

# frequently

## asked questions

We understand information on child care can be overwhelming. Our hope is that this guide supports you as you learn more.

- 1. Do I need to have selected a child care provider before I apply for the NH Child Care Scholarship Program?**  
No, but you will need to select one before your 30-day application expires. To find a provider who accepts Child Care Scholarship, visit [nh-connections.org](https://nh-connections.org) and click **NH Child Care Search Portal** under the **Families** tab.
- 2. What are the major steps in the application process for the Child Care Scholarship?**  
Apply → Interview → Notification → Enroll
- 3. How long does it take from the time I apply to when I find out if my child is eligible?**  
No more than 30 days. And the faster your verifications are submitted, the faster the process goes.
- 4. Will the state require both the child's mother and father, regardless of their relationship or custodial status, to apply and to include both incomes? Are there exceptions?**  
If both parents live in the same household, they will need to count both incomes and each be in an activity (see page 6). An exception is if one of these parents has a disability and can't take care of their child, that parent will be exempt from the activity requirement. In this circumstance, a doctor's note is required.

- 5. Can legal guardians with physical custody apply for Child Care Scholarship funding?**  
Yes, they can! And grandparents do not need to complete an activity requirement, nor will their income be considered.
- 6. If I am denied eligibility, can I apply again?**  
Yes! And there is no time frame, so apply again anytime. Our goal is to make the NH Child Care Scholarship Program widely available. If your circumstances change, please reapply.
- 7. Once approved, do I renew the scholarship?**  
Yes. When you are approved, you will have 12 months of eligibility. On month 11, you will receive notice that your redetermination is coming in the next month. You will then receive a checklist of verifications that need to be submitted by the due date provided. At this time your household income will be recalculated.
- 8. At approval, how will I know how many hours of child care my child is eligible for?**  
The family's authorized service level is determined by the number of hours per week that the parent or guardian is participating in an approved activity, which has been verified by DHHS.
  - Full-time service = 31+ hours/week
  - Half-time service = 16-30 hours/week
  - Part-time service = 1-15 hours/week.

- 9. How do I find a child care provider that will take the NH Child Care Scholarship Program funding?**  
Please visit [nh-connections.org](https://nh-connections.org) and click on the blue **Child Care Search** button in the middle of the page. You can also get there by clicking on **Families** in the top navigation. In the drop down menu, click **NH Child Care Search Portal** to search for providers who accept Child Care Scholarship funding.
- 10. I already have a great child care provider (maybe even a relative or friend), can they continue caring for my child?**  
Yes! We want to make sure you have the child care that works for you and your family. To learn more about License Exempt providers, call 603-271-9025.
- 11. Will I have to pay some of the child care costs, too?**  
Maybe. There are scenarios where you could have a co-payment or a cost share, or sometimes both.
  - A **co-payment** is the difference between what your provider charges and the NH Weekly Standard Rate paid by Child Care Scholarship. It only occurs when the provider charges more than the NH Weekly Standard Rate. Ask your child care provider if this scenario applies to you.
  - A **cost share** is the amount that DHHS has determined a family will pay their provider as a contribution toward the cost of child care. Cost share is determined based on the percentage of the family's gross income. You will know this amount when your application has been processed.

- 12. How does a child care provider get paid to care for my child once we are enrolled?**  
The child care provider will be responsible for billing DHHS weekly for each eligible child in the web billing system. The provider will receive payment directly from the state each week for the week prior.
- 13. What happens if my child is absent? Does my child care provider still receive Child Care Scholarship payments?**  
Yes. Child care providers enrolled to receive NH Child Care Scholarship Program payments will be paid the child's authorized service level regardless of whether the child is absent or in attendance. There are limitations on enrollment-based payments, however, so be sure to check with your provider.
- 14. What happens if my child is experiencing a disability or a significant special need?**  
DHHS will pay a supplemental rate to DHHS-enrolled child care providers who care for children with a verified diagnosed disability.
- 15. Do I have to take other state benefits if I receive the Child Care Scholarship benefit?**  
No, you do not. It is your discretion of what assistance program you apply for.
- 16. Is the Child Care Scholarship confidential?**  
Yes, it is. Your household receiving Child Care Scholarship is between you, your provider, and the state. The rest is up to you.
- 17. If I am in a mental health or substance misuse program, am I eligible for the Child Care Scholarship?**  
Yes, but you must also participate in TANF (Temporary Assistance for Needy Families) to be eligible for Child Care Scholarship.