

The San Francisco Office of Early care and Education (OECE) COVID-19 Shelter-In-Place

Emergency 0-5 Child Care System

Frequently Asked Questions (FAQs) from Funded Programs

In an effort to maintain consistent information to all licensed early care and education facilities, currently funded by OECE, we have compiled a list of questions from family child care and center related to closure due to this health crisis.

Question: Are all child care facilities considered Essential Businesses?

Answer: All child care facilities are not considered Essential Businesses. The Shelter-in-place Order allows child care facilities to operate to support employees who are permitted to work by the Order. Child care operators are not expected to confirm if all children they care for are from Essential Worker Families permitted by the Order, but they should indicate to the parents that spaces are limited to those Essential Workers permitted (i.e., excluded from Shelter-in-place) to work under the Order.

Question: If I close my program due to COVID-19 do I continue to receive city funding?

Answer: Yes. Payment for all city-funded children currently at your site will continue for the duration of the Shelter-in-place Order.

Question: When can I close?

Answer: Under the Mayor's shelter-in-place order, **NO child care programs should be open except for those with children of 'Essential Workers' (e.g. people working in health care, banks, take-out restaurants, grocery stores etc.).** OECE will continue to reimburse you at your current ELS/City funding levels as long as you remain closed during the duration of the [Department of Public Health's Shelter-in-place Order](#).

Question: When does this "reimbursement for closure" take effect and how long should I remain closed?

Answer: Effective March 16, 2020 and continuing for the duration of the [Department of Public Health's Shelter-in-place Order](#).

Question: During the closure, will my closure days count against my 15 days of paid holidays for ELS funding?

Answer: No. These days do not count against the 15 paid holidays for ELS funding.

Question: If some or all of my children receive State funded AP Vouchers (CalWORKs or CAPP) or Title 5 funding will I continue to receive ELS funding?

Answer: While OECE will continue to provide the ELS Gap funding at your current funding amount, For Title 5 and AP Voucher (i.e., CalWORKs and CAPP) payments, state policy would apply. We are waiting for state payment and family fee guidance. Currently, the only guidance issued has been [MB 20-04](#) and [MB 10-09](#).

Question: During my closure, do I still collect Family Fees from parents, and if not will I receive that funding as part of my ELS emergency closure payments?

Answer:

- Please do not collect family fees for ELS Voucher and Reserved families, starting this month, March. OECE will cover the Family Fees as part of your ELS payment for March through the duration of the [Department of Public Health's Shelter-in-place Order](#).
- For tuition-based families without ELS/PFA financial assistance, please follow your tuition policy.
- For programs serving families who are state funded through Title 5 or have an AP Voucher (i.e., CalWORKs and CAPP) state policy would apply. We are waiting for state payment and family fee guidance. Currently, the only guidance issued has been [MB 20-04](#) and [MB 10-09](#).

Question: What if I have already collected a Family Fee this month (March) for an ELS Voucher or Reserved Family?

Answer: Please reimburse the ELS Voucher/Reserved family their full Family Fee payment as you will receive that Family Fee as part of your March payments and this will continue for the duration of the [Department of Public Health's Shelter-in-place Order](#).

Question: How do I record the attendance during my closure and who will pay me during my closure period?

Answer: Your payments will not be disrupted. Please make sure to report the child(ren) "Absent" and mark the reason as "Policy Related" in Cocoa and/or "Absent, Policy Related" on paper timesheets.

Question: Can I choose to remain open?

Answer: During the [Department of Public Health's Shelter-in-place Order](#), only programs that provide child care that enable Essential Service Workers to work will be allowed to operate. If

you decide to remain open, please follow the [S.F. Department of Health guidance](#) based on the Centers for Disease Control and Prevention – found [HERE](#) - which provides mitigation strategies to reduce the risk of the health and safety of all involved. Also, please contact Children’s Council of San Francisco at 415-343-3300 or Wu Yee Children’s Services at 844-644-4300 to alert them of your decision to remain open.

Question: If my program remains open to serve Essential Services Workers, do I have to strictly comply with all requirements listed in [Department of Public Health’s Shelter-in-place Order](#).

Answer: Yes. Child care programs must operate under the listed conditions to the extent possible, but the Order allows them to continue to operate even if they are unable to achieve perfect compliance. The listed requirements outlined in the [San Francisco Department of Public Health’s Emergency Childcare Guidance](#) should be complied with to the extent possible.

Question: Will families be allowed to use non-ELS programs as backup during my program closure?

Answer: No. Currently, city funding does not fund non-ELS programs.

Question: What other helpful sources of information should I be aware of besides [OECE](#)?

Answer:

- To apply for cash, medical and food assistance families can go to www.mybenefitscalwin.org or contact the [San Francisco Human Services Agency](#)
- [The San Francisco Department of Public Health](#)
- [California Department of Social Service](#)
- [California Department of Education](#)
- [Centers for Disease Control and Prevention - School Closures](#)