

**Updated as of 4/9/2020, 9:15 AM**

## **NEW MEXICO CHILD CARE**

### **IMPORTANT RESOURCES AND FREQUENTLY ASKED QUESTIONS FOR CHILD CARE PROVIDERS**

As a child care provider in the State of New Mexico, we want you to do everything possible to stay open and provide services to families and young children. Child care is incredibly valuable and of vital importance. Our communities have voiced how important you are. At this time, the State is asking child care providers to support our first responders, health care staff and other essential employees.

#### **Important Websites:**

New Mexico Child Care Resource and Referral: [www.newmexico.gov](http://www.newmexico.gov)

New Mexico Department of Health: <http://cv.nmhealth.org/>

New Mexico Children Youth and Families Department: <https://cyfd.org/child-care-services>

#### **Important Phone Numbers (Information Provided in English and Spanish):**

New Mexico Department of Health Hotline: 1-855-600-3453 (Available 24/7)

State of New Mexico Resource Hotline - 1-833-551-0518

### **FREQUENTLY ASKED QUESTIONS ON CONTINUING OPERATIONS**

**I would like to offer care to children of first responders and health care providers. We have extra room right now, but what do we do after this is over?**

Thank you for your willingness to provide care for first responders and health care providers. This care will be temporary. After the public health emergency, you will have to return to your licensed and FOCUS ratios and group sizes.

**Are CYFD offices going to remain open during this time, and are reimbursements to providers going to be processed on time?**

A: Yes. CYFD operations will continue. Reimbursements will be processed on time.

**Some centers want to open additional locations to support this effort. Is there any assistance available to expedite this effort?**

The New Mexico Emergency Preparedness and Response Plan for Child Care allows licensed centers that are 3 STAR or above, and in good standing, to request a waiver to open satellite sites to support families. Please contact your local licensing office (see Child Care Bureau phone listing below). All staff must have a background check and staff will be required to complete the online health and safety training at [www.newmexicokids.org](http://www.newmexicokids.org), as well as online First Aid/CPR training.

**We are facing shortages of important supplies.**

Please fill out the COVID-19 Support in Locating Supplies and Food Form at [www.newmexicokids.org](http://www.newmexicokids.org) and email [child.care@state.nm.us](mailto:child.care@state.nm.us). A member of our team will contact you, and we'll do our best to match you with suppliers who can meet your needs.

**If we provide full-time care for before- and after-school children, will our part-time CYFD contracts be amended to reimburse for full-time care?**

A: Contracts will be amended to full-time care and full-time payments. Please ask families to contact their eligibility specialist at CYFD via phone or email to let them know they are now receiving full-time care. Our team across the state will amend the contracts.

**What support is available to employees who don't feel safe in the current work environment, especially those that don't qualify for unemployment? (Asked by an employee of a child care center that doesn't have the optimal hygiene practices.)**

*All health and safety concerns should be reported immediately to your local Child Care Licensing office (see phone listing below) or by calling 1-855-333-SAFE. All early childhood education and care providers are responsible for following elevated health and safety practices, including: (1) washing hands frequently; (2) using hand sanitizer; and (3) cleaning surfaces and toys with 1/3 cup of bleach in a gallon of water.*

Also, please note that the criteria for unemployment have been loosened, so you may now qualify. Please see here: <https://www.dws.state.nm.us/COVID-19-Info>

**Will the state pay for the cleaning of all licensed child care centers?**

A: No, but please call 1-833-551-0518 if you need support in having your center professionally cleaned.

**How does the state provide support for programs that are not verified with the state? Where can these programs obtain resources?**

All licensed and registered home child care providers are eligible to receive resources and support. Please go to [NewMexicoKids.Org](http://NewMexicoKids.Org) and complete the survey. Online training will continue

for programs participating in FOCUS. Verification visits will resume once the health emergency is lifted.

**Will there be adjustments in contracts?**

A: Yes, we will adjust child care contracts for families that need additional services. If a family needs full-time care and has a part-time contract, please have them contact the CYFD County Field Office (see Child Care Bureau phone listing below). We ask businesses and providers to keep track of each case to ensure we can fully reconcile our records after the emergency declaration has ended.

**Will there be support (technical or financial) to set up remote technology to support families?**

Please see our list of resources at [www.newmexicokids.org](http://www.newmexicokids.org). For families that do not have online access, we are providing written resources at meal drop sites.

**Will providers be paid if children are absent for more than 5 days a month?**

Yes. If a center remains open during the emergency health declaration period, they will be paid in full for all children enrolled during the emergency period, even if the child is absent for more than five days.

**As a before- and after-care program provider, can I serve school-aged children during school closures?**

If you need assistance working with a local school district, please call 1-833-551-0518.

Please also see the next question.

**We have families asking if we can accept older elementary siblings in our child care centers. Is this possible if our school is not licensed for this age group?**

Please contact your local licensing office to see if your facility is able to amend its license to serve school-age children. All licensed facilities must maintain the ratios and group size outlined in the licensing regulations.

**Will the state help child care centers open satellite sites to support families?**

The New Mexico Emergency Preparedness and Response Plan for Child Care allows licensed centers that are 3 STAR or above to request a waiver to open satellite sites to support families. Please contact your local licensing office (see Child Care Bureau phone listing below). All staff must have a background check and staff will be required to complete the online health and safety training at [www.newmexicokids.org](http://www.newmexicokids.org), as well as online CPR training.

## **What TA or support will be available for those that stay open?**

Secretary Groginsky hosts twice-weekly calls with providers. (Please see below for call-in details.) Providers may also call the New Mexico Child Care Resource and Referral line at 1-800-691-9067 or e-mail questions or concerns to [child.care@state.nm.us](mailto:child.care@state.nm.us). Frequent updates will be provided on the New Mexico Department of Health website: <https://cv.nmhealth.org/>

### English-Language Call-In Details

To join via web: <https://zoom.us/j/651515900>

Webinar ID: 651 515 900

Or join by phone: US: +1 346 248 7799 or +1 669 900 6833 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099

When prompted, use the webinar ID above. At the next prompt, just hit #.

### **Spanish-Language Call-In Details**

To join via web: <https://zoom.us/j/993672352>

Meeting ID: 993 672 352

Or join by phone: +1 253 215 8782 US

When prompted, use the Meeting ID above. At the next prompt, just hit #.

## **Does the 5-person “mass gathering” rule apply to child care centers or after-school programs?**

No, child care centers are exempt because they are considered essential businesses. However, providers are strongly encouraged to maintain group sizes (10 or less) that support social distancing measures.

## **As a center that chooses to stay open, can I go over capacity temporarily to serve my community?**

A: No. While we applaud your desire to support your community, all centers must stay within the ratios and group sizes outlined in the licensing regulations for health and safety purposes. We are asking that you have conversations with families who have child care assistance contracts; it is important that they know that they will NOT lose benefits if they choose to stay home. If some choose to stay home, this will free up space for other children.

**I am a provider experiencing a staffing shortage. How can the state help?**

During the emergency health declaration, the state will accept the online health and safety training located at [www.newmexicokids.org](http://www.newmexicokids.org) as well as online CPR certifications; the Department of Public Safety has also agreed to expedite background checks.

**I have a public school employee who would like to help during the emergency health declaration. Will that person's background check meet CYFD's requirements?**

Staff will have to adhere to the CYFD background check. DPS has offered to expedite background checks during this time.

**Are FOCUS verifications continuing during the health emergency?**

At this time we are suspending FOCUS verifications. Verifications will resume when the declaration is lifted. Onsite FOCUS consultation and face-to-face training have been suspended as well. Online training is still available through [www.newmexicokids.org](http://www.newmexicokids.org).

**Is there any specific information programs should share with families during the school shutdown?**

Please distribute the DOH/ECECD health and safety guidance and post notices about elevated health and safety standards.

**Can providers turn families away if they have child care assistance?**

If your program is open during the emergency health declaration and a family has to work AND is eligible for child care assistance, please prioritize those families.

**FREQUENTLY ASKED QUESTIONS ABOUT CHILD CARE/CYFD NM PREK CLOSURE**

**For child care programs that are set in schools, do they also have to remain closed if the schools are not being used?**

No. If you need assistance working with a local school district, please call 1-833-551-0518.

**Will the state direct licensed child care providers to close, as with K-12 schools?**

At this time, the State is NOT directing child care providers (either home- or center-based) to close - but child care services should be reserved exclusively for essential workers as defined in the Governor's public health order.

<https://www.governor.state.nm.us/2020/04/06/governor-officially-extends-emergency-order-to-april-30/>

**Home care providers are worried and asking if they also must close in response to public school closures?**

At this time, home providers are NOT required to close.

**Are CYFD NM PreK providers (that follow public school schedules) closing?**

The State is not requiring CYFD-funded NM PreK sites to close. However, all CYFD NM PreK providers are authorized to suspend instructional time during this health emergency.

**As providers, do we still have to report to case workers when families decide not to attend during the emergency?**

No.

**FREQUENTLY ASKED QUESTIONS ABOUT UNEMPLOYMENT**

Please see the Department of Workforce Solutions' COVID-19 website for the most updated information about unemployment.

<https://www.dws.state.nm.us/COVID-19-Info>

**FREQUENTLY ASKED QUESTIONS ABOUT MEAL SITES AND CACFP:**

**On Friday, March 13 the city was out of milk. Will we still receive reimbursement for meals as a participant of CACFP?**

Yes, please claim all the meals you serve to children; we are obtaining a waiver from the USDA for meal patterns so we will not need to disallow meals through CACFP. Please notify your Food Sponsor or your CYFD CACFP Compliance Officer about this issue.

**How will the state support families with meals if their licensed child care provider is closed?**

If you have questions about food access, please call 1-833-551-0518 or email [nutrition.program@state.nm.us](mailto:nutrition.program@state.nm.us)

In addition, New Mexico was granted a waiver to provide summer food meals to the children across the state. The meal sites can be found at <https://summerfoodnm.org/meal-sites>

**Should we stop family-style dining during this crisis to minimize spread?**

Yes, eliminate family-style meals, and have employees (not children) handle utensils and serve food to reduce spread of germs. Continue supporting children's social interactions and emotional needs at all times.

**If we provide meals for children and families, should we continue to do so? Can families receive meals at home?**

We have received a waiver from the Federal Government that allows CACFP, CACFP At Risk and Summer Food Programs to provide meals in a non-congregate manner. This includes child care, Head Start and other programs currently receiving CACFP and Summer Food funds. Contact us at [nutrition.program@state.nm.us](mailto:nutrition.program@state.nm.us) if you are planning on accessing this waiver.

**Will CACFP be reimbursing for all meals that we provide to healthcare personnel?**

CACFP will continue reimbursing programs on a free, reduced, paidaid basis. Even though Child Care has waivers for income-related eligibility, CACFP does not. (It is a different federal entity.) As per CACFP requirements, programs participating in CACFP are not authorized to charge families for meals.

**We want to become a meal distribution site for our community.**

Please contact us at [nutrition.program@state.nm.us](mailto:nutrition.program@state.nm.us)

**For CACFP, any new families (First Responders) when completing the IEA will they automatically qualify for FREE meals?**

CACFP will continue reimbursing programs on a Free, Reduced, Paid basis. Even though Child Care has waivers for income-related eligibility, CACFP does not as it is a different Federal Entity. As per CACFP requirements, programs participating in CACFP are not authorized to charge families for meals.

**Are all public schools providing meals to their community?**

CYFD and PED have been working together to ensure that meals are provided in every community. For more information about meal sites, visit: <https://summerfoodnm.org/meal-sites>

**FREQUENTLY ASKED QUESTIONS ABOUT EMERGENCY LOANS/GRANTS**

The New Mexico Department of Economic Development has a list of resources for businesses negatively impacted by the COVID-19 health emergency:

<https://gonm.biz/about-us/covid-19-response>

On March 12th the Small Business Administration (SBA) announced up to \$2 million in disaster assistance loans. These are low-interest loans that may be used to pay fixed debts, payroll, accounts payable and other bills that can't be paid because of the disaster's impact. The SBA disaster assistance customer service center can be reached at 1.800.659.2955 (TTY: 1.800.877.8339) or email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov).

**FREQUENTLY ASKED QUESTIONS - MISCELLANEOUS**

**Will these supports extend to FIT providers as well? We are working via telehealth as much as possible, but revenue is decreasing rapidly and we need to continue to consider our staff as well.**

Please see the FAQ for FIT program providers on the DOH website:  
<http://cdd.unm.edu/early-childhood-programs/early-childhood-learning-network/family-infant-toddler-program-training/covid19.html>

**As FIT shifts to virtual visits, we anticipate a drop-off in services due to family choice. Are there any subsidies or financial assistance available to support FIT agencies during this emergency?**

The Telehealth rate has changed to the Home & Community rate. Collaborative Consultation has been changed to allow telephonic collaboration. Please see the FAQ for FIT program providers on the DOH website:

<http://cdd.unm.edu/early-childhood-programs/early-childhood-learning-network/family-infant-toddler-program-training/covid19.html>

### Child Care Services Bureau Offices

County	Field Office	Phone Number
Bernalillo	Albuquerque	(505) 841-4801
Sandoval	Rio Rancho	(505) 771-5900
Socorro	Albuquerque	(505) 866-2314
Valencia	Albuquerque	(505) 866-2314 or (505) 866-2315
Torrance	Los Lunas	(505) 866-2315
Cibola	Grants	(505) 285-6673 x1116
Colfax/Harding/Union	Raton	(505) 425-2832 x1301
McKinley	Gallup	(505) 726-8449
Rio Arriba/Los Alamos	Espanola	(505) 753-0222
San Juan	Farmington	(505) 325-0820
San Miguel/Mora	Las Vegas	(505) 425-2832 x1301
Sant/a Fe	Santa Fe	(505) 476-5440
Taos	Taos	(575) 751-9631
Catron/Grant/Hidalgo	Silver City	(575) 538-0259
Luna	Deming	(575) 546-6557 x1207



Dona Ana Northern Region	Las Cruces	(575) 373-6640
Dona Ana Southern Region	Anthony	(575) 882-7871
Sierra	Anthony	(575) 882-7871
Lincoln/Otero	Alamogordo	(575) 439-1730
Chaves	Roswell	(575) 625-1078
Curry/De Baca/Guadalupe/Quay	Clovis	(575) 742-3950
Eddy	Carlsbad	(575) 628-6141
Lea/Roosevelt	Hobbs	(575) 391-3500