

Detroit SOARS Provider /Parent

COVID-19 FAQ's

1. As an active Detroit SOARS Provider, will I still receive payment for all children serviced under the Detroit SOARS Scholarship during this time?

Yes, as long as the child was enrolled in the Detroit SOARS Scholarship program before to the COVID-19 state of emergency.

2. Who should I contact if I am interested in re-opening to support essential workers?

Please complete a short survey to provide information about your program's ability to serve the children of the essential workforce:

<https://www.surveymonkey.com/r/childcare-covid-response>

If you have already completed the survey, send Dawn Clark an email at Dawn@everybodyready.org to indicate you are interested in re-opening.

3. Is there funding to support essential workers who do not qualify for the Detroit SOARS scholarship?

Funding opportunities are being explored. More information will be provided as it becomes available.

4. Can I still apply for a scholarship during the COVID-19 state of emergency?

Yes, as long as you are a resident of the city of Detroit and your Child Care Provider is an active Detroit SOARS participant.

5. If approved, when will I be allowed to enroll my child?

Due to the COVID -19 pandemic, child care providers are required to stop operating until the Governor's state of emergency executive order expires unless they are willing and able to provide care to the children of essential workers (also called critical infrastructure workers).

Only essential workforce "critical infrastructure workers" will be allowed to enroll their children at this time. The scholarship approval process will take approximately 48 hours.

If you're not a critical infrastructure worker, we will notify you once the state emergency order has been lifted.

6. Who are considered "essential workers"?

Guidance as to who qualifies as an essential worker or critical infrastructure worker can be found here:

https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98737---,00.html

7. What happens if I'm a current Detroit SOARS scholarship recipient and my provider is closed until the state emergency is lifted?

Providers who are not caring for the children of essential workers are prohibited from operating during the state emergency order. If you're an essential worker and need assistance locating a provider, please visit www.helpmegrow-mi.org

8. Can I temporarily transfer my child/ren to another provider and if so, how soon?

Yes, If you're an essential worker and the child care provider of choice is currently open and has availability. Requests for transfers will be processed as quickly as possible.

9. If there are no providers available, can a relative receive payment for homeschooling?

No, not at this time. Only licensed Great Start to Quality 4-to 5-star rated Child Care Programs operating in the city of Detroit are eligible.

10. Will SOARS be working toward finding new providers during the COVID-19 shutdown?

Yes, Detroit SOARS is currently working on a Non-Contact Recruitment process to onboard new providers to accommodate those families affected by the COVID-19 outbreak.

If your provider of choice is not a Detroit SOARS participant, please contact Dawn Clark at dawn@everybodyready.org.

11. Are non-essential workers who live in Detroit eligible to continue their Detroit SOARS scholarship during the duration of the COVID-19 state of emergency?"

All current SOARS scholarship recipients will maintain their scholarships until further notice.

12. If a member of my household has symptoms of COVID-19 or is diagnosed with the virus, do I keep my child home? Will childcare enrollment be maintained? Will my provider continue to receive scholarship payments to maintain my child's enrollment?"

Please review the State of Michigan's recommendations on how to respond to suspected or diagnosed cases of the COVID-19 virus by visiting their website at: <https://www.michigan.gov/coronavirus>

Yes, childcare enrollment will be maintained until further notice.

Yes, Providers will continue to receive scholarship payments to maintain child enrollment.