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Frequently Asked Questions

Eligibility

Who is eligible for the Child Care Stabilization Grant?

The program must fall within one of the categories listed below, open and caring for children as of March 11, 2021, and have a valid license/registration/permit in good standing (as defined in the Statement of Grant Opportunity) or be currently enrolled and active as a legally exempt group program:

- OCFS licensed programs
 - Day Care Centers (DCC)
 - Group Family Day Care (GFDC)
- OCFS registered programs
 - School Age Child Care (SACC)
 - Family Day Care (FDC)
 - Small Day Care Centers (SDCC)
- NYCDOHMH permitted programs
 - Article 47 programs only
- Enrolled Legally Exempt Group Programs

- Must be enrolled with an enrollment agency

What does it mean to be a program in “good standing?”

To be eligible, all providers must be “In good standing” which is defined as a child care program in a payable status that is either a licensed/registered/permitted (NYC Article 47) or an enrolled legally exempt group program (enrolled with an enrollment agency), that at the time of the signing of the attestation is not the subject of an active enforcement action by OCFS or the New York City Department of Health and Mental Hygiene (DOHMH). Ineligible OCFS enforcement statuses include:

- Suspension of License/ Registration
- Limitation of License/ Registration
- Suspension and Proposed Revocation of License/ Registration
- Proposed Revocation of License/ Registration
- Denial of Application to Renew License/Registration

Ineligible DOHMH enforcement statuses include:

- Commissioner’s order suspending the permit
- Show cause hearing
- Denial of renewal, revocation of permit

Questions as to NYC enforcement status should be referred to NYC DOHMH.

My program was temporarily closed because of COVID-19, but we reopened earlier this year. Am I eligible?

Eligible providers must have a valid license/registration/permit in good standing (as defined in the Statement of Grant Opportunity) or be currently enrolled and active as a legally exempt group program and have been open and serving children as of March 11, 2021.

Programs not providing child care services because of public health, financial hardship, or other reasons related to the coronavirus disease 2019 (COVID-19) public health emergency on the date of application must reopen and be serving children by September 20, 2021, or within 30 days (whichever is later) to be eligible for stabilization awards.

If my program is a school year only program and we are closed for the summer, can we still apply?

Yes, as long as your program meets all other requirements and is open by September 20, or within 30 days of submitting your application (whichever is later).

Are LEG summer camps eligible?

LEG summer camps are not eligible for this opportunity.

What are the eligibility requirements for Head Start, Early Start Programs, and publicly funded PreK programs?

Head Start, Early Head Start Programs, and publicly funded PreK programs, which have other sources of federal and state support, will need to attest that Stabilization funds will be used to support the portion of their program that is not receiving any other governmental funding.

General Grant Questions

What is the application deadline?

The application is open from August 3, 2021, until November 30, 2021. Any application received after November 30, 2021, at 11:59PM will not be reviewed.

What can funds be used for?

Funds can be used for purposes allowed under the [Federal guidelines](#), including:

- Personnel costs, including payroll, salaries, similar employee compensation, employee benefits, retirement costs, educational costs, child care costs; and supporting staff expenses in accessing COVID-19 vaccines
- Rent (including under a lease agreement) or payment on any mortgage obligation, utilities, or insurance; also, may include late fees or charges related to late payments
- Facility maintenance or improvements, defined as minor renovations, including outdoor learning spaces/playgrounds, and minor improvements to address COVID-19 concerns
- Personal protective equipment, cleaning and sanitization supplies and services, or training and professional development related to health and safety practices
- Purchases of or updates to equipment and supplies to respond to COVID-19
- Goods and services necessary to maintain or resume child care services
- Mental health supports for children and employees
- Health and safety trainings for staff, including but not limited to CPR, First Aid, and medication administration

Do grant funds need to be paid back?

No. Grant funds are not a loan that need to be paid back.

Is there a limit to the number of programs that will be funded?

No. Funds are in place so every eligible program can receive one grant per facility/site.

Is the Child Care Provider Stabilization Grant taxable?

All programs will receive a 1099 for grant funds received. OCFS recommends consulting with your tax preparer for tax-related concerns.

Will I have to provide receipts or documentation of how funds were spent?

Federal regulations require all recipients of federal funds to keep financial documents for five (5) years. You will only be required to produce the receipts if your program is selected for an audit to provide evidence of expenditures, as indicated in your grant.

Please keep verification of expenses for up to five (5) years in the event your program is randomly selected for an audit.

Expenditure records and supporting documentation related to costs incurred and how program funding was spent include but are not limited to:

- Mortgage/rent/space cost statements
- Utility statements
- Payroll and benefits records
- Original invoices and/or receipts for purchases of materials/supplies
- Documentation of other benefits provided to child care staff members such as overage of insurance costs or tuition reimbursement

Do providers need to spend their funds by a certain date?

All funds must be spent by 9/30/2023, per federal guidance.

Will I have to pay the funds back if my program closes after I receive payments?

If a program closes during the grant payment period, payments will be stopped. If a program closes after the grant payment period, grants will be reviewed for determination of any expectation of repayment.

Logging In to the Grant Application

Do I need to make a My.NY.gov account in order to apply?

If you already have an NY.gov account, you can use your existing account and don't need to create a new one. If you need to create an NY.gov account, you can do so by going here: <https://my.ny.gov> and clicking **Don't have an Account?**

Should I register for a personal or business My.NY.gov account? If I already have a business account, can I just use that?

You will need a personal account in order to complete your application.

Where can I go for guidance on registering for a My.NY.gov account?

For more information on registering for a My.NY.gov account you can view the video here: [How to create a My Ny.gov ID](#)

I already have a My.NY.gov account. Where can I go to login?

To begin your application, click here: <https://childcarestabilization.ocfs.ny.gov/>

I have watched the videos and reviewed the reference guides. Where can I go if I still have questions about the application process?

You can contact your CCR&R or the Stabilization Help Line. The list of CCR&Rs can be found here: <https://ocfs.ny.gov/programs/childcare/referral-agencies.php>

To reach the Stabilization Help Line by phone, call: 844-863-9319
You can also reach them by Webchat: [Chat with a Representative](#)
Helpline staff are available Monday – Friday, 8:30AM-4:30PM

Grant Application Process

Where can I go if I need help filling out the grant application?

Visit the Stabilization Help Center at <https://ocfs.ny.gov/childcare-stabilization/> or call the Stabilization Help Line at 844-863-9319. You can also call your local Child Care Resource and Referral agency.

Is there a deadline for applying?

The deadline to apply is Tuesday November 30, 2021, at 11:59 PM. Any applications received after the deadline will not be reviewed.

All applications must be submitted electronically through the NYS website.

What do I need to apply for the grant?

Your application will have a lot of information already completed based on your facility ID. To finalize the application, you will need your:

- License/registration/permit/enrollment information including legal name, contact information
- Average monthly expenses
- Your bank information if you would like your award deposited directly into your account; otherwise, paper checks will be sent via US mail.

Once I complete my application, can I get a PDF copy of the information I entered?

Yes. Once you submit the application you will be brought to a “Thank you” screen and you will be given the option to print a PDF of your application. Once you exit the application you will find your completed application on the Provider Verification Screen under “Choose an existing application.” You will also have the option to print a PDF from here.

What languages is the application available in?

English
Spanish
Traditional Chinese
Russian
Yiddish
Bengali
Korean
Haitian Creole
French
Italian
Arabic
Polish

Is the online application the only option for applying for a grant?

Yes, the application is only available online and must be submitted electronically. It can be completed using a computer or a mobile device. The application works best in Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge. If you are using a mobile device, we recommend viewing the application in landscape mode.

We are a multi-site organization. Do we apply as one organization or for each site?

One application must be submitted for EACH eligible program.

What should I do if information on my application (e.g., name, email, phone number) is incorrect?

You should reach out to your regulator who will have the information corrected. You will not be able to proceed with the Stabilization application process until this information is corrected.

Security, Privacy, & Fraud Prevention

Is it safe to enter my banking information in the application?

The Stabilization Grant system is secure and is protected, but if you are unsure, you can select to receive a paper check to your business address.

What is the purpose of the provider security code?

Once a provider signs into NY.gov, they will be asked to verify that they are the representative of the child care program. The provider passcode will be emailed to the email address on file to ensure the security of the program accessing the application. The provider passcode ensures that the individual accessing the application is authorized to submit on behalf of the child care provider.

Is immigration or citizenship information being shared with the federal government?

No provider-level information is being shared with the federal government. Only required information.

Why can't I save my application and go back in later?

This is a security feature to ensure that no one else has access to your program's information.

Grant Recertification

Will providers need to access their application in order to recertify every month?

Most providers will not need to access their application in order to recertify. If the provider has a change to their capacity, enforcement status, or another change, they will be prompted by email to make an update to their application in order to recertify. Otherwise, as long as they are in good standing, the system will check their information and will recertify them automatically without the provider having to log back in. Providers should check their email to make sure they do not have to take any action.

What are reasons why a provider might not be able to recertify?

If a provider has an enforcement status upon application or at any time during the monthly recertification process, their application will be reviewed by OCFS for eligibility. Changes in status and enforcement could result in delay or reduction in the total amount awarded. Modality changes and other information changes could impact the total grant award and/or monthly expected award amounts.

Payment Process

Can I update my payment details once I've submitted my application?

Yes, you can change your payment information after you've submitted the application.

If you are an SFS vendor you can change your TIN information within the application. Any additional changes to your banking information will need to be made in your SFS Vendor Portal. Changes made in the SFS Vendor Portal will not immediately appear in the Stabilization Grant portal.

If you are not an SFS vendor you can switch between paper check and electronic transfer, mailing and site address, or update bank account information by selecting "Update Payment Information" within the Stabilization Portal.

How many payments will I receive?

After approval, funds will be sent over the course of six-monthly payments, either by direct deposit or by check. (*Note – payments are contingent on continuing to meet monthly recertification eligibility and could be affected by changes in program status.)

How will funds be received?

Funds will be sent as six-monthly payments, either by direct deposit or by check. Your first payment will be sent within 30 business days of the approval of the grant application. If you have an SFS Vendor ID, you will get your funds by SFS method of payment, either check or direct deposit. If you do not have an SFS vendor ID, you can choose to get your funds by

direct deposit or you can have a paper check mailed to the address on file with your license selected on the grant application. Payments may be interrupted or cancelled if the status of the program changes.

How much money will my program get?

Grant amounts are based on a number of factors, including modality, geographic regional market rate, and maximum capacity. Capacity for enrolled legally exempt group programs is based on the number of children receiving subsidy being served, and not the entire program capacity. Total grant amounts are posted on the Stabilization website.

What is the formula used to determine grant funding amounts?

Payments are made using a formula that takes into account average child care prices, modality, geography, capacity, and program size. Grant award amounts are calculated separately for each modality; considering three broad geographic market rate regions; and capacity/number of children. For center-based programs, award amounts are also weighted based on program size to account for the disproportionate impact of reduced enrollment for smaller programs, and the ability of larger programs to scale costs. The weighting factor provides prioritization for smaller programs who may not have access to diverse streams of revenue. Note that capacity for enrolled legally exempt group programs is based on the number of subsidy eligible children authorized for care in the OCFS Child Care Facility System (CCFS) and not entire program capacity.

Will I be able to check the status of my application online?

After successfully submitting your application, you will be able to log in using your NY.gov account and view the status of your application or payments.

If I do not enter my bank information, how will I be paid?

Those approved providers who do not enter their banking information will be paid by paper check mailed to their business address.

There is an issue with my bank account, and I need to update my account information in my application. What should I do?

If you are an SFS vendor you can change your TIN information within the application. Any additional changes to your banking information will need to be made in your SFS Vendor Portal. Changes made in the SFS Vendor Portal will not immediately appear in the Stabilization Grant portal.

If you are not an SFS vendor you can switch between paper check and electronic transfer, mailing and site address, or update bank account information by selecting "Update Banking Information" within the Stabilization Portal.

When will I get paid?

Most providers will be paid within 30 business days from the date of application approval. Subsequent payments will be around the same time each month. Payments could be impacted by any changes in application or facility status.

I didn't receive payment into the right account. What should I do?

Please make sure all bank account information is up to date in your Stabilization application.

If you are an SFS vendor, (hint: there will be no payment information in your application and you will see an "Account SFS Vendor ID" underneath your TIN) you must update your SFS information through the SFS portal. Please contact SFS at HelpDesk@sfs.ny.gov or visit: <https://www.sfs.ny.gov> and login to your vendor portal.

If you are not an SFS vendor and need to change your payment information in the application, you can do so by choosing the "Update Banking Information" option within the Stabilization portal.

How do I update my SFS vendor information?

Please contact SFS at HelpDesk@sfs.ny.gov or visit <https://www.sfs.ny.gov> and login to your vendor portal.

The amount I received in my bank account (or check) is different from what the application said it would be. Where should I go for help?

Keep in mind that your total grant amount will be paid over the course of six-monthly payments, as long as you remain eligible.

If you are an SFS vendor (hint: there will be no payment information in your application and you will see an "Account SFS Vendor ID" underneath your TIN) grant payments may be combined with other funds or there may be other reasons your payment may be different. Please contact SFS at HelpDesk@sfs.ny.gov or visit <https://www.sfs.ny.gov> and login to your vendor portal.

If you believe there is an error in your payment amount, please contact the Stabilization Helpline at 844-863-9319 and we will investigate your issue.

The application says that I've been paid, but I can't find the deposit in my account. I am an SFS vendor. What should I do?

Different banks process direct deposits differently. If the first payment is not in your account 15 business days after your application approval, please login into your SFS vendor portal: <https://www.sfs.ny.gov> or contact SFS at HelpDesk@sfs.ny.gov

The application says that I've been paid, but I can't find the deposit in my account. What should I do?

For paper checks: You can expect to receive your first payment within 30 business days, from your application approval.

For Direct Deposit: You can expect to receive your first payment within 15 business days.

If you do not receive your payment within the above timeframes, please contact the Stabilization Helpline at 844-863-9319 and we will investigate your issue.

Monthly, you will be paid on approximately the same date as your original payment date.

I never received my paper check. What do I do?

If you did not receive your first payment 30 business days after your application approval:

If you are an SFS Vendor:

Please login into your SFS vendor portal: <https://www.sfs.ny.gov> or contact SFS at HelpDesk@sfs.ny.gov

If you are not an SFS Vendor:

- 1) Check your grant application to verify your address is correct.
- 2) If your address is correct in your application, please contact the Stabilization Helpline at 844-863-9319 and we will investigate your issue. You can also check with your CCR&R who can research if/when your check was mailed to you.

My paper check arrived, but it has the wrong name on it/wrong organization, so I can't cash it. What should I do?

If you are an SFS Vendor:

Please verify that the information is correct by logging into your SFS vendor portal: <https://www.sfs.ny.gov> or you can contact SFS at HelpDesk@sfs.ny.gov

If you are not an SFS Vendor:

Please contact the Stabilization Helpline at 844-863-9319 and we will investigate your claim. You can also check with your CCR&R who can research the information in your application. Your CCR&R is listed on your completed application.

My check was damaged, and I can't cash it. Can I have a new check sent to me?

If your check is damaged, please contact the Stabilization Helpline at 844-863-9319 for assistance.

I want to switch from paper check to electronic transfer/direct deposit. How can I go about that?

If you need to change your payment information in the application, you can do so by choosing the “Update Banking Information” option within the Stabilization portal.