

May 12, 2020

**Children and Family Services Division**  
*Childcare Emergency Operating Grant*

**Frequently Asked Questions re Updated Program**

**Changes to Modified Operating Practices**

**Q1 Are there changes coming in the Modified Operating Practices we have been using in childcare settings in North Dakota?**

To reflect updated understanding of COVID, **on June 1** we will be issuing several updates to the modified operating practices, including:

- Updated screening questions to reflect a broader set of COVID-indicated symptoms,
- Updated guidance related to off-premise activities (like trips to local parks), and
- We are increasing the maximum group size in childcare settings from 10 to 15. This does not supersede staffing ratios established for provision of licensed childcare in ND but will allow programs some additional flexibility in how they think about cohorting children and adults in their programs.

The enhanced safety, hygiene, and screening practices, as well as modified approaches to utilization of common spaces, meal and play times, and interaction between children and adults in the program, remain unchanged.

**Q2 When can I adjust my classroom sizes from a max of 10 to a max of 15?**

On June 1. We will publish more detailed guidance on the group size and the other modifications on May 18. The ND Early Childhood staff and the staff from Child Care Aware will offer opportunities for Q&A in advance of the June 1 changes.

**Changes to CEOG**

**Q3 How long will the CEOG program be available to ND childcare programs?**

CEOG was originally anticipated to run through the end of May. On May 11 we announced that the Childcare Emergency Operating Grant program is being extended through July 3 to qualifying, participating providers who remain open and serving children and families.

**Q4 Are there changes in how I apply to be part of CEOG?**

Yes. To sign up, childcare providers need to follow 3 steps:

1. Sign up in the Child Care Provider Self Service Portal [Online Provider Portal](#)
2. Complete the Baseline Survey. Once your provider account (set up in Step 1) has been verified, you can log in to the Provider Portal to complete the "Baseline Survey."
3. Complete the payment request form that will be emailed to you. Every 2 weeks you will receive an email. This email contains a unique link for your program; it will be sent to the email address you entered in the Provider Portal. Providers MUST submit the payment request form no later than the deadline shown on the timetable below to be considered for payment. Late submissions will not be accepted. Grant requests will be reviewed and approved every 2 weeks according the time schedule below.

**CEOG Deadlines and Payment Schedule**

Dates of Service	Payment Request Email will be sent	Payment Request form Due 11:59 p.m.	Payment Date
April 27 – May 8	April 29	May 3	May 8
May 11 – May 22	May 13	May 17	May 22
May 25 – June 5	May 27	May 31	June 5
June 8 – June 19	June 10	June 14	June 19
June 22 – July 3	June 24	June 28	July 3

**Q5 I forgot to complete the survey by the deadline. Can I still submit it and get paid?**

No. Surveys that are not submitted by the deadline noted above will not be accepted for payment. When you complete the survey, a confirmation screen will pop up. This will tell you that your survey was successfully completed.

**Q6 I didn't receive an email with the survey on the date noted in the Payment Schedule. Can I still complete the survey?**

If you did not receive a copy of the payment request survey by midnight on the date listed on the payment schedule, please contact Carmen at 701-328-4010 or [ctraeholt@nd.gov](mailto:ctraeholt@nd.gov).

**Q7 How do I know if you have a current email address for me?**

We are using the email address you provided when you set up your provider account in the portal. Please make sure your email address is current in the portal. You will not receive a "request for payment" survey if we do not have a valid email address for you.

**CHILDREN AND FAMILY SERVICES**

600 E Boulevard Ave Dept 325 | Bismarck ND 58505-0250

701.328.3541 | Fax 701.328.3538 | 800.755.2604 | 711 (TTY) | [www.nd.gov/dhs](http://www.nd.gov/dhs)

**Q8 I don't have an email address. Does that mean I can't apply for CEOG?**

You can utilize another person's email address if you need to. The email address will be used to send you a link that is unique to you. We won't be sending any confidential information via the email.

**Q9 Why did the State choose to invest in CEOG?**

Early in the pandemic on March 26, we announced modified operating practices for child care providers, aligning with CDC and Department of Health recommendations. And we announced the Child Care Emergency Operating Grant to help financially support and sustain child care services in North Dakota during this pandemic.

Our goal was to protect the health of children, families and childcare workers; provide childcare for health, safety and lifeline worker households; and help sustain the childcare sector during the emergency and recovery.

To date, the Department of Human Services has provided almost \$9 million in emergency operating grant funding to 700+ licensed and self-declared child care providers in North Dakota who remained open serving children and families, and chose to voluntarily opt in to the Childcare Emergency Operating Grant program.

Since March 30, when the program began, childcare providers across the state reported that more than 11,500 children have been attending childcare.

- 70-75% of those children have consistently been in Health/Safety/Lifeline worker households.
- One in five of the children attending from Health/Safety/Lifeline households were school age (i.e., ages 6-13).

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