

## One Utah Child Care System Frequently Asked Questions

*Note: This information is updated frequently. Please check regularly for updates.*

### Topics in this FAQ:

[GENERAL](#)

[PARENTS](#)

[PROVIDERS](#)

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### GENERAL

#### What is One Utah Child Care?

One Utah Child Care is a temporary, emergency child care system available to healthcare workers and first responders during COVID-19. These essential employees can receive free child care through the One Utah Child Care system at sites operating with either Emergency Child Care approval or a standard license from the Utah Child Care Licensing program. In some locations, only children of essential employees are being served. In other locations, to meet the demand of essential employees across the state, some child care programs are caring for both their regular clientele and children of essential employees.

#### Can I still register for One Utah Child Care?

As of May 18, 2020, registration to receive care through the One Utah Child Care system is closed. Additional enrollments will not be accepted from new families.

#### Who will the One Utah Child Care system serve?

The One Utah Child Care system serves the child care needs of essential employees during the COVID-19 outbreak. Although there are many sectors that include "essential employees," the two priority sectors for the One Utah Child Care system are:

- Health Care and Public Health
- Law Enforcement, Public Safety and First Responders

For "essential employees" that fall outside of these two sectors, Utah's existing child care system is available to meet the needs of those employees. Families should contact [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov) for assistance in locating an available child care program.

**When will One Utah Child Care sites be open?**

One Utah Child Care sites are open Monday through Friday, from 7 a.m. to 6 p.m.

**Who pays for the child care services provided through the One Utah Child Care system?**

The Office of Child Care is administering the One Utah Child Care system by funding the providers that participate and agree to the terms of operation. Families receiving care through One Utah Child Care will not pay for services.

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**PARENTS**

**What are the program requirements to receive child care through One Utah Child Care system?**

Please visit the [Essential Employee / Parent Overview](#) to read about the specific requirements for the One Utah Child Care program. This document provides all program details.

**I don't qualify as an essential employee for the One Utah Child Care system, but I am still required to report to work. How do I access child care for my family?**

First, families are encouraged to seek care from friends, families and other contacts in your community during this time. If you are unable to obtain care through any of these types of arrangements, contact Care About Childcare at [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov) for assistance finding a child care provider. If you don't have access to the internet, please call 1-800-670-1552.

Additionally, Workforce Services provides child care assistance to working families to help offset the cost of child care. To apply online, go to [jobs.utah.gov/mycase](https://jobs.utah.gov/mycase).

**I qualify as an essential employee for the One Utah Child Care program, but currently pay for child care at a licensed child care program. Should I withdraw my child from that program and utilize One Utah Child Care?**

No. As of May 18, 2020, registration to receive care through the One Utah Child Care system is closed. Additional enrollments will not be accepted from new families.

**I have missed the enrollment period in the One Utah Child Care system but need child care. Are there any other child care options for my family?**

Families needing child care outside the One Utah Child Care hours are encouraged to contact Care About Childcare at [careaboutchildcare.utah.gov](https://careaboutchildcare.utah.gov) for assistance in finding a child care provider. If you don't have access to the Internet, please call 1-800-670-1552.

Additionally, the One Utah Child Care system maintains a list of individuals who have completed and passed a background check, have training in early childhood care and education and are available to provide child care in the homes of essential employees. You will need to negotiate private arrangements, contracts and compensation if you choose to hire a caregiver to work in your home. The One Utah Child Care system does not cover the costs of this care type.

**As an essential employee, reducing my exposure and my children's exposure to COVID-19 is extremely important. What health and safety measures are One Utah Child Care sites implementing to reduce transmission of COVID-19?**

All One Utah Child Care classrooms are limited to small group sizes, as required by Department of Health guidelines. These small groups will help to reduce the spread of COVID-19. In addition to limiting the maximum number of children able to be cared for at a single site, the Department of Health imposed new safety protocols that will apply to One Utah Child Care sites:

**Daily screenings for the following signs:**

- Fever
- Cough
- Shortness of breath

Adults and children presenting any of these symptoms must not enter the facility and contact their health provider to determine if the symptoms they are experiencing are related to COVID-19 or any other illness.

**Daily health and social practices:**

- All individuals, including visitors are required to wash hands with soap and running water upon arrival.
- Enrolled children are met at the entrance and parents or other individuals dropping off or picking up the children are not permitted to enter the facility, unless necessary.
- Surfaces and areas that are used and touched often must be cleaned and sanitized after each use or at least twice per day.

**Am I required to provide meals and snacks (e.g., sack lunch) for my child(ren)?**

It depends on the site. Some One Utah Child Care locations will provide meals to children. At this time, information on which sites will be providing food is not available. At sites not providing food, parents will need to bring lunch and snacks for their children.

**What supplies do my child(ren) need to bring with them each day?**

The Office of Child Care has prepared a [list of supplies](#) for parents to bring with their children.

**If I no longer need child care through the One Utah Child Care system, who should I contact?**

Contact [occspecialist@utah.gov](mailto:occspecialist@utah.gov) and let us know you no longer need care.

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**PROVIDERS**

**What are the program requirements to participate in the One Utah Child Care system?**

As of May 18, 2020, new One Utah Child Care sites will not be available.

**Does my program need to have Emergency Child Care (ECC) approval to participate in One Utah Child Care?**

Only child care programs that closed during the COVID-19 pandemic and then reopened to operate a One Utah Child Care site must have ECC approval. Child care programs that have remained open and designated a specified number of contracted slots to serve children of essential employees do not need to have ECC approval to participate in One Utah Child Care.

Please review the general [frequently asked questions for providers](#) for more information about ECC approvals. You may contact your licensor or Child Care Licensing at 888-287-3704 if you have any further questions on the ECC requirements of your program.

**How will families receiving care through the One Utah Child Care system be assigned to my program?**

Families who qualify for care through the One Utah Child Care system must apply through the One Utah Child Care – Essential Employee Intake form. One Utah Child Care staff will confirm that the family meets the requirements to receive free care and will assign the families to a site that is participating in the One Utah Child Care system. Each program will be informed of the families assigned to its location.

**I operate two child care locations. Can we choose one location to operate as a One Utah Child Care site?**

Yes. You can apply for one location to operate as a One Utah Child Care site while maintaining your second site to serve your existing families. The site operating through One Utah Child Care must meet all of the program requirements outlined in the [One Utah Child Care Provider Overview](#).

**If the program can be reopened under normal operations, will we be expected to continue providing care under the One Utah Child Care system in addition to our existing families?**

The length of a child care program's participation in the One Utah Child Care system will be established through the legal arrangement negotiated with the Department of Workforce Services. However, participation in One Utah Child Care will be evaluated each month.

**How will the payment for the One Utah Child Care system be issued?**

Although payment is not based on the number of children served, providers will be required to report daily attendance records and submit those records with each invoice submitted to the Department of Workforce Services. Workforce Services will issue payment upon receipt of invoice and paid to the entity in the same manner those entities are traditionally paid through Office of Child Care grants. Programs may invoice Workforce Services weekly or at least monthly.

**What if my program is not assigned any children or I am providing care to fewer children than my capacity?**

One Utah Child Care is paying programs to be open and available to families in anticipation of increased need over the coming weeks. It is possible that your program will not receive children when you first open. You will still receive payment. Within one month of opening, One Utah Child Care will evaluate attendance and participation at your site and if no children have been assigned to your location, One Utah Child Care will re-evaluate the need for your particular site to remain open.

**How will the payment for the One Utah Child Care system be different than the subsidy funds our program is continuing to receive?**

Payment through One Utah Child Care is a flat amount per group of eight (8) children the program has capacity to serve — unlike subsidy payments, which is paid per child. Programs with whom the Office of Child Care has contracted to set aside child care slots will be paid at a rate of \$250 per week for each slot.

**Will the One Utah Child Care system payments be taxable?**

Any child care payment exceeding \$600 is considered taxable income. Providers are sent a MISC-1099 tax document each January declaring the previous year's income from the state of Utah.

**Will One Utah Child Care provide any supplies for the operation of the emergency child care programs like hand sanitizer, masks, soap, cleaning supplies, etc?**

At this time, the Department of Health is not requiring the use of Personal Protective Equipment (e.g., masks, gloves, etc). For other materials and supplies needed to operate, the compensation the programs receive should be sufficient to purchase supplies and materials while the program is participating in One Utah Child Care. Programs may also ask parents to bring necessary supplies, if the family has those supplies available.

**I currently serve families receiving child care subsidy payments who are still attending my program but I want to become a One Utah Child Care site. Can I do both?**

No. Child care programs participating in the One Utah Child Care system may not serve both subsidy families and One Utah Child Care families. One Utah Child Care sites will only serve essential employees assigned to the site by the Office of Child Care. One Utah Child Care programs should contact [OCC@utah.gov](mailto:OCC@utah.gov) if they have a parent who is receiving subsidy funds and was referred through the One Utah Child Care system.

**Can I continue to provide care to my existing families, including families receiving child care subsidies, if I operate as a One Utah Child Care site?**

Not if your program closed and then reopened as a One Utah Child Care site. If staff from the Office of Child Care approached you to set aside slots in your open program for children of essential employees, you are allowed to provide care to your existing families, as long as you meet the group size limitations in your contract and all Child Care Licensing ratio requirements.

**Will centers that remain open with their existing licenses and not receive Emergency Child Care approval from the Child Care Licensing program be included in the One Utah Child Care system?**

No. However, licensed child care programs that are serving school-age children of essential employees may temporarily receive payment through One Utah Child Care. To be eligible for these payments, essential employees must be approved through One Utah Child Care by completing the [Essential Employee Intake form](#).

**As an open child care center, I am in need of additional staff to keep my center operating. Am I able to access the list of caregivers available and currently looking for work?**

Yes. Please email One Utah Child Care at [occspecialist@utah.gov](mailto:occspecialist@utah.gov) and request support to find caregivers for your center.

**I have further questions about the One Utah Child Care system. Who can I contact?**

Please email [occspecialist@utah.gov](mailto:occspecialist@utah.gov) using the subject line: One Utah Child Care.