childcare/childcareassistance.

Please contact CCA for any questions regarding the Child Care Assistance Program. CCA can be reached by phone at 1-800-227-3020 or by email at CCS@state.sd.us

Family Eligibility Process

How can a family apply?

Families can apply for Child Care Assistance (CCA) the following ways:

- Visit the Customer Portal website (<https://eaportal.sd.gov/>)
- Pick up an application at any DSS local office
- Pick up an application at any Department of Labor and Regulation local office
- Request an application be mailed by calling your local DSS office
- Download an application or apply online by visiting the DSS website: <https://dss.sd.gov/childcare/childcareassistance/apply.aspx>

Determining Family Eligibility

When an application for CCA is received, a Benefits Specialist will make an eligibility determination within 30 days of receiving the application. If an incomplete application is received, the family will be sent a notice stating what is needed to complete the application process. Please note that an incomplete application may delay the processing time.

Families may utilize their Customer Portal or contact their local DSS office for updates on the status of an application.

Eligibility for CCA may begin as soon as all requirements are met. A family's eligibility level will be determined based on their work and/or school schedule and child care need. The eligibility level, referred to as the Level of Service, helps determine the benefit amount paid to the provider. Based on the family size and income, the family may also be responsible for paying part of the cost, which is referred to as a copay.

Approval

When a Benefits Specialist determines that a family is eligible for CCA, the family and provider will each receive a copy of the Notice of Decision. The Notice of Decision is proof that the family is eligible for assistance and will include information regarding the family's eligibility. Providers will receive a Notice of Decision in their Provider Portal account and/or by mail, depending upon their selected notification preferences.

The family is ultimately responsible for full payment until a Notice of Decision is received verifying approval for CCA benefits.

Annual Recertification and Closure Notices

Families are required to complete an annual recertification to determine continued eligibility. Recertification paperwork will be sent to the families two months prior to their certification end date.

If the family does not reapply in time or is no longer eligible, their CCA case will close. The provider will receive a Closure Notice, which will be mailed and/or made available on the Provider Portal.

Denial of Application

CCA does not send the provider notification if a family's application is denied. If there are questions about the status of a family's application, the family may call their local DSS office. Please note that providers are not able to obtain information regarding a family's application without written approval from the applicant.

Family Reporting Responsibilities

To remain eligible to receive CCA, a family must follow several guidelines, including reporting required changes to DSS.

According to Administrative Rules of South Dakota 67:47:01:18, a household must report when they experience any of the following changes:

1. A permanent change in employment or school status.
2. A change in child care provider.
3. An address change.
4. If the monthly income exceeds 85% of the state median income.

Changes can be submitted through the recipient's Customer Portal, via phone, email, mail, fax, or in-person at any local DSS office. Providers should encourage families to report any changes in circumstances that may affect their eligibility. If it is ever suspected that a family is receiving assistance in error, please contact CCA to report the concern. CCA appreciates your help in ensuring program integrity is upheld by all recipients.

Continued Assistance following a permanent change

If a current recipient of CCA has a permanent change in employment or school status, three months of continued assistance can be granted from the last day of employment or school attendance. A permanent change is defined as a job quit or termination, a job ending due to the closing of a business, cessation of attendance, graduating from an educational or training program, or no longer participating in a TANF-approved activity. Permanent changes must be reported in a timely manner.

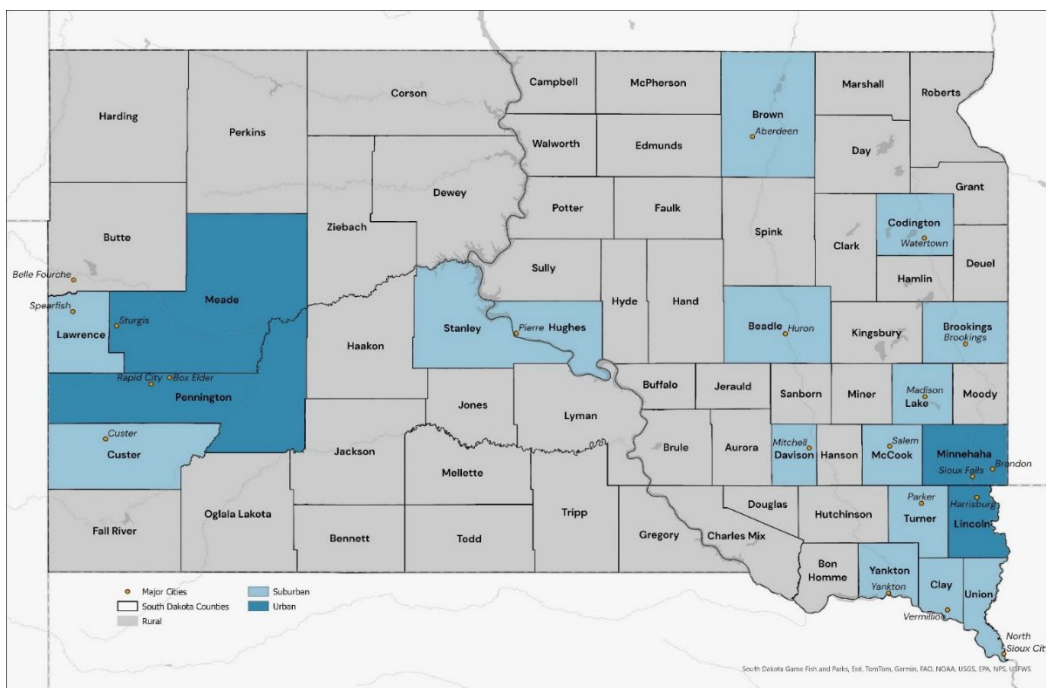
Child Care Assistance Rates

CCA Rate Determination

CCA conducts a market rate survey to assess what South Dakota providers are charging for their services. The questionnaire is sent to every registered and licensed child care provider. When a survey is received, it is very important for providers to complete and return it. The information provided is used to assist DSS in establishing provider rates and is collected to comply with Federal and State program requirements

The Child Care Assistance rates are categorized by the county in which the provider resides, the provider type, the child's age, and the child's determined level of service.

The counties are classified as Urban, Suburban, or Rural regions and are outlined in the map below.



Provider types are classified by 1) Family Day Care, 2) Licensed Center or School Age Program, or 3) Informal, In-home or Relative.

Child age groupings are classified by:

- Infant- under 12 months
- Toddler- 12-35 months
- Preschool- 36-71 months
- School-Age- over 60 months

Level of Service is categorized as:

- Full-time- more than 27 hours per week
- Part-time- 16-27 hours per week
- Limited time- less than 16 hours per week

Please note that CCA may authorize benefits differently for school-age children during the school year and summer, based on the requested care need for each timeframe. The school year and summer periods are posted on the Child Care Assistance rate table available on our website.

Special CCA Rates Available to Providers

A provider serving a child with special needs may need to make special accommodations to best care for that child. CCA may offer a higher rate for children with special needs to help offset any additional enhanced services. To determine if the higher rate may be allowed, the family must provide medical documentation of the child's condition and a written request that the special needs rate be allowed. The provider must complete and submit a questionnaire relating to the enhanced services being provided to the child.

Higher Rates Available for Regulated Providers

If a Relative, In-Home, or Informal provider is interested in receiving a higher reimbursement rate, they should consider becoming a Regulated Family Child Care Provider. A Child Care Licensing Specialist can explain the benefits of becoming regulated. These benefits include higher maximum reimbursement rates through the Child Care Assistance program and eligibility to participate in the U.S. Department of Agriculture's Child and Adult Care Food Program.

To speak with a Licensing Specialist, please contact the Office of Licensing and Accreditation at 1-800-227-3020 or visit the CCA website to find the phone number of the Licensing Specialist assigned to your county: dss.sd.gov/childcare/licensing/districts.aspx.

How to access the Child Care Assistance Rates

The Child Care Assistance Rates are also available on the CCA website (dss.sd.gov/childcare/childcareassistance).

Family Copay

An eligible family may be responsible for a portion of the Child Care Assistance payment referred to as the copay. The copay amount is calculated based on the family household size and income. The copay is then divided per child; and if a family is using more than one provider for the same child, the copay will be divided between each provider.

The CCA rate is reduced by the copay to determine the benefit amount, which is paid to the provider on behalf of the child.

The Notice of Decision lists the CCA rate, copay, and benefit amount for each child. The copay values for each child can be added to determine the weekly family copay, if needed. If a change to the family's household size or income results in a change to the copay amount, a new Notice of Decision will be provided.

The provider is responsible for collecting the copay from the family. If the assistance paid by CCA and the copay do not cover the family's total child care bill, the family is responsible for paying the remaining balance of their child care bill. Providers have the right to follow their policy for non-payment just as is done for private-pay families.

Provider Eligibility Requirements

In order to participate in the Child Care Assistance (CCA) program, child care providers must be licensed, registered, or authorized by the Office of Licensing & Accreditation or Child Care Assistance.

In order to receive payment, a provider must complete the following requirements.

Submit a W-9 Form

Each new CCA-participating provider will receive a Form W-9: Request for Taxpayer Identification Number and Certification. The form can be returned by mail, email, fax, or uploaded to the Provider Portal. Once the form is successfully processed by CCA, the provider will be able to create rosters to initiate payment.

Create a Provider Portal Account

Each new CCA-participating provider will receive a Provider Portal Access Form. Complete the form by providing the name and email address for each person (member) that needs access to the Portal. The Portal access process begins as soon as CCA enters the email address(es) into our system. Each member will receive two emails during the portal creation process, both from the sender: 'donotreply@DSSEABees.sd.gov' Providers must ensure that anyone receiving access is aware of and prepared to respond to the emails.

The first email, with subject line: *Provider Portal Action Needed: Verify Email Account* requests the member to verify their email address.

The second email, with subject line: *Provider Portal Action Needed: Access Portal Account* provides a link to authenticate identity and access the Portal.

Complete the Provider Agreement

The annual Provider Agreement serves to ensure all parties agree and understand the policies and procedures governing the South Dakota Child Care Assistance program. The Provider Agreement must be completed each year and is accessible through the Provider Portal, where providers can review, accept, and submit the document electronically. Once completed, a copy of the agreement is retained on the Provider Portal, and the provider can download a copy for future reference. Failure to comply with all terms and conditions of the agreement may result in ineligibility to receive child care CCA funds

Any questions regarding a provider's registration, license, or provider status should be directed to the appropriate office based on oversight responsibilities.

- The Office of Licensing and Accreditation (OLA) oversees all regulated and licensed providers, including Family Daycares, Licensed Centers, Informal Providers, In-Home Providers, and School Age programs.
- CCA oversees all Relative Providers and Out-of-State Providers.

For more information about the benefits of becoming a regulated provider, please contact a Child Care Licensing Specialist at 1-800-227-3020 or visit dss.sd.gov/childcare/licensing/districts.aspx.

Required Daily Attendance Records

ALL providers are **required** to maintain daily attendance records for children who receive CCA. To ensure daily attendance records comply with the requirements of the CCA Program, the records must legibly document the child's first and last name, the dates the child was present, and **a daily** signature by the parent, or person designated by the parent, to verify the accuracy of the attendance records.

As an alternative, there are child care software programs available for child care providers in which parents sign in/out electronically each day. Reports from these programs meet requirements as long as parents sign their child in/out with an individualized, private code. The attendance records from the program must accurately reflect the person who picked up or dropped off a child.

Providers are required to maintain all attendance and billing records for a period of at least four (4) years after a child has left care. This requirement still pertains to any providers whose program closes or has a change in ownership.

CCA does have sample attendance records available on the CCA website (dss.sd.gov/childcare). Providers may develop their own attendance record, as long as it includes all required information including **a daily** parent/guardian signature.

Purpose of Attendance Records

Keeping accurate records is important for providers and the families served. Proper attendance records support submitted rosters and ensure agreement between the provider and the family.

CCA reimburses providers on behalf of the CCA participating family. If a family becomes ineligible to receive assistance, they could be responsible for repaying benefits paid on their behalf to their provider. For this reason, it is important for the parent/guardian to have the opportunity to review and attest to the times listed on the attendance records.

Furthermore, if a provider is audited, they will be asked to provide attendance records. The records will be reviewed in comparison to their submitted rosters and CCA program policy. Clear and accurate records are important to ensure that providers comply with program requirements. Without proper attendance records, providers will be unable to support submitted rosters to CCA. As a result, repayment may be required.

Child Care Assistance Provider Portal

The Provider Portal gives a Provider access to information and actions related to the Child Care Assistance Program.

The Child Care Assistance Provider Portal is located at: ccaprovider.sd.gov

The Provider can do the following in the Portal:

- Link to Resources
- Find contact information for the Child Care Assistance Program
- View program specific information
- View who has Portal Access
- Set notification preferences to text or email when a new notice is available
- Opt for paperless notices
- View information about CCA-participating children in care
- Report care status on roster to initiate payment
- View and search all CCA payments made to the provider
- Sign the Annual Provider Agreement
- View Sanction details
- View Notices
- Upload and Attachment

Please note: although the Portal is mobile compliant, the best-use experience is by accessing the Portal on a computer instead of a mobile device.

Portal Access for the Provider

Each new CCA-participating provider will complete a Provider Portal Access form to gain access to the Provider Portal. The Portal access process begins as soon as CCA enters the email address(es) into our system. Each member will receive two emails during the portal creation process, both from the sender: 'donotreply@DSSEABees.sd.gov'

The first email, with subject line: *Provider Portal Action Needed: Verify Email Account* requests the member to verify their email address.

The second email, with subject line: *Provider Portal Action Needed: Access Portal Account* provides a link to authenticate identity and access the Portal.

Portal Access for others

Providers can request full access to their portal account for other individuals (members). Each member uses their own email account and password for access, ensuring unique login credentials. If you have more than one program associated with you or your organization, all programs will be accessible to each member added.

To request access for another member, the provider will complete the Child Care Assistance Portal access form. Each member will have full access to all functionality including provider

agreement acceptance, roster submission, program communication, and payment history. The Provider is ultimately responsible for the actions of anyone accessing the Portal account.

As we process requests or changes to portal access for program(s), we do so with the assumption that the requester has authority and oversight to do so. The provider is able at any time to view a list of portal users from within the Portal from the Member List tab.

Removing Portal Access

If a provider needs to remove a member from Portal access, contact CCA. After the request is confirmed and processed, revocation is immediate.

Portal Access Timelines

The Portal is accessible for 12 months after a program closure, suspension, or revocation. After 12 months following the closure, suspension, or revocation, that program will no longer be accessible.

View the following Quick Guides in the Appendix for more information:

- Provider Portal Access
- Member Access for Provider Portal
- Provider Portal Navigation

Requesting Payment

To receive payment for CCA-eligible children, providers must report the care status of each CCA-participating child in care for each service week Roster in the Provider Portal. A 'service week' covers child care provided from Sunday through Saturday.

For each child on the Roster, the Provider will answer the following question: 'Was the child in care this week?' The Provider should answer this question based on whether the child attended any amount of time during that week, rather than a specific number of hours or days.

The care status must be entered for all children included on a roster before it is able to be submitted. The system will not allow a provider to submit a partial roster.

When a provider creates a roster, the oldest available roster in which care status needs to be reported is displayed. The provider will select 'Create New Roster' until all available rosters are completed.

View the following Quick Guide in the Appendix for more information:

- Child Care Assistance Rosters and Payments
- Viewing Child care Assistance Payments

Roster Submission Timelines for Weekly Payment

The most recent Service Week becomes available on the Sunday of the Current Week. Providers are encouraged to complete their roster weekly to remain up-to-date with the available service weeks and to receive weekly payment. However, providers can choose their own schedule.

Roster Creation Limits

Any rosters needing to be submitted that are more than five months prior to the current month must be processed by CCA. Please contact CCA for assistance.

Payment coverage

Providers are paid if a child is reported in care during a Service Week.

Providers are also paid if a child is reported as absent during a Service Week, for up to 3 consecutive absent weeks. If a child is absent for more than three consecutive weeks, payment will cease for that child. Payments may resume when the child is reported in care on the roster.

Exceptions not payable through CCA

- Additional fees not included in your tuition rate, such as transportation, meals, or enrollment fees.
- Care you provide for a child in your household: According to the Administrative Rule of South Dakota 67:47:01:11 ...'a provider registered...may not receive child care assistance payments for children who reside in the provider's household...'

This includes a child who is in your care due to a foster care situation, including respite care.

- Care hours for a school-age child during the typical school day if homeschooled. A school-age child who is homeschooled is considered as 'attending' school during the typical school day (8 am to 3 pm); these hours of care are therefore not reimbursable.

Payment Timelines

Payment Processing will run Tuesday night and Thursday night. Submit your roster by 6:00 pm Central Standard Time to be included. Generally, payment is available within three business days after payment is processed.

- Rosters included with the Tuesday night run are estimated to be paid by Friday of the same week.
- Rosters included with the Thursday night run are estimated to be paid by the following Tuesday.

If CCA is closed on a Tuesday or a Thursday, the payment system will still run for rosters already submitted in the system. However, staff will not be available on days the state offices are closed.

There are limited exceptions to the estimated date of payment to align with the State's payment processing timelines. Please note this may delay payment to the next expected payment receipt date.

Viewing payment information

Remittance Notice:

- After a payment transaction has processed, Providers receive a Remittance Notice which includes details on the amount paid for each child and the reported care status. The Remittance notice is available in the Provider Portal and will be sent by mail, unless the Provider has opted for paperless notices. Providers can also set a notification preference for text and/or email when a new Remittance Notice is available to view on the Provider Portal. A copy of the remittance notice will also be sent to the family.

Transaction Page:

- Providers can view each payment transaction through the Provider Portal Transaction Page. This includes the same information as the Remittance notice, with the addition of incentive payments, as applicable.

Financial Transaction Search Page:

- This specific transaction search allows providers the ability to search for specific transactions by child name or reference ID, Transaction ID, or timeframe.

State of South Dakota electronic payment notice:

- After a payment transaction has processed, the provider will receive this notice with the sum total of payments paid to the provider from the State. This notice will be emailed to the email address the provider entered on the W-9 form.

Payment Method

Providers receive their payment reimbursement electronically through direct deposit into the account designated on their W-9.

Tax Information

Child care providers who receive \$600 or more per year in payment from CCA will be mailed a 1099 Miscellaneous Tax Form by January 31st of each year. The form summarizes all payments the provider received from CCA in that year.

Mistakes on Roster Submission

If an error is made on a roster submission, the provider must contact CCA prior to submitting any future rosters. CCA staff will determine what actions need to be taken to correct the error. If a roster correction results in overpayment to the provider, CCA will review and take appropriate action.

If a roster correction results in an underpayment to the provider, the underpayment amount will automatically be included with the next payment cycle and will be detailed on the subsequent Remittance Notice.

Accurate Roster Submission is Important

Please take the time to make sure that the correct care status for the appropriate service week is reported when submitting rosters. Incorrect roster submissions will need to be corrected by CCA and could delay payment to a provider.

Perjury Statement

By clicking "save" when submitting a new roster, the provider is declaring and affirming under the penalties of perjury that the roster data has been examined and is true and correct to the best of their knowledge.

Child Care Assistance Notices

It is extremely important to read all notices provided by CCA. The notices contain important information that may affect providers or families enrolled in their program.

The following notices are sent to the provider and family. The notices are available in the Provider Portal and will also be sent by mail, unless the provider has opted out of paper notifications, in which case the notice will only be available on the Portal.

Notice of Decision

Once a family is determined to be eligible for CCA, both the family and provider will receive a copy of the Notice of Decision. This Child Care Notice of Decision serves as proof that the family qualifies for CCA.

December 09, 2025		Provider No: 5399809				
STATE- CARE 4 KIDS 789 STREET AVE PIERRE, SD 57501						
<u>Notice of Decision</u>						
A decision has been made or updated for the following child(ren) for Child Care Assistance. See below for details. Be sure to read both sides of each page.						
Child Name	Child Ref	Benefit Start Date	Benefit End Date	CCA Rate	Copay	Benefit Amount
Cameron Doe	000122506	10/1/2025	10/31/2026	112.00	N/A	112.00
<u>Report Child No Longer in Care</u> If a child is no longer in your care, please report it promptly through your Child Care Assistance Provider Portal or by contacting our office.						
<u>Update W-9</u> If you have had a change in your Taxpayer Identification Number, your name, mailing address, or direct deposit account, submit a new W-9 form. Visit https://dss.sd.gov/formsandpubs/ to download a form or contact our office for assistance.						
<u>Available Resources</u> To learn more about participating in the Child Care Assistance program, visit https://dss.sd.gov/childcare/childcareassistance/ to access the Child Care Assistance Provider Guide and other resources.						
<u>Provider Portal Information</u> The Child Care Assistance Provider Portal allows providers to initiate payment, view notices and payment transaction details, view participation details for children in care, and complete required documents. The Child Care Assistance Provider Portal is available at ccaprovider.sd.gov .						

Remittance Notice

After a payment has been processed, both the family and provider will receive a Remittance Notice. The Provider Remittance Notice provides details on the amount paid to the provider for each CCA recipient. It also displays the care status reported by the child care provider via their submitted rosters. If a change to a case results in an additional payment due to the provider, the Remittance Notice will provide detail of the additional payment in the 'Payment Corrections' section at the bottom. Payment information is also available on the Transaction Page in the Provider Portal.



DEPARTMENT OF SOCIAL SERVICES
 DIVISION OF ECONOMIC ASSISTANCE
 700 Governors Drive
 Pierre, SD 57501-2291
 PHONE: 605.773.4766
 FAX: 605.773.7294
 EMAIL: CCS@state.sd.us

April 09, 2026

Provider No:1139356336

UAT - Logan Price
 710 C Street
 Timber Lake, SD 57656

Provider Remittance Notice

Transaction ID:10496

Expected Payment Total:348.75

Family Benefit Subtotal:348.75

Infant/ Toddler Incentive Subtotal:0.00

This notice details the amount expected to be paid based on your most recent roster submission. To see your final payment total, refer to the State of South Dakota electronic payment notice which will be sent to your email account once it is issued.

If you have questions about a discrepancy between the amount deposited in your account and the expected payment total, please contact our office.

Visit your Child Care Assistance Provider Portal to view the up-to-date status for each child. If a child's status is incorrect for any week, please contact our office.

Child Name - Ref ID	Service From	Service To	Care Status	CCA Rate	Copay	Benefit Amount
Susie Campbell - 000126611	2/15/2026	2/21/2026	Present	116.25	N/A	116.25
Susie Campbell - 000126611	2/8/2026	2/14/2026	Present	116.25	N/A	116.25
Susie Campbell - 000126611	2/1/2026	2/7/2026	Present	116.25	N/A	116.25

Payment Corrections

The following are payment corrections made as a result of information provided to our office. The increased benefit amount is included in the Expected Payment Total.

Cecilia Hills - 000126448

	Service From	Service To	CCA Rate	Copay	Benefit Amount
Prior	2/15/2026	2/21/2026	0.00	N/A	0.00
Updated	2/15/2026	2/21/2026	180.00	N/A	180.00

Increased Benefit Amount total : 180.00

Closure Notice

The Closure notice informs the family and provider of the end of a benefit. As a reminder, providers can view benefit coverage for all CCA-participating children in care in the Child Directory of the Provider Portal.



DEPARTMENT OF SOCIAL SERVICES
 DIVISION OF ECONOMIC ASSISTANCE
 700 Governors Drive
 Pierre, SD 57501-2291
 PHONE: (605) 773-4766
 FAX: (605) 773-7294
 EMAIL: CCS@state.sd.us

May 06, 2026

Provider No: 1672612705

PROVIDER 19B
 820 WASHINGTON AVENUE SOUTH
 MADISON, SD 57042

Closure

As of 5/5/2026, Child Care Assistance payments have ended for the following child(ren).

- Kavitha RedMene

Report Child no longer in care

If a child is no longer in your care, please report it promptly through your Child Care Assistance Provider Portal or by contacting our office.

Update W-9

If you have had a change in your Taxpayer Identification Number, your name, mailing address, or direct deposit account, submit a new W-9 form. Visit <https://dss.sd.gov/formsandpubs/> to download a form or contact our office for assistance.

Available Resources

To learn more about participating in the Child Care Assistance program, visit <https://dss.sd.gov/childcare/childcareassistance/> to access the Child Care Assistance Provider Guide and other resources.

Provider Portal Information

The Child Care Assistance Provider Portal allows providers to initiate payment, view notices and payment transaction details, view participation details for children in care, and complete required documents. The Child Care Assistance Provider Portal is available at ccaprovider.sd.gov.

Child Disenrollment

Child Directory

The Child Directory is a real-time searchable list of all CCA-participating children in care with a provider at any given time and is accessible on the Provider Portal.

The Child Directory is also used to report disenrollment of a child. 'Disenrollment' means that the provider has confirmed with the family that a child is no longer enrolled in their child care program and will not be enrolled again at any future date.

Providers should report immediately if a child disenrolls from the child care program.

View the following Quick Guide in the Appendix for more information:

- Child Directory & Disenrollment

Child Care Assistance Audits and Fraud

To provide program integrity and financial accountability, CCA conducts regular provider audits. These audits allow for a review of provider billing practices to ensure alignment with program policies.

If a provider is selected for an audit, original daily attendance records for children within the program receiving Child Care Assistance will be requested. CCA may request these records with or without notice.

Please note the following Administrative Rule of South Dakota: 67:47:01:24 (5) The department may withhold payments, in whole or in part, to a provider if the department requests sign-in/sign-out attendance records, and the provider does not provide them to the department within the requested time frame.

When records have been received and audited, a notification of the findings will be sent. If payments have been requested incorrectly, the provider will be responsible for repaying the resulting over-issuance. Please be aware that repeated roster submission errors due to provider negligence may result in more stringent billing guidelines or disqualification from the CCA program.

Significant or recurring issues identified through the audit or ongoing roster submission error could lead to an investigation for an Intentional Program Violation (IPV). An IPV can result in the following penalties:

- 1st Offense IPV—Disqualification from receiving any monies or assistance from Child Care Services for a period of one year.
- 2nd Offense IPV—Disqualification from receiving any monies or assistance from Child Care Services for a period of two years.
- 3rd Offense IPV—Permanent disqualification from receiving any monies or assistance from Child Care Assistance.

IPV offenses will result in the provider being sanctioned by CCA. A provider's current and past sanctions can be found on their Provider Portal.

Anyone who intentionally obtains benefits and is not entitled to them is committing fraud; this includes inaccurate roster submission resulting in incorrect payments.

Please ensure all rosters and care status are accurate prior to submission to avoid potential program disqualification. Please ensure that ONLY the provider caring for the children or their designated group member is submitting rosters for payment. Rosters submitted by anyone other than the provider are considered welfare fraud and are subject to program disqualification and criminal prosecution.

Any person who knowingly and willingly commits fraud against the Department will be subject to criminal prosecution.

Welfare Fraud is a Crime

If you suspect that someone is committing welfare fraud, please call the Welfare Fraud Tip Hotline at 1-800-765-7867. Reporters will not be required to provide their name, and all information will be kept completely confidential.

Frequently Asked Questions

Q. Do I have to accept children into my child care program that are receiving Child Care Assistance?

A. No. A provider can choose whether to participate in the CCA program.

Q. I received my CCA payment for a family in my care, and it does not cover their entire child care bill. The family has a benefit with a \$0.00 copay. Who is responsible for the remaining bill?

A. If it is determined that the family has a \$0.00 copay, that means that CCA has determined that the family will not need to 'cost-share' a portion of the assistance. However, the family is still responsible for paying the child care provider if the CCA payment does not cover the whole child care bill.

Q. What if the CCA benefit amount does not cover the family child care bill?

A. If the CCA payment, and the family copay if applicable, do not cover the family's child care bill, the provider may choose to charge the family the remaining balance.

Q. What should I do if a family participating in CCA is not paying the rest of the child care bill that is owed to me?

A. If a family receiving CCA does not pay the child care bill, you have the right to use your policy for non-payment just as you do for private-pay families.

Q. It is hard to get families to sign the attendance records for their child; they are often in a hurry and sometimes do not come all the way into my house. Can I just have them sign each month or week, or just when CCA requests my records?

A. No. Records that are not signed daily do not comply with CCA requirements.

Q. Since I am receiving money from the State of South Dakota, am I considered a state employee?

A. No. You are not considered to be an employee of the state. You are still considered to be self-employed as you are only receiving payment from the state on behalf of eligible families.

Child Care Assistance Office Closure Dates

Child Care Assistance will be closed on the following holidays:

- New Year's Day January 1
- Martin Luther King Jr. Day Third Monday in January
- President's Day Third Monday in February
- Memorial Day Last Monday in May
- Juneteenth June 19
- Independence Day July 4
- Labor Day First Monday in September
- Native American Day Second Monday in October
- Veteran's Day November 11
- Thanksgiving Day Fourth Thursday in November
- Christmas Day December 25

When a holiday falls on a Sunday, CCA will be closed on the following Monday.

When a holiday falls on a Saturday, CCA will be closed the preceding Friday.

Additional days may be proclaimed as a legal holiday by the Governor of South Dakota or the President of the United States. In the event of such an occurrence, CCA will be closed.

Quick Guide: Education and Training Opportunities

Education and training provide key information and skills needed to best support a child's growth and development.

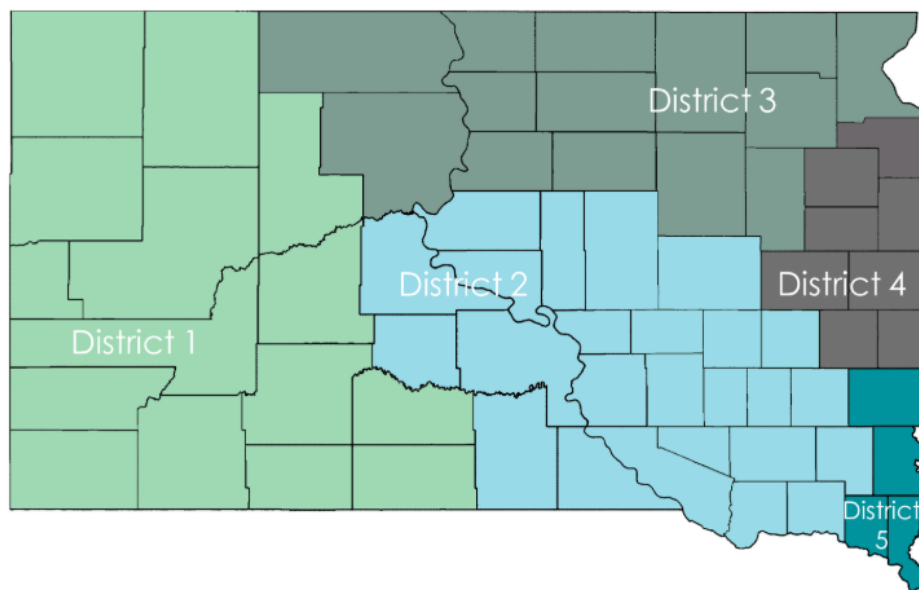
All Licensed, Registered, In-Process, Informal and In-Home providers have training requirements they must meet in order to provide care for children and receive Child Care Assistance payments. All licensing requirements are established and overseen by the Office of Licensing and Accreditation and can be found on their website at <https://dss.sd.gov/childcare/licensing/>.

For more information regarding training requirements and opportunities, providers can reach out to their Regional Licensing Specialists. Please see the Child Care Licensing Districts map below or visit <https://dss.sd.gov/childcare/licensing/districts.aspx> to determine the appropriate point of contact.

Please note that Relative providers are not required to complete orientation or ongoing training but are encouraged to take part in training opportunities to best meet the needs of the children they provide care for.

Child Care Licensing Districts

Find the county in which you live and call the number of the corresponding Child Care Services office that covers that county.



District 1 - Rapid City 605.394.2525 or 800.644.2914
District 2 - Mitchell 605.995.8000 or 800.231.8346
District 3 - Aberdeen 605.626.3160 or 866.239.8855
District 4 - Brookings 605.318.9477 or 866.267.5228
District 5 - Sioux Falls 605.367.5444 or 866.801.5421

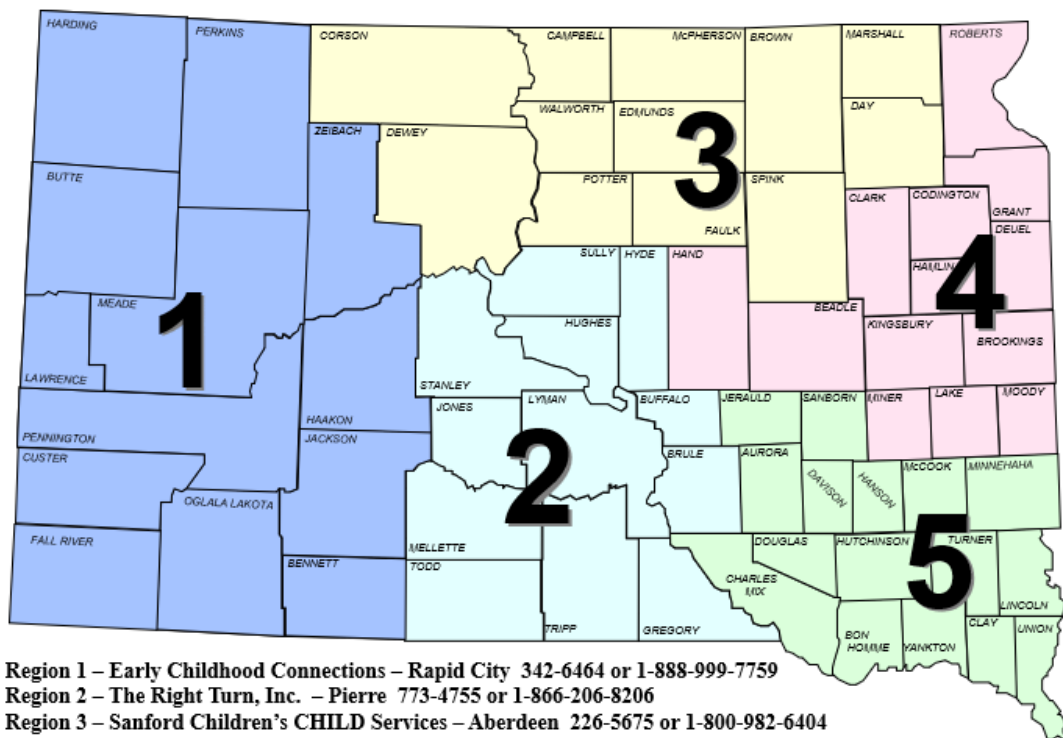
Early Child Enrichment Programs

Trainings can be obtained through the SD Early Childhood Enrichment (ECE) Programs. The ECEs provide early childhood and school-age education, and technical assistance to adults who are involved in the day-to-day care of children and youth. Offerings include both online and in-person training available statewide.

To view regional and statewide training offered through the ECEs, visit the Child Care Services website at <https://dss.sd.gov/childcare/educationalopportunities/>.

Please see the ECE regional coverage map below or visit <https://sdece.org/> to determine the appropriate point of contact.

Regional Early Childhood Enrichment Offices



Additional Training and Education Resources

SD Orientation to Early Childhood and School Age Care Series

- The ECE system provides child care professionals free online and on-demand training specific to South Dakota while also meeting the federal training requirements. The orientation training series is 6 hours long and is required within 90 days after employment for the topic areas below.
<https://www.sdstate.edu/child-family-resource-network/orientation-child>

First Aid and CPR

- American Red Cross www.redcross.org
 - The Red Cross provides a wide selection of CPR and First Aid training for infant and pediatric providers.
- American Heart Association www.heart.org
 - The American Heart Association offers a variety of options to learn lifesaving skills.
- First Aid For Free <http://www.firstaidforfree.com/free-first-aid-course>
 - An online training that provides a certificate after completion of this free training.

General Training Resources

- The State of South Dakota Child Care Services Website:
www.dss.sd.gov/childcare/educationalopportunities/
 - The DSS website offers training and resources on a variety of topics for providers and parents.
 - The ECE System offers a variety of evidence and research-based professional development opportunities. Training courses are accessible to child care providers across the state through in-person, online, and on-site delivery. Training courses are offered not only to meet licensing and registration requirements but to also improve the quality of care.
- Early Childhood and School-Age Educators: https://dss.sd.gov/childcare/quality_initiatives.aspx
 - SD Pathways is aimed at enhancing the quality of care in early childhood and school-age settings by fostering professional growth among educators. It serves as a valuable resource for these professionals to explore their professional development journey, while also recognizing their dedication to continuing education in working with children from birth to age 12.
 - The South Dakota Core Knowledge and Competencies (CKCs) outline essential knowledge, skills, values, and dispositions that all early childhood and school-age educators should demonstrate to support children's development, learning, and well-being. CKCs provide a framework to help educators assess their competency, set personal development goals, and work toward continuous improvement.
 - South Dakota ECE Resources offers a robust hub of over 2,600 practical, editable tools and templates designed to support the efficient management of child care programs. This valuable resource is available at no cost to all licensed and registered child care providers in South Dakota.
- Quality Care South Dakota: <https://sdece.org/quality-care-south-dakota/>
 - Quality Care South Dakota (QCSD), South Dakota's Quality Recognition and Information System (QRIS). The purpose of QCSD is to support early childhood and school-age care programs in their continuous quality improvement efforts. QCSD provides a consistent measure of quality, helping parents make informed decisions when choosing child care.

Quick Guide: Child Care Assistance Participant Requirements

Providers must complete the Provider Portal Access form, create a Provider Portal Account, submit a W-9 form, and accept the Annual Provider Agreement in order to be eligible to submit a roster and receive payment from Child Care Assistance (CCA).

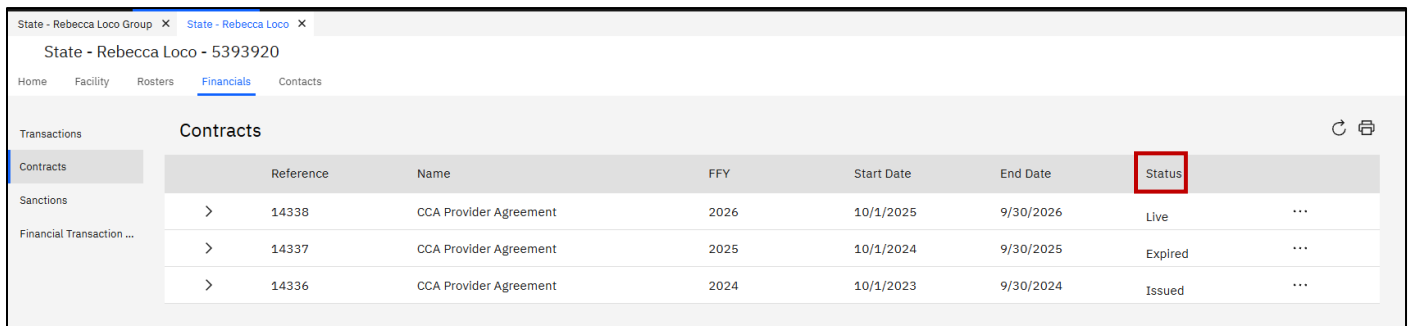
Step One: Complete Portal Access form and create a Provider Portal Account

Please see the Provider Portal Access Quick Guide for account setup information.

Step Two: Accept the Annual Provider Agreement

Provider Agreements must be completed annually through the Provider Portal. To locate the Provider Agreement, select the child care program from the Program List; then select the Contracts page under the Financials tab. To accept an agreement, click on the action menu (...) and select Review and Accept. After reviewing the entire agreement, the provider must enter their name as a digital acknowledgement and then accept the agreement. Once accepted, the completed Provider Agreement will be saved on the Communications page under the Contacts tab.

Prior to a Provider Agreement being accepted by the provider, its status will be 'Issued'. After the agreement is reviewed and accepted, its status will change to 'Live'. When an agreement has passed its listed end date, its status will change to 'Expired'.



Reference	Name	FFY	Start Date	End Date	Status
14338	CCA Provider Agreement	2026	10/1/2025	9/30/2026	Live
14337	CCA Provider Agreement	2025	10/1/2024	9/30/2025	Expired
14336	CCA Provider Agreement	2024	10/1/2023	9/30/2024	Issued

Step Three: Submitting a W-9

Providers are required to complete a W-9 Form to participate in CCA, as well as any time there is a change in the provider's Tax Identification Number, name, address, or direct deposit account. W-9 forms are used to report tax information to the IRS, as required by law. W-9's are also utilized to direct CCA to where a provider's CCA payments are to be directly deposited. Providers can download a W-9 form from the DSS 'Forms and Publications' webpage, which is accessible from the Provider Portal Welcome Page. Once the form is complete, it can be uploaded through the Provider Portal. To upload a W-9 via the Provider Portal, navigate to the Contacts Tab and select the Attachments page. Once on the Attachments page, providers can upload a new document by selecting "New".

State- CARE 4 KIDS Group X State- CARE 4 KIDS X

State- CARE 4 KIDS - 5399809

Home Facility Rosters Financials Contacts

Communications Attachments New...

Attachments	Description	Uploaded By	Date	Status
>	Test	Jessica Henderson	1/28/2026	Active
>	Updated W9	Jessica Henderson	1/28/2026	Active

After selecting 'New', the New Attachment page appears for the provider to browse and select the document for upload. Providers will need to select the document to upload, as well as the document type from the drop-down menu, and enter a description of what they are uploading before clicking 'save'.

New Attachment X

* required field

File

Document Type *

Description *

Quick Guide: Child Care Provider Portal Access

What is the Provider Portal?

The Provider Portal is an online account created specifically for child care providers. Through the Provider Portal, providers can manage their Child Care Assistance (CCA) involvement and communication.

The Provider Portal is used to submit rosters to request payment for CCA-eligible children, view and accept the annual Provider Agreement, view notices and CCA-related financial transactions, and view participation details for CCA-participating children in care.

How do Providers Get Access to the Portal?

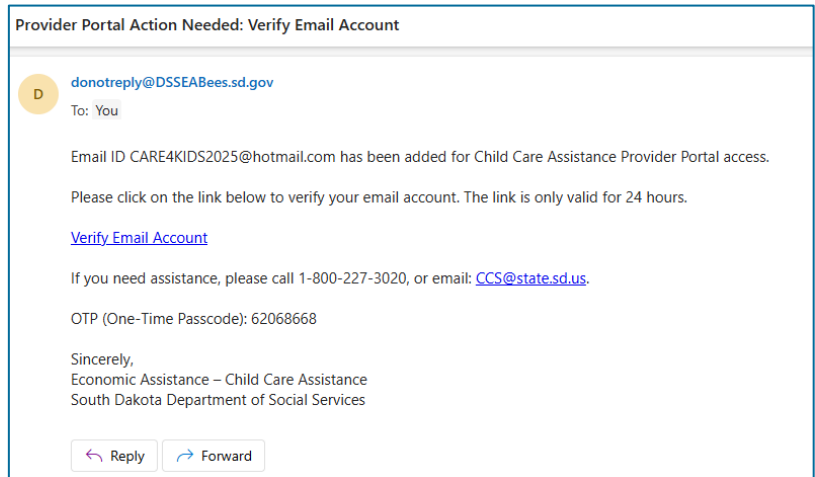
Once the provider completes the Provider Portal Access form, there are a few simple steps to create their provider portal account.

Step 1: Verify Email Address

The provider will receive an initial email from donotreply@DSSEABees.sd.gov.

The provider will need to verify their email address by clicking the “Verify Email Account” link to complete their Provider Portal account creation.

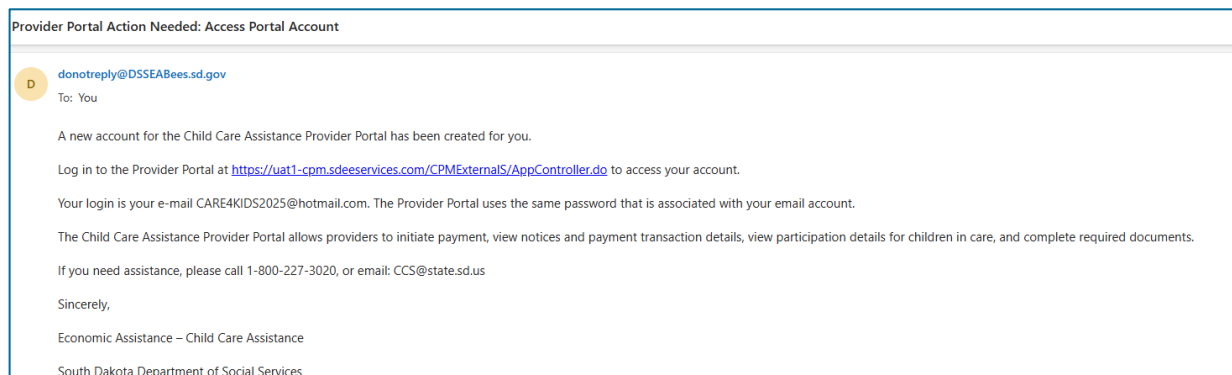
If a user cannot verify their email using the link, they may call DSS and provide the One-Time-Passcode (OTP) included in the email.



Step 2: Access the Portal

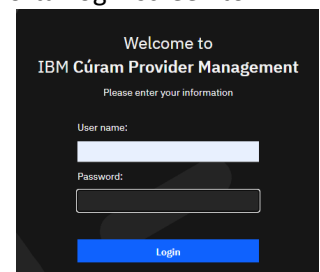
Once the provider's email address has been verified, they will receive another email with a link to access their portal. Click the Provider Portal access link included in the email to be directed to the Provider Portal login screen.

Step 3: Login to the Portal



After

clicking the Provider Portal link in the email, the provider is directed to the Provider Portal login screen to enter their email address and password and complete steps to set up Multi-Factor Authentication. Once complete, the Provider Portal is accessible.



Quick Guide: Member Access for Provider Portal

Provider Portal Overview

Providers participating in the Child Care Assistance (CCA) Program use the Child Care Assistance Provider Portal to initiate payment, view notices and payment transaction details, view CCA-participation details for children in their care, and complete required documents.

Portal Access for Others

Providers can request full access to their portal account for other individuals (members). Each member will use their own personal email account and password for Provider Portal access, ensuring unique login credentials for each member. Any member with Portal access will have unlimited access to all Portal functionality, including child enrollment, provider agreement acceptance, roster submission, program communication, and payment history.

Please note that if more than one child care program is associated with the Provider organization, all child care programs will be accessible to Portal members.

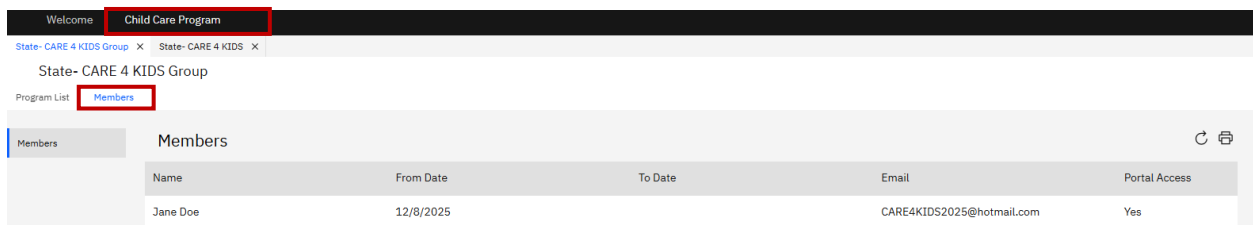
Adding Portal Access

Providers must complete the Child Care Assistance Provider Portal Access Form to request access to the Portal for a new member, including identifying information about the child care program and the name and email address of the person(s) you choose to add. New Portal members will need to complete all account creation steps before they are able to access the Provider Portal.

Viewing Members with Portal Access

Providers can view all members who currently (or previously) have access to the Portal for the child care program(s). The Members screen lists the individual's name, access timeframe, and current access status.

To navigate to the Members screen, select the Members tab on the Child Care Program screen.



Name	From Date	To Date	Email	Portal Access
Jane Doe	12/8/2025		CARE4KIDS2025@hotmail.com	Yes

Removing Portal Access

Provider members can be removed by contacting DSS at 1-800-227-3020, or email: CCS@state.sd.us. Once CCA confirms the request, access will be revoked for that member.

Quick Guide: Provider Portal Navigation

Provider Portal Navigation

General Navigation

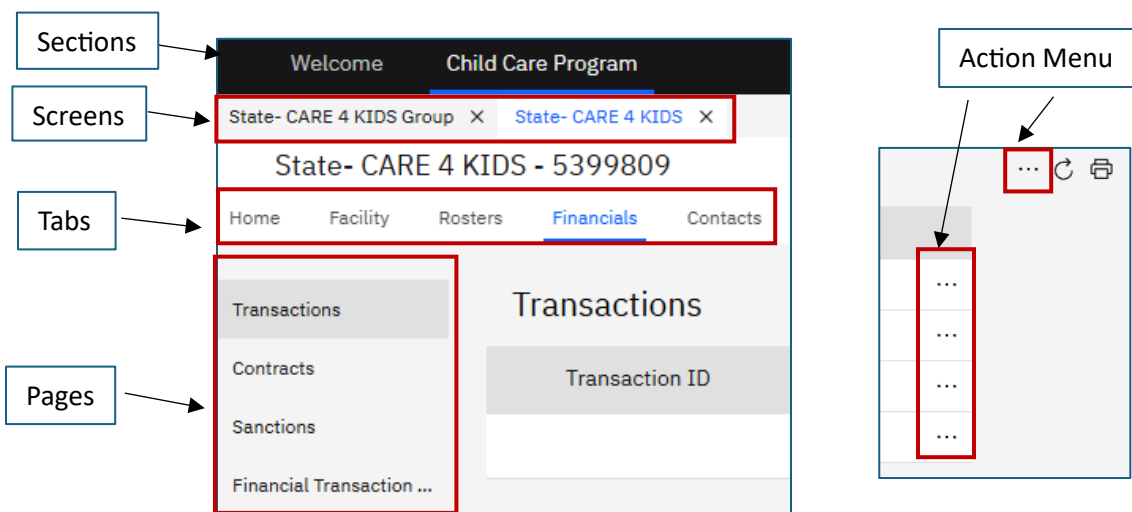
Sections: Located in the blue banner at the top: Welcome Section and Child Care Program Section.

Screens: Located directly below the blue banner.

Tabs: Located below the identifying Provider name.

Pages: Located on the left-hand side of the webpage.

Action Menu: Located to the right-hand side of the webpage, where applicable.



Welcome Section

The Welcome Section contains helpful links, a list of actions that require Child Care Assistance’s intervention, and information on how to contact Child Care Assistance for further assistance.

Child Care Program Section

The Child Care Program Section provides all navigation options related to the Child Care Program.

Program List Tab

This screen provides a list of all child care programs associated with the Provider organization. The Program name, reference number, provider type, status, and sanction indicator are visible. A program is visible and accessible for up to 12 months following closure, revocation, or suspension.

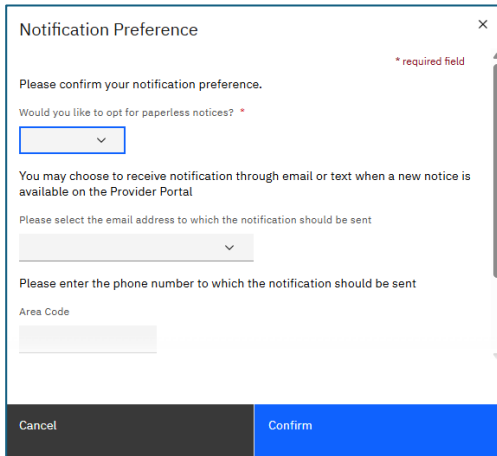
Members Tab

This screen contains all individuals (members) who currently (or previously) have access to the Portal. The Members screen lists the individual’s name, access timeframe, and current access status. Please note that if more than one child care program is associated with the Provider organization, all child care programs will be accessible to Portal members. Refer to the Member Access for Provider Portal Quick Guide for more information.

Home Tab

The Home Tab contains provider-specific information, including whether a paper roster is required and notification preferences.

Providers can select their preferred notification preference, such as paperless notices or notification by text and/or email. If a provider selects text or email notification, they receive notification when there is new information to view in the portal rather than having the notice itself sent via text or email.



Notification Preference

Please confirm your notification preference. * required field

Would you like to opt for paperless notices? *

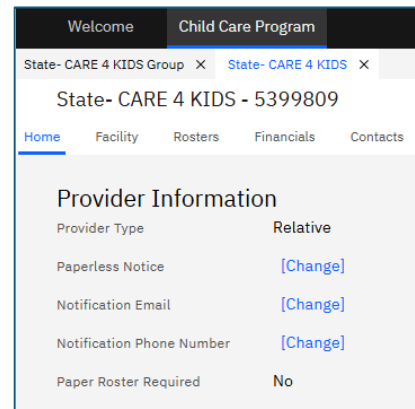
You may choose to receive notification through email or text when a new notice is available on the Provider Portal

Please select the email address to which the notification should be sent

Please enter the phone number to which the notification should be sent

Area Code

Cancel Confirm



Welcome Child Care Program

State- CARE 4 KIDS Group x State- CARE 4 KIDS x

State- CARE 4 KIDS - 5399809

Home Facility Rosters Financials Contacts

Provider Information

Provider Type	Relative
Paperless Notice	[Change]
Notification Email	[Change]
Notification Phone Number	[Change]
Paper Roster Required	No

Notifications can be updated by clicking the “change” button next to the user's desired preferences.

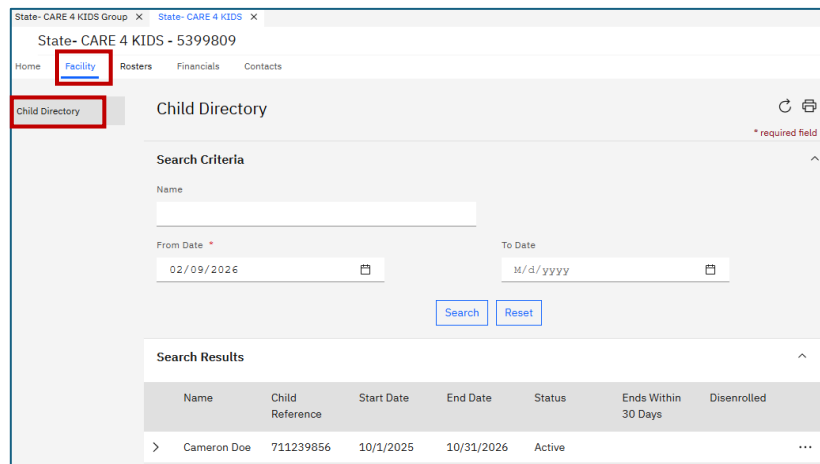
To update, select the preferred notification preferences and enter the required information before clicking confirm. Entry of a phone number will prompt verification steps; you will receive a text message with a verification code to enter on the screen to verify your number.

Facility Tab

Child Directory Page

The Child Directory provides a real-time, searchable database of all CCA-participating children in care, allowing providers to view every CCA-eligible child enrolled in their program for any given service week.

Providers can search by Child Name or timeframe. Refer to the Child Directory Quick Guide for more information.



State- CARE 4 KIDS Group x State- CARE 4 KIDS x

State- CARE 4 KIDS - 5399809

Home Facility Rosters Financials Contacts

Child Directory

Child Directory

Search Criteria

Name

From Date * 02/09/2026 To Date M/d/yyyy

Search Reset

Search Results

Name	Child Reference	Start Date	End Date	Status	Ends Within 30 Days	Disenrolled
> Cameron Doe	711239856	10/1/2025	10/31/2026	Active		...

Rosters Tab

Rosters Page

Payment from CCA is requested by submitting rosters for CCA-eligible children. By selecting the ‘Create New Roster’ button, members can create rosters for service weeks eligible for payment. Members will need to enter an accurate status for all children included on each roster before it is able to be submitted.

Reference	Service	Service From	Service To	Date Generated	Status
> 7427	Child Care Assistance	11/9/2025	11/15/2025	1/29/2026	Submitted
> 7426	Child Care Assistance	11/2/2025	11/8/2025	1/29/2026	Submitted

By toggling a roster down, done by clicking the arrow outlined above, members can view previously submitted rosters, including the service week covered, children included, and their care status. Refer to the Child Care Assistance Rosters and Payment Quick Guide for more information.

Financials Tab

Transactions Page

This page shows all payments made to a provider along with the payment transaction information. Each transaction can be expanded to view the additional payment details.

Refer to the Viewing CCA Payments Quick Guide for more information.

Transaction ID	Payment Processed Date	Amount
> 7432	1/15/2026	\$1,604.00 ...

Contracts Page

This page is where members will view and accept the annual Provider Agreement.

Prior to a Provider Agreement being accepted by the provider, its status will be 'Issued'. After the agreement is reviewed and accepted, its status will change to 'Live'. When an agreement has passed its listed end date, its status will change to 'Expired'.

Reference	Name	FFY	Start Date	End Date	Status
> 16130	CCA Provider Agreement	2027	10/1/2026	9/30/2027	Live ...

If a provider is unable to submit a roster because of a missing Provider Agreement, they will navigate to the contracts page and select the appropriate action menu for the agreement needing to be signed. They will select 'Review and Accept' to move the agreement into a Live status, which will allow them to submit rosters for the current year.

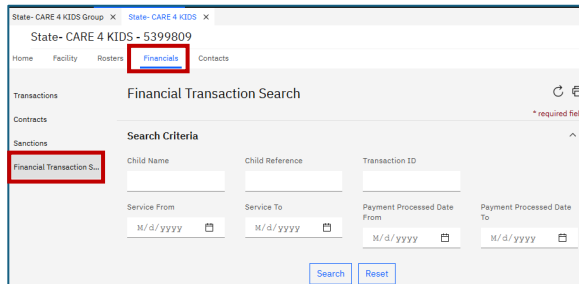
Refer to the CCA Participant Requirements Quick Guide for more information.

Sanctions Page

This page details any current or past sanctions applied to the provider. For each sanction, the sanction reason, level, and start and end date are listed.

Financial Transaction Search Page

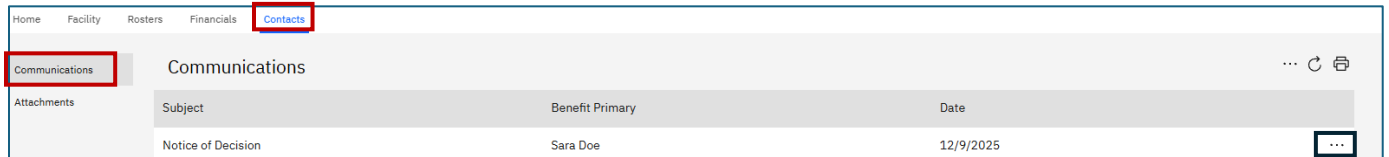
This specific transaction search allows providers the ability to search for specific transactions by child name or reference ID, Transaction ID, or timeframe.



Contacts Tab

Communications Page

The communications page holds all communications sent by CCA to a provider, including Notice of Decision, Provider Agreements, and Remittance Notices. Select the Action Menu (...) to download, view, and save the selected document.

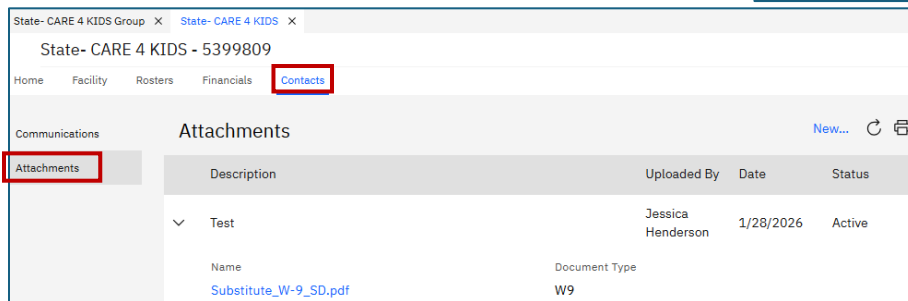
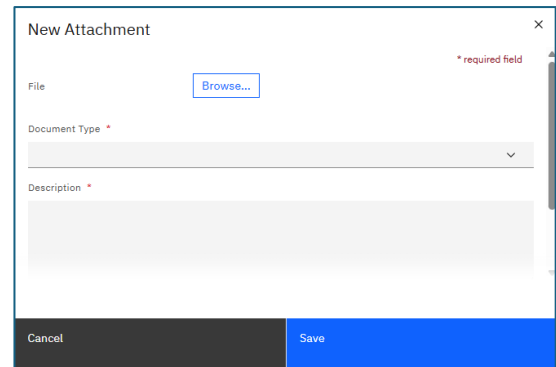


Subject	Benefit Primary	Date
Notice of Decision	Sara Doe	12/9/2025

Attachments Page

To view previously uploaded documents or to upload new documents for CCA review, providers use the Attachment Page.

To upload a new document, portal users will click the 'New' button on the top right-hand side of the page. A New Attachment box will appear where the desired document can be uploaded and saved once all fields in the box are completed.



Description	Uploaded By	Date	Status
Test	Jessica Henderson	1/28/2026	Active

Name: [Substitute_W-9_SD.pdf](#) Document Type: W9

To view a previously submitted document, portal users can toggle down the desired document and click the blue hyperlink. The toggled-down information will also include who originally uploaded the document, when it was uploaded, and the type of document it is.

Please note that all documents uploaded into the Provider Portal are accessible by any other Portal Members with access to your Portal, as well as CCA staff.

Quick Guide: Child Care Assistance Rosters and Payments

How to Receive Payment from CCA?

Payment from Child Care Assistance (CCA) is requested by submitting rosters for CCA-eligible children. Rosters are accessed in a Provider's Portal. See the CCA Participant Requirements Quick Guide for more information on what is required prior to submitting rosters. Providers can request payment once every service week. Service weeks run Sunday through Saturday.

When will a Provider receive Payment?

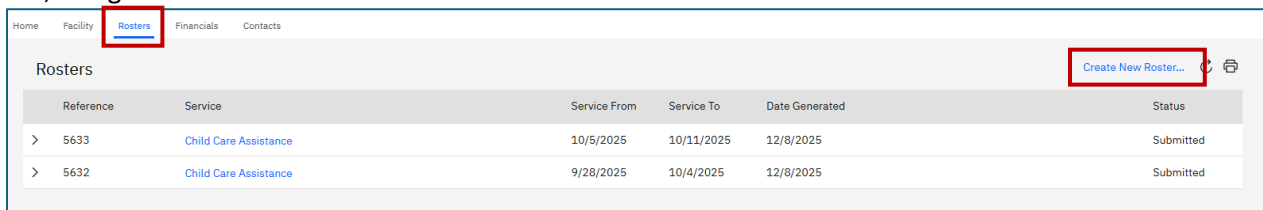
The CCA payment system runs twice a week on Tuesday and Thursday nights. Payment receipt is dependent on your banking institution but is generally available within three business days after the payment is processed.

Providers will receive their payments through direct deposit. Providers must complete the direct deposit information on the W-9 form to notify CCA of where they would like their payments to be directly deposited. This form can be found online at: <https://dss.sd.gov/formsandpubs/>.

Roster Submission

Step 1: Create New Roster

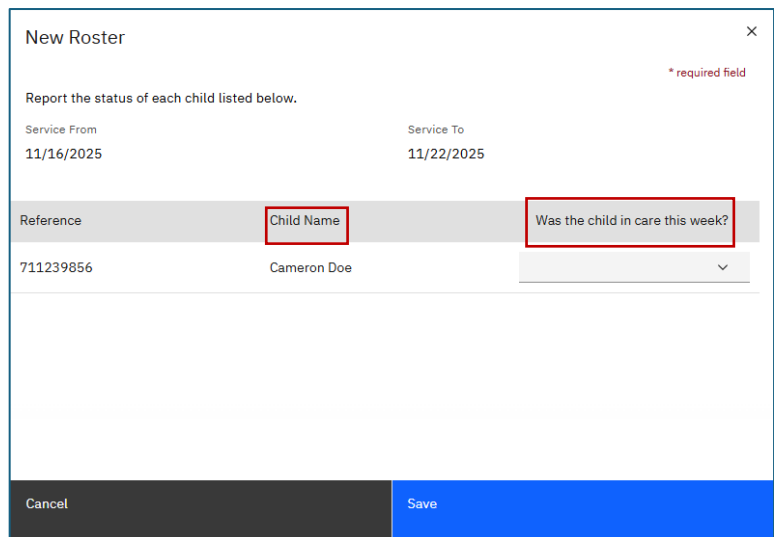
Once a provider has logged into their Provider Portal, select the child care program from the Program List, navigate to the Rosters Tab and click the 'Create New Roster' button.



Reference	Service	Service From	Service To	Date Generated	Status
> 5633	Child Care Assistance	10/5/2025	10/11/2025	12/8/2025	Submitted
> 5632	Child Care Assistance	9/28/2025	10/4/2025	12/8/2025	Submitted

Step 2: Complete and Save the Roster

The provider will enter the appropriate care status for each child included on the roster, then click Save. If you need to report care status for another roster week, select the 'Create New Roster' button again to view the next week. Once the roster has been saved, the CCA payment process will be initiated.



New Roster X

* required field

Report the status of each child listed below.

Service From: 11/16/2025 Service To: 11/22/2025

Reference	Child Name	Was the child in care this week?
711239856	Cameron Doe	<input type="checkbox"/>

Cancel Save

Roster List Screen

This screen is visible when you select the Rosters Tab. All Rosters for each service week that were created are visible on this page. The most recent roster will appear at the top. The status of each roster will be either 'Submitted' or 'Open'.

Submitted: the roster is saved and ready for payment.

Open: the roster is saved, but not ready for payment; this status will be updated by CCA when the roster is ready for payment.

Reference	Service	Service From	Service To	Date Generated	Status
7427	Child Care Assistance	11/9/2025	11/15/2025	1/29/2026	Submitted

Reference	Child Name	Service From	Service To	Care Status	Initial Submission Date	Date Changed
8967	Cameron Doe (711239856)	11/9/2025	11/15/2025	Absent	1/29/2026	2/26/2026

Each Roster Service Week can be expanded to view additional details, including the child(ren) reported for the service week, care status, and the date of any care status corrections (date changed).

Roster Corrections

If a Provider has reported care status for a child in error, the Provider must contact Child Care Assistance for an update to the care status. Updates may require the submission of records to support the change.

Roster Troubleshooting

Below are messages that may appear on the Roster List Screen or Roster screen.

You will be able to create a new roster once we process your participation requirements.

- This will appear on the Roster List Screen if the Provider's W-9 has not been received and/or fully processed. The 'Create New Roster' button will be available once the W-9 is fully processed.

Attention: You have one or more rosters in 'Open' status. The roster will be submitted once it is reviewed and approved.

- This will appear on the Roster List Screen whenever there is a Roster in 'open' status. This will not prevent a provider from saving new rosters; it will prevent payment until CCA has updated the roster status to 'submitted'.

A roster exists outside of your viewing limit. Contact Child Care Assistance to resolve the roster.

- Providers are unable to access roster weeks older than the 1st day of the 5th month before the current month. Child Care Assistance staff will need to save rosters that exceed this timeframe on behalf of the Provider.

Provider Agreement for Federal Fiscal Year <YYYY> must be accepted before the roster can be created.

- This will appear on a Roster Screen if a Provider has not accepted the required Provider Agreements. Navigate to the Contracts page under the Financials Tab to review and accept the appropriate agreements. Refer to the 'CCA Participant Requirements' Quick Guide for guidance on accepting an agreement.

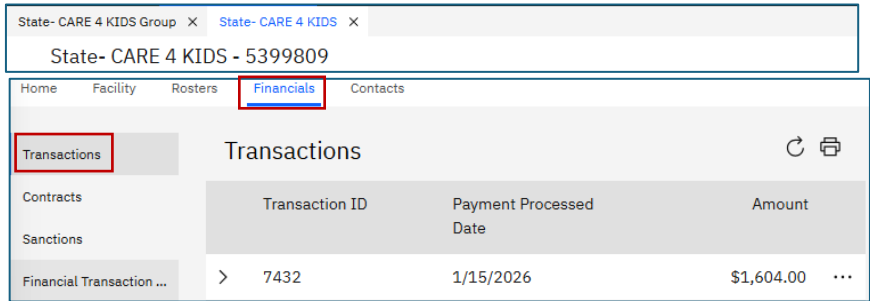
You have completed all available rosters at this time.

- This will appear on a Roster Screen when there are no more available rosters to complete.

Quick Guide: Viewing Child Care Assistance Payments

Transactions

The Transaction page is located under the Financials Tab in the Provider Portal and lists all payments made to the child care program. Each transaction includes the transaction ID, the date the payment was processed, and the total transaction amount.



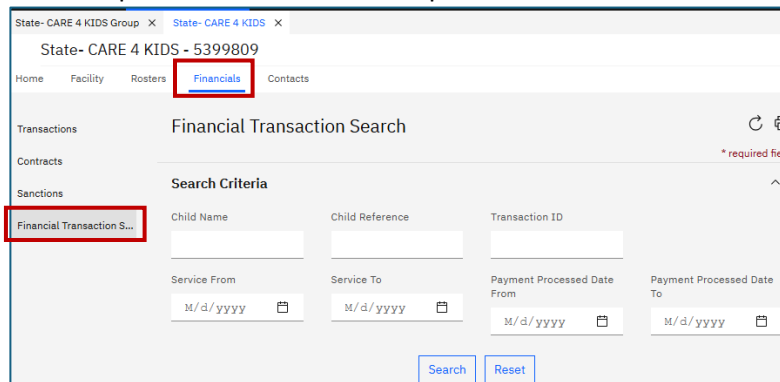
Individual transactions can be expanded to view additional payment details, including all children for whom payment was received within the transaction and their care status, the service week the transaction covered, and the payment total.

Transaction ID	Payment Processed Date	Amount					
<input checked="" type="checkbox"/> 0	12/9/2025	\$179.20 ...					
Child Name	Service From	Service To	Care Status	Benefit Amount	Incentive Amount	Payment Total	Underpayment Reason/Additional Information
Cameron Doe (711239856)	10/5/2025	10/11/2025	Present	\$112.00	\$0.00	\$112.00	
Cameron Doe (711239856)	9/28/2025	10/4/2025	Present	\$67.20	\$0.00	\$67.20	

If there is a change to a family’s case or a roster correction that results in an increased payment due for a roster week, the ‘Underpayment/Reasons/Additional Information’ column will provide further explanation, including a comparison of the original and new benefit total.

Financial Transaction Search

A Financial Transaction Search is available under the Financials tab. This search function allows providers the ability to search for specific transactions for a specific child or timeframe.



For more information on CCA rates, copays, benefit totals, and incentive payments, please refer to the **Child Care Assistance Provider Guide**.

Quick Guide: Child Directory & Disenrollment

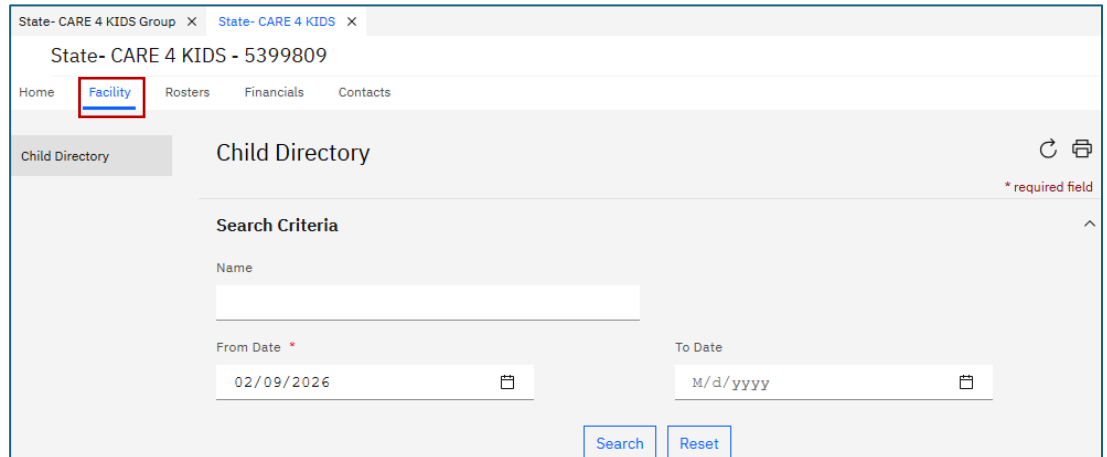
Child Directory

The Child Directory is located on the Provider Portal. To navigate to the Child Directory, select the desired Child Care Program from the Program List and then select the Facility tab.

The Child Directory will initially display all children in a

provider's care that are currently participating in CCA. Providers can further refine their search by using the search options.

Search results will include general CCA-eligibility information for each child and can be expanded to display additional information related to the relevant child.



Search Results							
Name	Reference	Start Date	End Date	Status	Entitlement Ends in 30 Days	Disenrollment Reported	
▼ Cameron Doe	000122506	10/1/2025	10/31/2026	Active			...
Benefit Details							
Benefit Start Date	Benefit End Date	CCA Rate	Copay	Benefit Amount			
10/1/2025	10/31/2026	\$112.00	\$0.00	\$112.00			
Disenrollment Details							
Date When the Child Last Attended	Disenrollment Reported Date						
Disenrollment Entered By							

Results will also include an 'Enrollment ends in 30 days' field. If a child's benefit is set to end within the next 30 days this field will be populated as 'yes'. This information can be utilized by the provider to prepare for the end of the benefit.

Child Disenrollment

If a provider has confirmed with a family that a child will no longer be attending their program, the provider can report the disenrollment via their Provider Portal on the Child Directory. Once this information is processed by DSS, the child will no longer appear on the provider's rosters.

Name	Child Reference	Start Date	End Date	Status	Ends Within 30 Days	Disenrolled	
✓ Cameron Doe	711239856	10/1/2025	10/31/2026	Active		Yes	...
Benefit Details							
Benefit Start Date	Benefit End Date	CCA Rate	Copay	Benefit Amount			
10/1/2025	10/31/2026	\$112.00	\$0.00	\$112.00			
Disenrollment Details							
Date When the Child Last Attended	2/19/2026	Disenrollment Reported Date	2/25/2026				
Disenrollment Entered By	Jessica Henderson						

Before reporting a disenrollment, it is extremely important for providers to confirm the child will NOT be returning to the program. Once a provider has reported a child as disenrolled, the action CANNOT be reversed. A child can be reported as disenrolled once through the Child Directory; future reports of disenrollment for the same child must be reported by phone or email to Child Care.

To disenroll a child, click the action menu (...) and then click the Report Disenrollment button.

Search Results							^
Name	Child Reference	Start Date	End Date	Status	Ends Within 30 Days	Disenrolled	
> Cameron Doe	711239856	10/1/2025	10/31/2026	Active			...

A Report Child Disenrollment box will appear. The provider will enter the child's last day of attendance and click save. This will notify staff to review and update the case as applicable.

Report Child Disenrollment

Child Name: Cameron Doe

Date When the Child Last Attended *
M/d/yyyy

Cancel Save