Parent Subsidy Program

Transition to Operator & Parent Portals



### Introduction

Starting June 3, 2024, the Parent Subsidy Program will be administered through the Parent and Operator Portals.

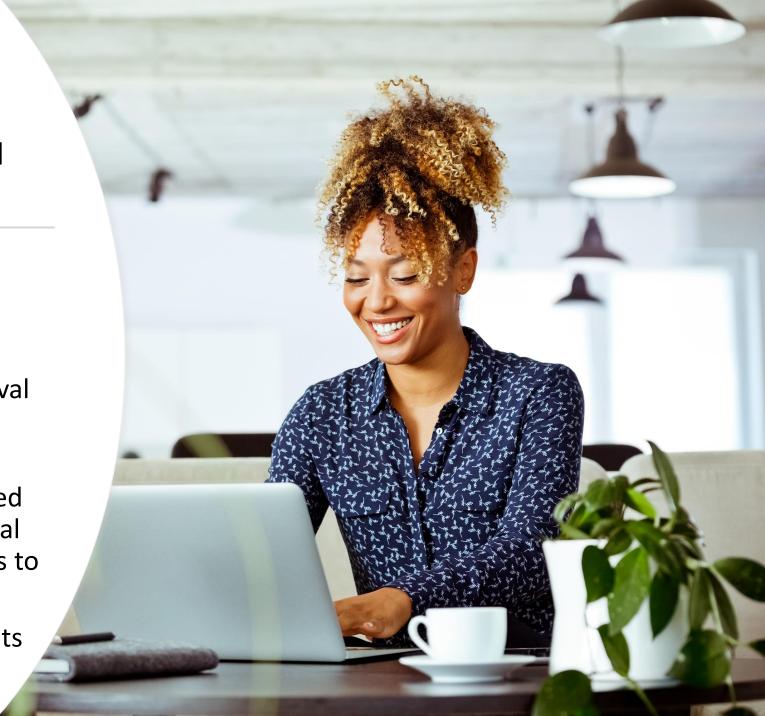
The application and renewal process for Parent Subsidy benefits will now take place online in the Parent Portal, offering a quick and easy way for parents to apply online for benefits.

Parent Subsidy reporting will now be integrated into the bimonthly enrolment submissions.

Parent Subsidy benefits will now be directly linked to a child's online enrolment in a designated facility.

### What this means for you

- Reduce administrative tasks
  - No more Appendix C or paper invoices
  - No more lost or misplaced approval notifications
- Access to up-to-date information on approved benefits for children enrolled in your facility, their upcoming renewal dates, and notification of any changes to approved benefits
- Ensure timely and consistent payments



# What this means for families

- A quick and easy way to apply online for benefits
- Greater visibility into the status of their applications and benefits
- Mobile-friendly with the ability to submit applications from anywhere with internet connectivity
- All information is stored securely in their Parent Portal account
- Access to online resources to support the application process





### To prepare for this change

- 1. Ensure all enrolments are up to date. This means that:
  - Children no longer attending are set as inactive.
  - Children are associated with the correct age category for which they are enroled.
  - Ensure all pending enrolments are accepted.
- 2. Ensure parents with shared custody, who each have approved Parent Subsidy benefits, have been enrolled separately.
- 3. Ensure all paper invoices up to May 2024 have been submitted.



# What about parents currently approved for benefits?

- Families with existing benefits will submit any changes/updates and reapply for Parent Subsidy benefits online through the Parent Portal.
- Parent Subsidy benefits will be automatically migrated into the Operator and Parent Portals – there will be no action for parents.
- Updated resources will be added to the Parent Portal to support parents.



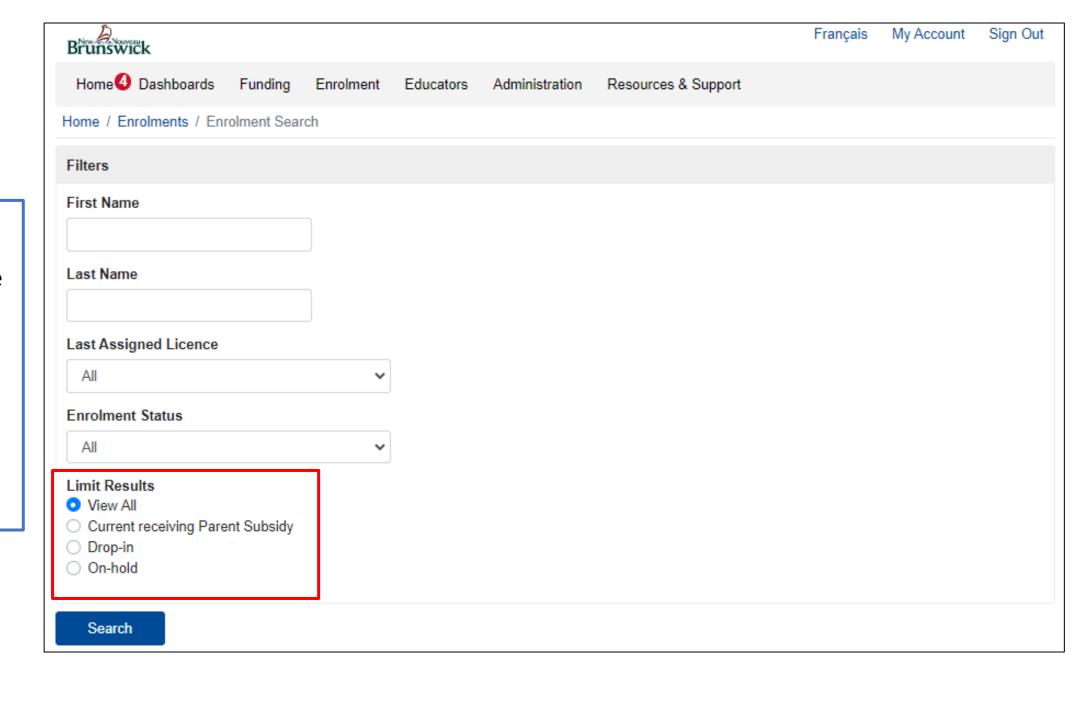
### Online Child Enrolment

- An Enrolment offer must be sent to parents and accepted prior to the child starting at the child care facility.
- Parents must not pay more than the Standard Parent Fee Grid amount.
- Enrolment data <u>must be maintained and</u> <u>updated</u> on an ongoing basis as changes occur
- The Enrolment Planning tool can be used to support the management of enrolments across all licences.



### **NEW FEATURE:**

You will now have the ability within the Enrolment search tool to filter for enrolments that are currently receiving Parent Subsidy benefits.



### Parent Portal



### How will this work for parents?

- You will continue to send enrolment offers to parents.
- Parents apply for Parent Subsidy benefits online through their Parent Portal account.
- Service New Brunswick (SNB) will process Parent Subsidy applications and provide the decision to parents.
- You will be notified when benefits are approved for a child enroled in your facility.
- Approved Parent Subsidy benefits will be linked automatically to the child's enrolment.
- *Emails matter!* When applying for Parent Subsidy, parents must use the same Parent Portal account associated to their existing enrolment offer.



#### Welcome to the Parent Portal





The Parent Portal is a secure tool that gives parents access to online services and information about education and early childhood services.

Parents can stay connected through direct communications from the department as well as access to online resources for early learning, childcare and kindergarten through Grade 12. One account and one place to manage it all.

Sign in or register today.

Sign in

Register

#### Early Learning and Childcare



Child Care Finder and Child Care Connect NB



Resources



Childcare Financial Assistance

#### Kindergarten to Grade 12



Laptop Subsidy Program



School Preregistration



School Directory



Anglophone School Districts



Transportation



Francophone School Districts



PowerSchool Sign in



School Calendar

Parents will sign into an existing parent account, or register for a new account, and then click Childcare Financial Assistance.



### Childcare Financial Assistance

### Need Help with Childcare Expenses?

Financial assistance programs are available to provide support for low- and middle-income families. Families must be working, in a training program, or have a special circumstance to qualify. Together, these programs support preschool children enrolled in designated facilities, and children attending non-designated facilities, based on annual household income.

#### Parent Subsidy Program

The Parent Subsidy Program is offered by the Department of Education and Early Childhood Development and is based on a sliding scale between \$37,501 to \$80,000. The program considers childcare fees, the number of children under age five not yet attending school, and the total gross annual household income (before deductions). Families with a gross annual household income of \$37,500 or less will have access to free childcare at a designated facility. Families with multiple preschool children under the age of five will not pay more than 20% of their gross annual household income on childcare. ?



Apply for Parent Subsidy

#### Daycare Assistance Program

The Daycare Assistance Program (DAP) is offered through the Department of Social Development to provide financial support to low- and middle-income families with children attending a non-designated facility or who have school-age children. The Daycare Assistance Program is based on a sliding scale between \$0 to \$55,000 net income (after deductions), and considers childcare fees, the number of children, and the total annual net household income.

For more information, call toll-free 1-833-733-7835.

Apply for DAP

#### Parent Subsidy

To proceed with creating a request for Parent Subsidy, please complete the following steps.



#### Collect the Necessary Information

Contact Information for each applicant in the household

- Names
- Contact Information
- Marital Status

#### Proof of Household Income

One of the following is required that best represent your current income situation:

- · A copy of your most recent Notice of Assessment (line 15000) from the Canada Revenue Agency, OR
- 4 of your most recent paystubs indicating the gross income (before deductions) and the number of hours worked, OR
- A letter from your employer indicating your start date, hourly wage, and the number of working hours per week.

#### More information about Proof of Household Income

Proof of Employment or Enrolment in a Training or Education Program

- · A recent paystub indicating that you are actively employed, OR
- . A letter from your employer indicating you are actively employed, as well as your start date, hourly wage, and the number of working hours per week, OR
- A letter from the school or training provider demonstrating proof of enrolment at the time of the application, OR
- Proof of Self Employment with registered business number or license number.

More information about Proof of Employment or Enrolment in a Training or Education Program

**Proof of Special Circumstances** 

#### Child Referrals

A referral letter from a Development Childcare Program recommending the amount of time childcare is required.

#### Parent Medical Referrals

 A referral letter from a family physician or nurse practitioner stating the number of hours per week when childcare is required, and the duration of the medical treatment for the parent.

More information about Proof of Special Circumstances



#### Apply for Parent Subsidy

Once you have collected the information and documentation required, you can submit your application for Parent Subsidy.

Your information and uploaded documents will be stored securely and will only be accessible by users with the appropriate permissions.

Privacy



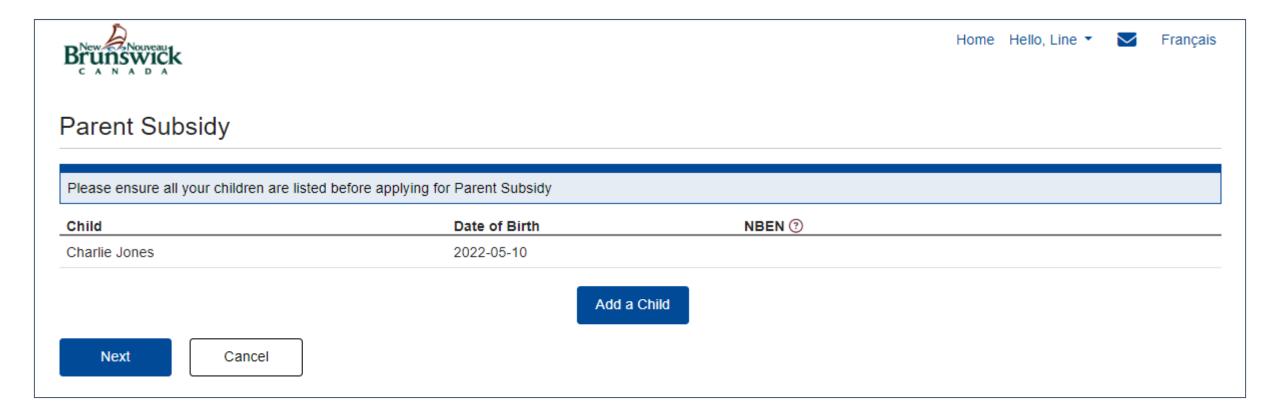
#### Review and Approval

Upon the successful completion and submission of your application, along with all the required documents, it will be subject to review by the Department of Education and Early Childhood Development (EECD). After the review, you will receive an email update that will inform you about your eligibility status. Should your application receive approval, the email will also provide guidance on how to access the Parent Portal, where you can view the specific amount of financial assistance for which you qualify.

Apply for Parent Subsidy

Parents will see a landing page with information identifying which documents are required to continue with the application.

Parents will click **Apply for Parent Subsidy**.



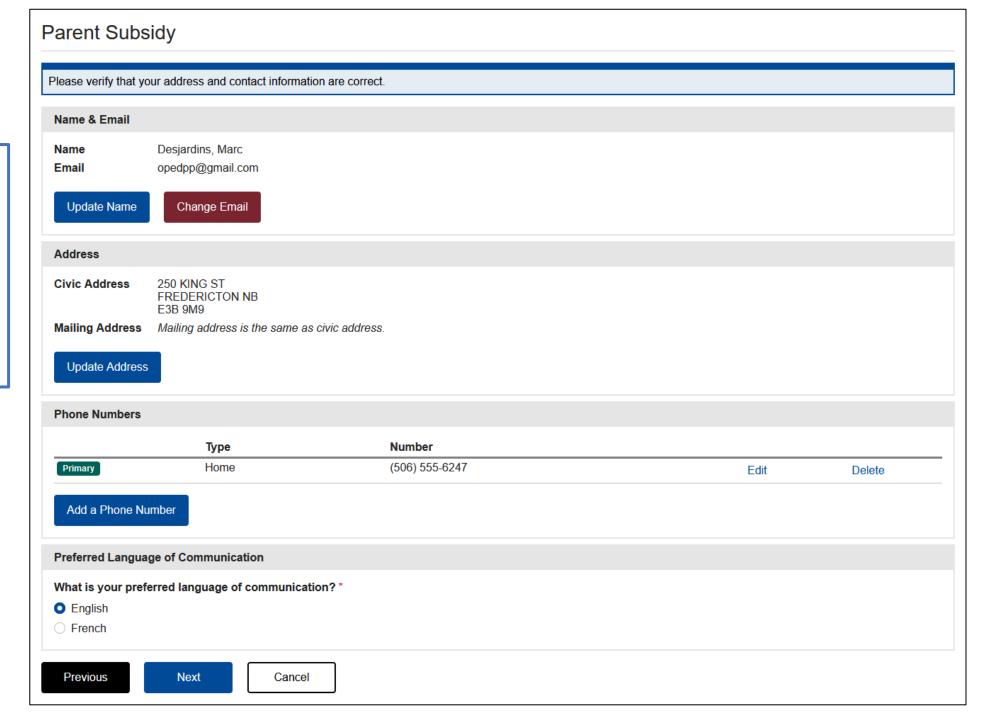
Parents will see a list of children they have previously registered.

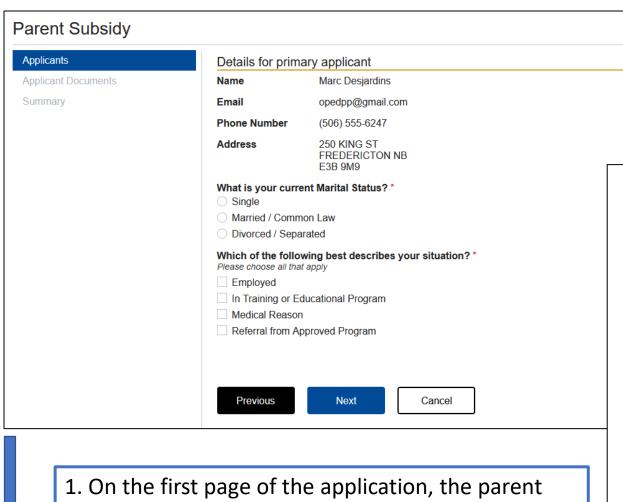
If they need to add another child, or are registering their child for the first time, they will click **Add a Child** and follow the child registration steps.

When all of their children are registered, they will click **Next**.

Parents will review their information on record and update if necessary.

Parents will receive communications in the preferred language of communication selected.



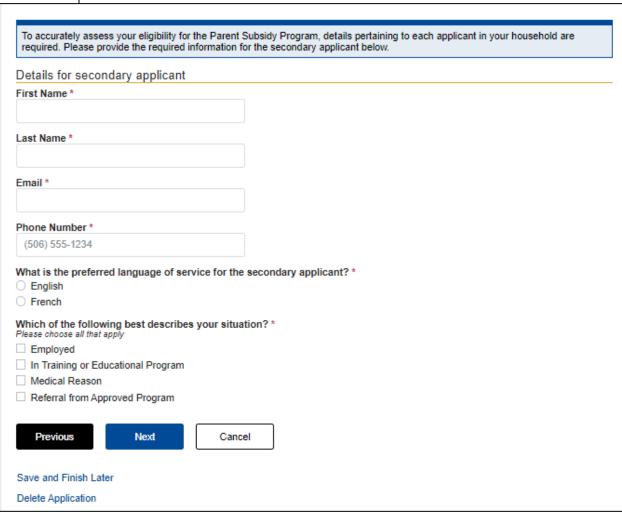


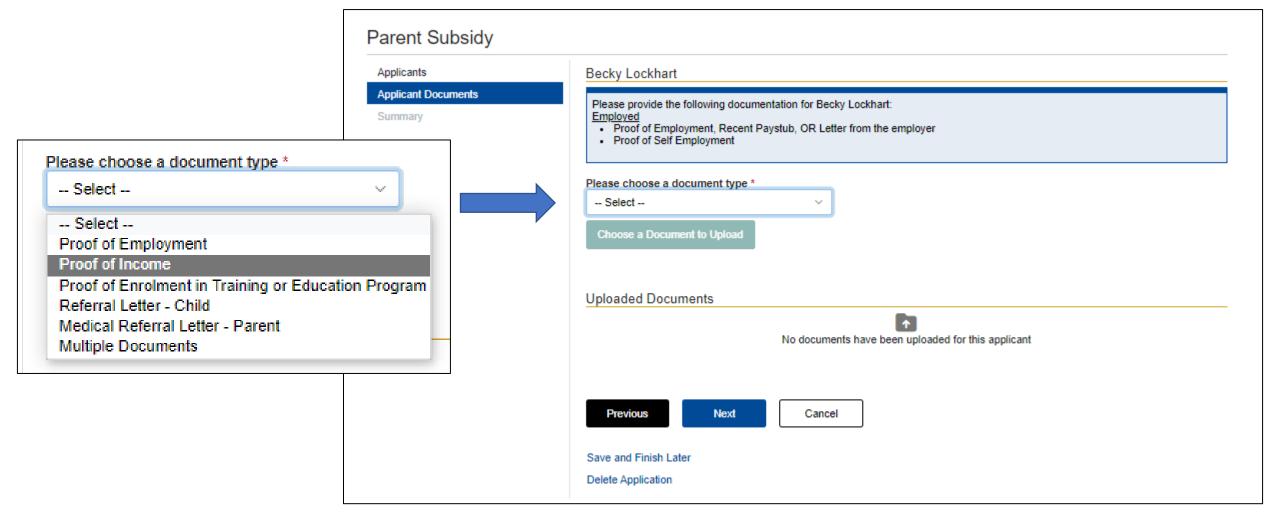
will be prompted to select their current marital

status and the option that best describes their

current situation.

2. If they indicate they are married/common-law, additional fields will open to input information for the secondary applicant.





- Parents will need to upload all the required documents.
- They will select the document type and click Choose a Document. Both PDF and photo format are accepted.
- Each document will appear in the list of uploaded documents.
- Once all of the required documents have been uploaded, click Next.
- At any point in the process, there is the option to save and finish later or delete the application.

#### Parent Subsidy Applicant(s) Applicants Name Becky Lockhart Applicant Documents Marital Status Single Summary Current Situation Employed Applicant Documents Document Type **Document Name** Applicant Becky Lockhart PROOF OF EMPLOYMENT.pdf Proof of Employment Proof of Income Becky Lockhart Notice of Assessment.pdf Children Date of Birth Name Poppy Lockhart 2022-11-07 More details about the Parent Subsidy Program On the last page of the application parents will see a Additional Information summary of all information Please provide any additional information that could be relevant to the approval of your request entered.

Additional information can be entered if relevant to the application.

### Declaration and Consent I declare that I am the legal guardian of all the children for which I am requesting financial assistance. I declare that the information provided is accurate to the best of our knowledge. No required information has been omitted or concealed deliberately. I give our consent to the Department of Education and Early Childhood Development to share the confidential information included in this application with Service New Brunswick employees responsible for the management of Parent Subsidy Program applications and the information will be protected as such. I acknowledge that we are responsible for notifying the Department of Education and Early Childhood Development if there is a significant change in our household income. I agree to these conditions and certify that this serves as my official signature Full Name of Becky Lockhart \* Parents will: Consent section Submit Application Previous Cancel

Save and Finish Later

Delete Application

- Review the Declaration and
- Check the box indicating that they agree to the conditions
- Provide their electronic signature
- Select Submit Application

The Programs and Services tab displays a summary of the Parent Subsidy application, where parents can monitor the status of their application.



Home Hello, Becky ▼



Français

Home

Required Actions

Children

**Programs and Services** 

User Profile

### Programs and Services

☐ Include inactive Programs and Services

### Parent Subsidy Application

Туре	Status	Date	Renewal Date	
Application	Submitted	2024-05-18		Details

### **Available Programs and Services**



Child Care Finder and Child Care Connect NB



Childcare Financial Assistance



School Preregistration



Laptop Subsidy Program

# Operator Portal





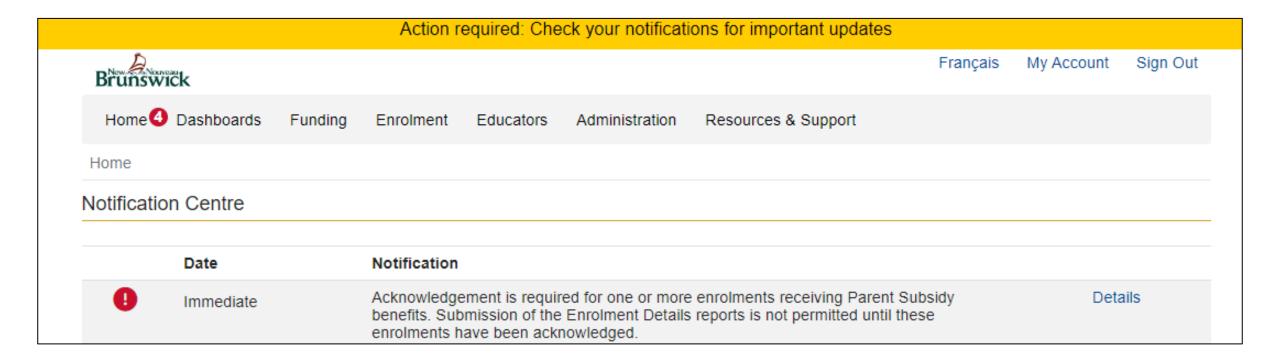
### Benefits Approved – Parent Subsidy(OVURCNWV)

An enrolment has been granted Parent Subsidy. Some or all of the fees charged will now be paid by the Department of Education and Early Childhood Development (EECD). Please review the details of the enrolment to view funding amounts.

View Enrolment

### When a parent's benefits are approved:

- You will receive an e-mail notification prompting you to sign in to the Operator Portal to view the details.
- The benefits will be automatically linked to the child's enrolment.



You will receive a new notification in your Notification Centre when:

- 1. New benefits have been approved.
- 2. Benefits are expiring for a parent.



Home Dashboards

Funding

Enrolment

Educators

Administration

Resources & Support

Home / Parent Subsidy

#### Requiring Acknowledgement

The following enrolments have been granted Parent Subsidy benefits. Please review and acknowledge the benefit details for each enrolment.

Child Name	Parent Name	Benefit Dates	
Forbes, Angela	Forbes, Maria	2024-04-16 to 2025-04-15	Details
Petal, Sam	Patel, Brian	2024-04-08 to 2025-04-07	Details
Roberts, Melissa	Roberts, Tyler	2024-04-08 to 2025-04-07	Details
Sutherland, Marie	Sutherland, Amy	2024-04-16 to 2025-04-15	Details
Swan, Julie	Swan, Elizabeth	2024-04-22 to 2025-04-21	Details

### **Expiring Benefits**

There are no expiring benefits

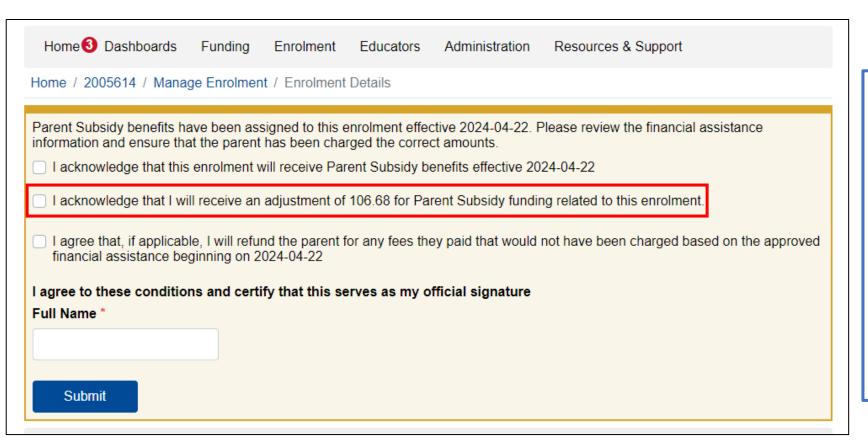
- Each enrolment that has been approved with Parent Subsidy benefits will be listed for review.
- Each benefit must be acknowledged before submitting an Enrolment Details report.
- Click Details to provide your acknowledgement.

Parent Subsidy benefits have been assigned to this enrolment effective 2024-04-16. Please review the financial assistance information and ensure that the parent has been charged the correct amounts.
I acknowledge that this enrolment will receive Parent Subsidy benefits effective 2024-04-16
I agree that, if applicable, I will refund the parent for any fees they paid that would not have been charged based on the approved financial assistance beginning on 2024-04-16
agree to these conditions and certify that this serves as my official signature
Full Name *
Submit

You are required to acknowledge the start date of the Parent Subsidy benefits and that you will refund any fees paid by the parent based on the effective date (if applicable).

Both fields must be checked, and then you will need to provide your electronic signature and click **Submit**.

### Adjustments



If a Parent Subsidy benefit is granted and the effective date is during a period that was already submitted and processed, the system will automatically calculate the appropriate benefit amount.

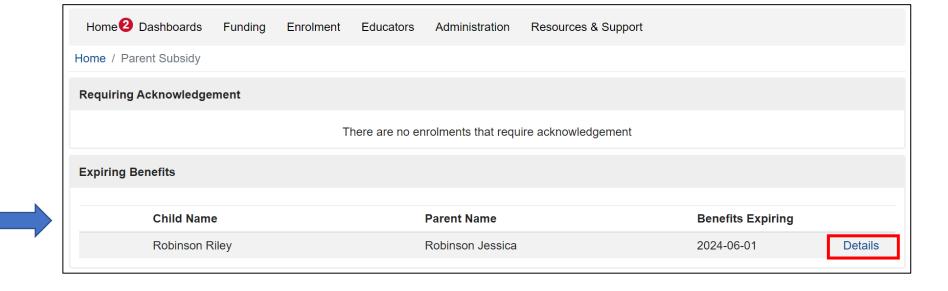
Operators will be required to acknowledge the adjustment details in the acknowledgement section of the enrolment details.

### **Expiring Benefits**

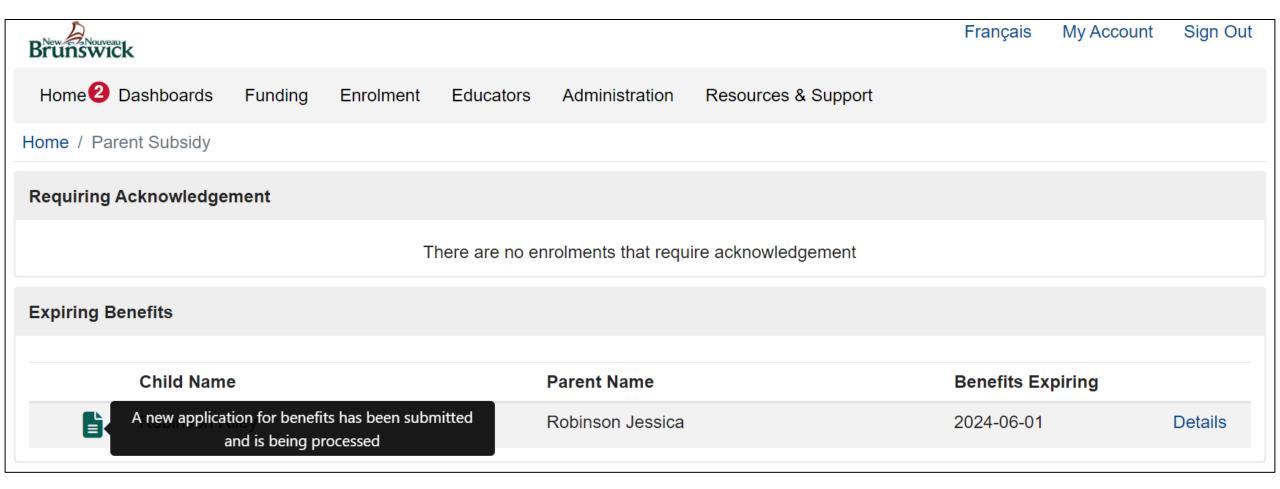
Notification	on Centre		
	Date	Notification	
0	Immediate	Acknowledgement is required for one or more enrolments receiving Parent Subsidy benefits. Submission of the Enrolment Details reports is not permitted until these enrolments have been acknowledged.	Details
•	Immediate	One or more Parent Subsidy benefits are expiring soon. Please review the details and confirm the reapplication status with the appropriate parents.	Details

When an enrolment has an upcoming Parent Subsidy benefit expiry date, you will receive this notice in your Notification Centre.

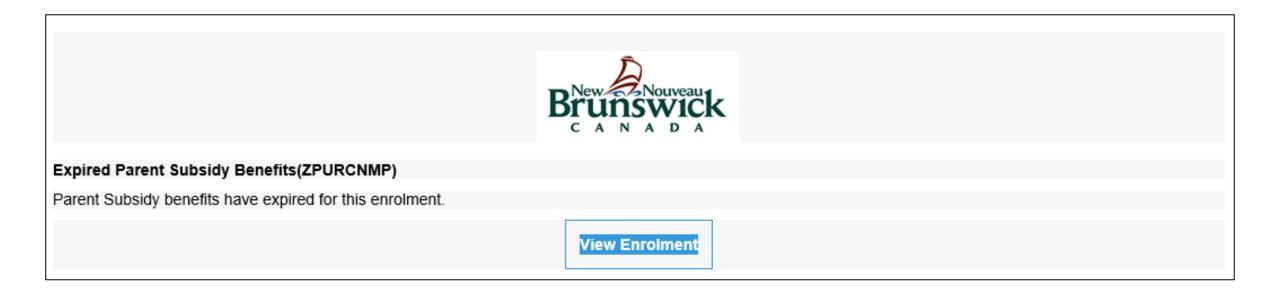
When you click on details you will see a list of children in your facility with benefits expiring.



When parents with benefits that are expiring have submitted a new application, a green icon will appear notifying you that they have reapplied for the Parent Subsidy Program.



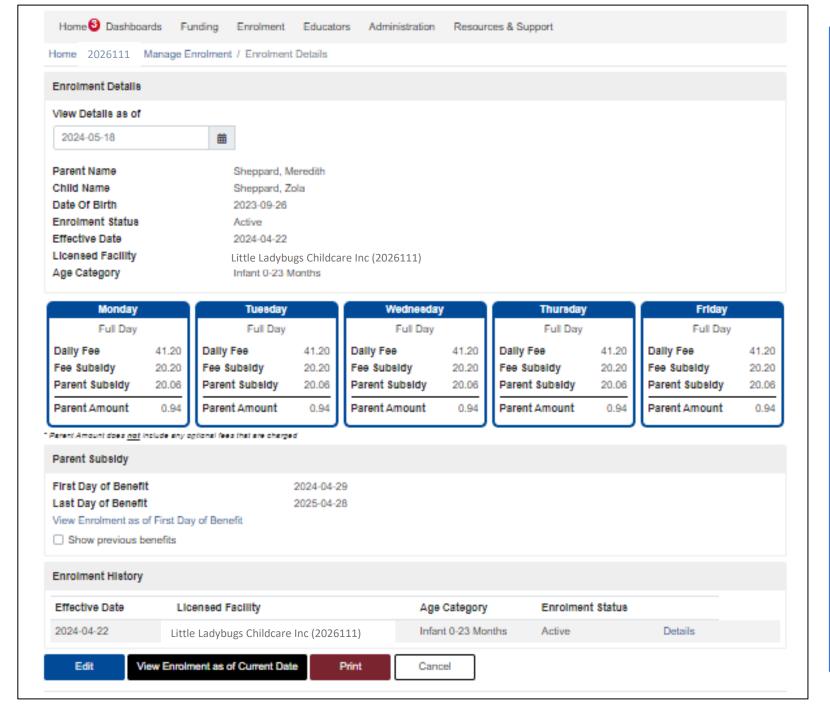
### Benefits Expiring



When a benefit is set to end, you will receive a notification in your Notification Centre 28 days in advance.

You will receive an e-mail notification once the benefits have expired.

**Note**: Parents will receive an email notification, starting at 42 days before benefits are set to expire (6 weeks).



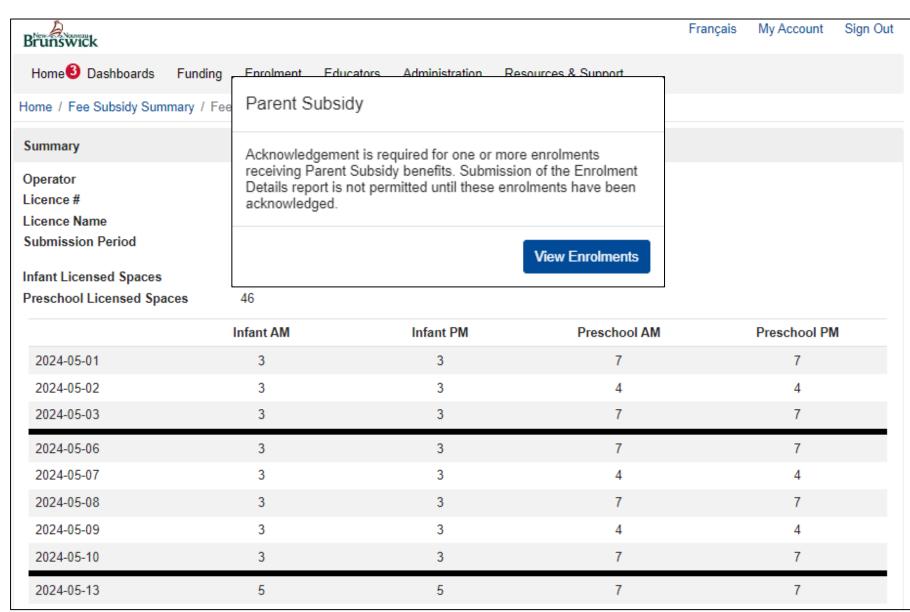
You will now be able to view additional details in the Enrolment Details section for all children with approved benefits.

- Each day of the child's enrolment will display the following:
  - Daily Fee (Fee on record)
  - Fee Reduction Subsidy
     Amount
  - Parent Subsidy Amount
  - Amount the parent will pay
- You will also see both the first and last day of the benefits.

### Enrolment Details Report

When the reporting period opens, you will be prompted to acknowledge any new approvals of Parent Subsidy benefits for the enrolment.

This step must be completed before the Enrolment Details report can be submitted.



Your bi-monthly Enrolment Details report will now include a new column for Parent Subsidy.

You will no longer need to submit a paper invoice to SNB for payment. It will be automatically calculated based on the approved benefits for each child.

One report will now provide payment for Fee Subsidy, Operational Grant, and Parent Subsidy!

Name	Enrolment Start	Enrolment End	Fees	Fee Subsidy	Parent Subsidy	
Bourgoin, Robbie	2024-05-01	2024-05-15	339.90	141.90	180.00	Detail
Jones, Anthony	2024-05-01	2024-05-15	216.30	90.30		Detail
Shaw, Tommy	2024-05-01	2024-05-15	385.00	187.00	44.66	Detai
Sheppard, Zola	2024-05-01	2024-05-15	453.20	222.20	220.66	Detai
Shores, Jordan	2024-05-01	2024-05-15	385.00	187.00		Detai
Shores, Meeker	2024-05-01	2024-05-15	453.20	222.20		Detai
Shores, Sandra	2024-05-01	2024-05-15	339.90	141.90		Detai
Stewart, Andrew	2024-05-15	2024-05-15	41.20	20.20		Detai
Wadley, Jennifer	2024-05-13	2024-05-15	123.60	60.60		Detai
Wadley, Mia	2024-05-13	2024-05-15	123.60	60.60		Detai
Wadley, Sally	2024-05-01	2024-05-15	223.51	97.51		Detai
Wadley, Simmons	2024-05-01	2024-05-15	453.20	222.20		Detai
Wadley, Simone	2024-05-01	2024-05-15	216.30	90.30		Detai
		Totals	3,753.91	1,743.91	445.32	

By checking the box and entering my name below, I certify that this serves as my official signature. I confirm that the data provided is accurate and understand that it may be audited. I confirm that the information provided will be used in the calculation of Fee Subsidy, Operational Grant and Parent Subsidy funding.\*

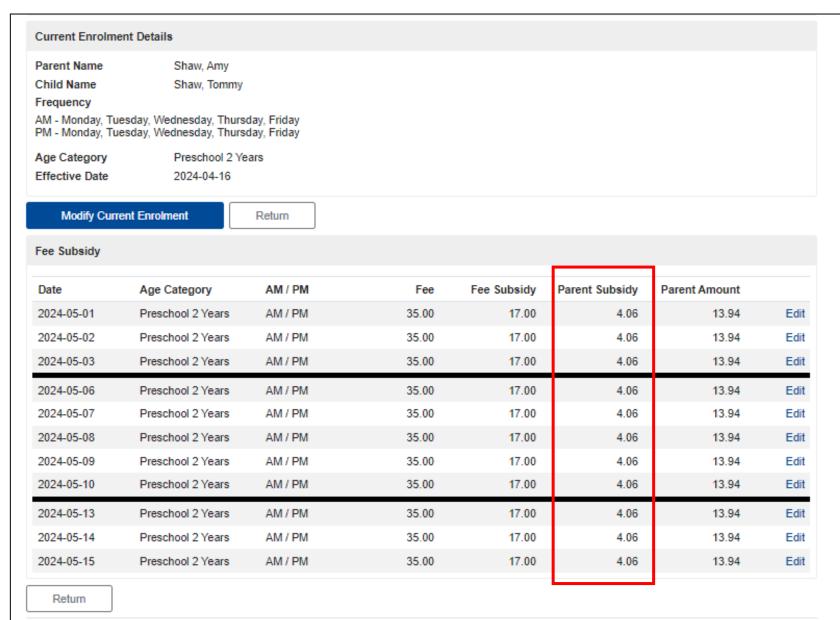
Full Name\*

Fee Subeidy Details

Ready For Submission

Cancel

### Child's Enrolment Details Page



In the child's
Enrolment Details
page of the
report, an
additional column
shows the Parent
Subsidy amount.

### Multiple Enrolments

Operators must send two separate enrolment offers (one to each parent) for a child only when:

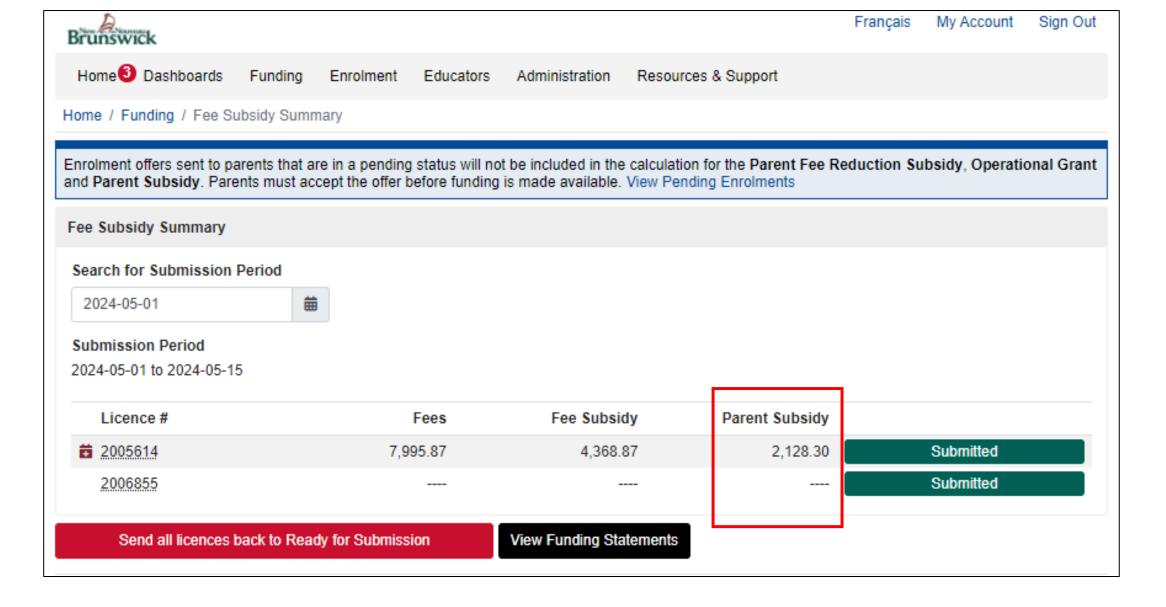
Both parents are receiving a separate benefit under the Parent Subsidy Program <u>AND</u>
 both parents are providing payment for a portion of the child care fees.

### <u>OR</u>

 One parent is receiving a benefit under the Parent Subsidy Program <u>AND</u> both parents are providing payment for a portion of the child care fees.

Applicable only in situations when parents have split custody (two households). In this scenario, each parent creates their own parent portal account and accepts the enrolment offer individually.

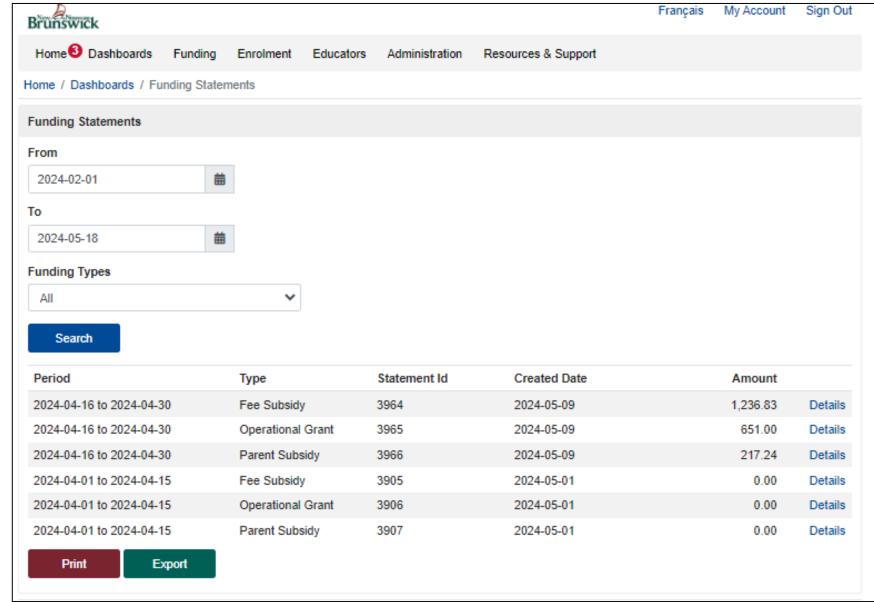
Each child can receive funding once per day. Please choose the enrolment you intend to submit for daily funding. Enrolment #1 Enrolment #2 Date Charles, Frank Charles, Annie 2024-05-01 2024-05-02 2024-05-03 2024-05-06 0 2024-05-07 2024-05-08 2024-05-09 2024-05-10 On the Enrolment Details report, 2024-05-13 you will need to indicate the days 2024-05-14 each parent is responsible for 2024-05-15 payment during that reporting period. View Enrolment #1 View Enrolment #2 The approved benefit for that parent will be applied to the Save Cancel specific days you selected.



After submitting the Enrolment Details report, the Parent Subsidy payment amount for each licence will be visible on the Fee Subsidy Summary page.

Once the payment has been processed, a detailed funding statement will be available in your financial dashboard.

# Financial Dashboard



### Next Steps:

### Prior to the update:

- Review your enrolment to ensure it is up to date and maintain it on an ongoing basis.
- Ensure you have submitted all Parent Subsidy invoices up to May 2024.

On June 3, 2024, you will be able to log into the Operator Portal and see the changes.

 You will have to acknowledge the benefits of all children in your facility that currently have approved benefits.
 If you notice any missing, please contact us as soon as possible to review.



### **Contact Information**

If you have questions, please contact us by phone or email:

## Early Learning & Childcare Operators

### **Parents**



Call 1 833 221-9339 (Option 3) Mon. to Fri. 8:30 a.m. to 4:30 p.m.



Call 1 833 221-9339 (Option 2) Mon. to Fri. 8:30 a.m. to 4:30 p.m.



