



Updated March 16, 2020

Child Care and COVID-19 Frequently Asked Questions for Parents

Note: This information will be updated frequently. Please check back regularly for updates.

Where can we find child care if our child's school or child care center have closed?

You are strongly encouraged to first seek care from friends, families and other contacts in your community during this time. The capacity of the child care system will be focused on meeting the needs of the state's essential employees, such as first responders, health care professionals and others working to meet the public health and safety needs of Utah residents.

If you are unable to obtain care through any of the above arrangements, contact Care About Childcare at caraboutchildcare.utah.gov. If you don't have access to the internet, please call 1-800-670-1552.

What happens if I already received a child care assistance payment (subsidy) for this month and need to find a new provider?

Contact your Workforce Services case worker to report the change in providers. A new payment may be issued to your new provider for the remainder of the month.

If I am unable to work because I am sick or need to care for my child, what resources are available for my family?

Visit jobs.utah.gov/assistance to learn about assistance programs you may qualify for through Workforce Services. You may also call 2-1-1 or go to 211utah.org to learn more about supportive services available in your community.

Can I trust emergency child care programs open in my area?

There are many types of child care settings that are beginning to address needs of our families given the current circumstances. If you have questions regarding a program in your community, contact Child Care Licensing at 888-287-3704 or visit childcarelicensing.utah.gov to make sure the program is in compliance with the state rules.

Should I still send my child to child care?

That is a decision that your family will need to make given your concerns and your needs. For more information regarding COVID-19, visit coronavirus.utah.gov.

If my child's school closes, is it appropriate to put my child in a child care program? If not, what should I do?

If your child is exhibiting any signs of illness, the child should stay home and your family should find a responsible adult to watch the child in your home. If you need to pay for child care, Workforce Services provides child care assistance to working families to help offset the cost of child care. Specific income limits and work requirements must be met. To apply online, go to jobs.utah.gov/mycase.

If your child is healthy, families are strongly encouraged to first try to arrange care from friends, families and others in your community who may not be working during this time. The capacity of the child care system will be focused on meeting the needs of the state's essential employees, such as first responders, health care professionals and others working to meet the health needs of Utah's sick and vulnerable residents. If formal child care is your only option, contact Care About Child Care at caraboutchildcare.utah.gov. If you don't have access to the internet, please call 1-800-670-1552.

Are there resources available to me to cover the costs of child care, which is a new expense for our family now that school is closed?

Workforce Services provides child care assistance to working families to help offset the cost of child care. Specific income limits and work requirements must be met. To apply online, go to jobs.utah.gov/mycase/

Will I lose my eligibility for Workforce Services child care assistance if I am unable to work or unable to use child care services temporarily due to health concerns?

If you are currently receiving Employment Support Child Care, you will remain eligible through the end of your 12-month certification period.

Can I send my other children to child care even if another family member is confirmed sick with the Coronavirus?

Your local health authority or your family doctor will give you instructions about who in the household should be quarantined and how to proceed. With these questions and other health related concerns, please contact the Utah Coronavirus Information Line at 1-800-456-7707.