

Frequently Asked Questions

What happens if I don't give you the information you need on time?

You will receive a notice that your application for Child Care Scholarship has been denied or your scholarship has ended. If this happens and you still need child care assistance, you must re-apply. This may result in your child(ren) being placed on the wait list, if your family is still eligible for a NH Child Care Scholarship.

Why was my child care denied?

Look at the child care section of the notice sent to you. If you still have questions, please call Client Services at 1-800-852-3345 x 9700.

When can I re-apply for child care?

You can re-apply for child care when your family circumstances change.

If you have any questions, call Client Services at 1-800-852-3345 x 9700 or your Family Services Specialist at your local District Office (see listing of District Offices below).

New Hampshire Department of Health and Human Services DISTRICT OFFICES

BERLIN

650 Main Street, Suite 200
Berlin, NH 03570
603-752-7800 or
800-972-6111

CLAREMONT

17 Water Street - Suite 301
Claremont, NH 03743
603-542-9544 or
1-800-982-1001

CONCORD

40 Terrill Park Drive
Concord, NH 03301
603-271-6200 or
1-800-322-9191

CONWAY

73 Hobbs Street
Conway, NH 03818
603-447-3841 or
1-800-552-4628

KEENE

111 Key Road
Keene, NH 03431
603-357-3510 or
1-800-624-9700

LACONIA

65 Beacon Street West
Laconia, NH 03246
603-524-4485 or
1-800-322-2121

LITTLETON

80 North Littleton Road
Littleton, NH 03561
603-552-8959 or
1-800-552-8959

MANCHESTER

195 McGregor Street, Suite 110
Manchester, NH 03102
603-668-2330 or
1-800-852-7493

ROCHESTER

150 Wakefield Street, Suite 22
Rochester, NH 03867
603-332-9120 or
1-800-862-5300

SEACOAST

50 International Drive
Portsmouth, NH 03801
603-433-8300 or
1-800-821-0326

SOUTHERN

3 Pine Street Extension, Suite Q
Nashua, NH 03060
603-883-7726 or
1-800-852-0632

**TDD Access Relay 800-735-2964
or NH Relay 7-1-1**

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NH Child Care Scholarship: Child Care Assistance

What You Need To Know To Apply For And Keep NH Child Care Scholarship

NH Department of Health and Human Services (DHHS)
Division for Children, Youth and Families (DCYF)
Child Development Bureau (CDB)
129 Pleasant Street
Concord, NH 03301
1-800-852-3345 (NH Relay) 7-1-1
www.dhhs.nh.gov/DHHS/CDB



What Is NH Child Care Scholarship?

New Hampshire can help families pay for child care. This assistance is called NH Child Care Scholarship. If you receive Financial Assistance to Needy Families (FANF) and are in the FANF work program, you are eligible for the NH Child Care Scholarship. If you are working, looking for work or are going to school, you may also be eligible for the Scholarship.



NH EASY



Child Care Scholarship
Application

How Do I Apply For NH Child Care Scholarship?

- You must complete an application. To apply online, go to NH Easy at <https://nheasy.nh.gov/>. You also can receive the application from your local District Office, or you can download the application from <http://www.dhhs.state.nh.us/dfa/documents/dfa-800w-eng.pdf>. Complete the application and mail it to the District Office.
- You must participate in an interview with a Family Services Specialist (FSS).
- As part of the interview, you will talk to the FSS about your family's situation. You will need to give the District Office proof of the information you told the FSS within 10 days.

- The FSS will determine if your family income and size meet the guidelines (at or below 250% of the Federal Poverty Income Levels). You must be working, looking for work, going to school to prepare for work, or involved in the NH Employment Program.

- You must tell us who your child care provider is within 10 days by completing Form 2530, Child Care Provider Verification. Your child care will not open until this form is returned.

- Once you have returned all required documents, you will be notified whether you qualify for the NH Child Care Scholarship, and whether funding is available for your family.

Child Care Wait List

- When the wait list is active and you are eligible for NH Child Care Scholarship, your family may be placed on the wait list. DHHS will not pay for your child care while your child(ren) is on the wait list.

- If you are on a wait list, it is important to do timely redeterminations. If your child care case closes, you will need to re-apply and your child will be placed on the bottom of the wait list.

- When funding becomes available, we will tell you and give you instructions about how to use your NH Child Care Scholarship. Families receiving FANF will not be placed on the wait list.



How Long Can I Keep My NH Child Care Scholarship?

You will remain eligible for child care scholarship until your child turns 13 and as long as:

- Your income remains at or does not go above the income guidelines;
- You are meeting your NHEP requirements, or you are employed, looking for work, or going to school;
- You will be given a service level based on the verified hours of your approved activity;
- You are in an approved training/education program (which limits you to two years, i.e. 104 weeks, of child care in a lifetime);
- Your child care provider submits weekly bills and is paid within 90 days of providing services; and
- When your FSS reviews your case and asks you for information and documents, you provide everything on time.

When May I Use NH Child Care Scholarship?

- You may use child care scholarship while you are working, looking for work, going to school or while you are in an approved training activity that is preparing you for work.
- If you become unemployed, you may use child care for up to 40 days in a 6 month period to look for work.
- You may not use child care any time you are not attending your activity. If you do, the Department will not pay for your child care and you will be responsible for those costs.

What Will I Have to Pay?

- When you receive the notice telling you and your child care provider they can charge the Department for services, you will see a cost share for each of your children.
- The cost share is what your family is expected to pay toward the cost of child care based on the family size and income guidelines.
- Your child care provider may have additional fees, including the difference between the amount DHHS pays and the amount your provider charges (co-payment). You will pay the cost share and the provider’s additional fees, if any, to the provider.
- If your child’s attendance hours go below the approved service level, you may be expected to pay your provider the difference.

Reporting Changes

Your FSS will require a periodic review of your situation. You must also tell your FSS within 10 days of any changes such as address, income, family size, or change in child care provider. Your Child Care Scholarship will end if:

- You do not completely fill out the redetermination form, return it by the due date and come in for an interview if requested;
- You don’t tell your FSS about a change in your family’s situation within 10 days of the change.



How Can I Find A Child Care Provider?

If you are looking for child care, or would like information about child care, you can contact your local Child Care Resource & Referral (CCR&R) Agency. The CCR&R Network can be reached at the following website:

Click on “Contact Us” at the following website: nh.childcareaware.org

You may choose a child care provider who is a licensed center, licensed family home, or a license-exempt family, friend or neighbor.

What if I Want My Neighbor Or Relative To Care For My Child?

Any new child care provider must complete a “Provider Enrollment Packet” and return it to the Child Development Bureau (CDB). Your provider must send the packet in within five (5) days of your application date for NH Child Care Scholarship. As part of completing the packet, your neighbor or relative provider must include notarized requests for background checks. All members of the provider’s household 16 years and older must complete a NH Criminal Background Check. All members of the provider’s household 17 years and older must complete a NH Criminal Background Check and fingerprinting. Everyone in the provider’s household 12 years and older must be checked for the child abuse/neglect central registry.

For more information, contact the CDB Enrollment Specialist at:

603-271-2175
1-800-852-3345 x 2175
(NH Relay) 711