



Ways to Keep Your Subsidy on Track

1

Check your Family Portal and email regularly.

2

Sign your Subsidy Payment Authorization (SPA) as soon as possible. Payments cannot begin until all required signatures are complete.

3

Report schedule changes at least 2 weeks ahead of time, whenever possible.

4

Tell us before changing child care providers.

5

Let us know if your child will be away from child care for more than 30 days.

Keep your contact information up to date. Tell us if your phone number, email address, or home address changes.

6

Your provider must submit a monthly payment request before they can be paid.

7

Tell us if you are receiving or start receiving another child care subsidy.

8

Talk with your provider about your subsidy. Make sure you both understand your child's schedule, payments, and any changes to care.

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We're here to help! If you're unsure about something, contact the Best Starts Subsidy Team.

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