



Sent on behalf of NC DCDEE

NC Child Care Stabilization Grants Application Now Open!

[Click here to learn more and apply!](#)

TOP CUSTOMER SERVICE QUESTIONS

Q. Once I submit my online application, can I edit my information?

A: No. Please make certain that all information is 100% accurate before hitting “I accept.”

- Take your time to ensure your application is complete.
- You can start and stop your application at any time with information saved.
- You have until **October 31, 2021, 11:59pm** to submit your application.
- There is no benefit to you to submit this application fast. Funds will not be distributed based on date of submission.
- Remember this application includes legally attesting that everything entered is correct to the best of your knowledge.

Q: How much money will my program get?

A: If approved, grant payments will be issued to each eligible child care program based on a formula that considers social vulnerability (defined by the CDC as the potential negative effects on communities caused by external stresses on human health including natural or human-caused disasters, or disease outbreaks), child care subsidy density (defined as the proportion of subsidy-receiving children in a program), capacity, and infant and toddler enrollment density.

Q: I am receiving an error message saying “single sign on” when I attempt to log in to the portal. What does this mean?

A: This issue has been resolved. Anyone who could not log in previously should try again.

Q: *Was your program licensed (OR operating under a Notice of Compliance) by DCDEE on or before March 11, 2021?

A: If your program was licensed on or before March 11, 2021, you should respond “yes.” If your program is a GS 110-106 and operating under a notice of compliance on or before March 11, 2021, you should respond “yes”. You should only be responding “no” if you are a new facility that was licensed after March 11, 2021.

Q: I am receiving error message “invalid date” when adding my license date. What do I do?

A: Make sure you answered the second question in this section of the application correctly. See previous Q&A above.

Q: Can change my direct deposit information?

A: Please contact FIS to ensure that your banking information is the same as what you have on your application. The contact information is www.fisglobal.com or (877) 776-3706.

Q: Can I make changes in the future to what I have opted into?

A: Programs are obligated to the compensation option they chose for the six-month certification period. At the six-month re-certification period, a facility can decide if they want to change their original compensation option.

Q: In Section 3, how do I calculate my facility's maximum enrollment?

A: Maximum enrollment means the total number of children attending if the facility has full enrollment. For example: If a facility serves three shifts of 8 children in each shift, the maximum enrollment in that facility would be 24 children. If you serve children part-time, count shared slots as 'one' slot. For instance, if your enrollment is 4 full time and 4 part time, your enrollment is 6.

Q: Is this online application to continue receiving operational grants?

A: The operational grant program is ending as this new program begins. The final operational grant payment will occur in October. This online application for the stabilization grants can be found here: <https://ncchildcare.ncdhhs.gov/Home/Stabilization-Grants>.

Q: I had to leave the application. How do I get back to my application?

A: Log back into the provider portal.

- Starting on the Welcome page, click your facility's **Account Name**.
- On the account summary, look under Benefit Programs and click **Stabilization Grants**.
- Now you can work on your application again.

Q: I run a family child care home, and I am the only employee. I do not currently draw a salary. What do I enter in Section IV, Program Staff Information? What do I enter for my rate of pay?

A: Family child care homes must enter at least one employee. Start by adding yourself. For rate of pay, an estimation is fine. Think about what funds you regularly draw for yourself, or any funds you may take on average from your monthly income from your facility. If your salary is 0, consider getting the compensation funds to pay yourself and any subs.

RESOURCES

- [Click here to learn more and apply for North Carolina's Child Care Stabilization Grants](#)
- [FAQs](#)
- Step-by-step [Application Instructions](#)
- PDF printable version of [Application Questions](#) *Note: This PDF is only for reference, as application must be completed online.*
- [Staff and Training Worksheet - PDF](#)
- [Terms & Conditions](#)

NEED HELP APPLYING?

- Start here: [FAQs](#)
- Plan to attend the web training:

Wednesday, October 13, 2021, 6 pm

[Join as an attendee](#)

Or join the audio conference only 1-415-655-0003

Event number (access code): 2421 505 4148 | Event password: TRAINING

- Contact DCDEE_support@dhhs.nc.gov or call 919-814-6300, choose option 3. Please provide the **facility name** and **license number** when emailing or leaving a voicemail. Due to the overwhelming response to the stabilization grants, DCDEE is currently experiencing a high call volume. Your message will be returned as quickly as possible. Please leave only one message until you receive a call back. Leaving more than one message delays the response time.

