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Nancy T. Buckner
Commissioner

MEMORANDUM

March 16, 2020

TO: Child Care Management Agency (CMA) Directors
Quality Enhancement Agency (QEA) Directors

FROM: Bernard Houston, Administrator of Child Care Services Division

A handwritten signature in blue ink, appearing to read "Bernard Houston".

SUBJECT: Guidance about COVID-2019

In light of the recent developments concerning COVID-19, the following provisions are being implemented regarding the continuance of services to providers and families.

Child Care Management Agencies

1. Limit in-person interactions with the public as much as possible. CMAs should encourage clients to communicate via phone, fax, and email during this state of emergency.
2. Unless notified by DHR, the termination of benefits for both providers and clients will be suspended until further notice.
3. Continue operations unless directly affected by a confirmed case of COVID-19 within your agency and notify DHR within 24 hours of any closures.
4. Until further notice, parents are not required to report any changes in activity or income.
5. Temporary or non-temporary job search and suspensions are waived during this time. Parents will maintain current level of service until further notice.

Quality Enhancement Agencies

1. Limit in-person interactions with the public as much as possible. All in-person trainings, meetings, coaching and mentoring visits should be canceled until further notice. Trainings should continue to be offered via online platforms if the QEAs have the capacity to do so.
2. Health and safety trainings, QRIS assessments and trainings, and other required licensure trainings should be suspended until further instruction from DHR.
3. Notify DHR within 24 hours of closure.
4. On-site Learning Libraries and Resource Rooms should be temporarily closed until further notice.

Should you have any questions or concerns, please contact Candice Keller, Program Manager, at (334) 353-5208 or email candice.keller@dhr.alabama.gov.

BH/ck

cc: Nancy T. Buckner, Commissioner, DHR
Faye Nelson, Deputy Commissioner for Family Resources, DHR

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