Frequently Asked Questions for Boost PCS Participants

*Boost Parent-Child Success for Families in West Atlanta*

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Due to the COVID-19 impact, we are constantly reviewing and amending our policies and procedures to ensure care is provided in a safe and healthy space with respect to family choices and provider needs. Since most child care program policies do not address pandemics or emergency crises, we are adapting our policies to address constantly changing circumstances.

Boost is privately funded program using private donations and does not adhere to Georgia’s CAPS guidelines. This information will continue to be updated.

**FOR PARENTS**

Are you still accepting and approving applications?

Yes, we are still continuing to accept applications. Since our process does not require face-to-face meetings, we will continue to do everything by email, internet and phone.

If I keep my child home during this time, will I lose my Boost Scholarship?

If the provider chooses or is forced to close its doors for an entire week or more due to the COVID-19 pandemic:

No, you will not lose your Boost Scholarship.

- Your original expiration date for your child will remain the same.
- If your provider requires payment, your portion of the payment will remain the same.
- If the provider is closed for an entire week or more, they will not receive payment from Boost.
- We will help you find other care arrangements if necessary.
- You will be placed on “hiatus” status if your child is not in care for an entire week or more and payments will not be made to your provider. *You will remain on that status until further notice or until your child returns to care.*

If you choose to keep your child at home while the child care provider remains open:

No, you will not lose your Boost scholarship.
• If your child stays home for an entire week or more, you will be placed on a “hiatus” status while your child is not in care and payments will not be made to your provider. You will remain on hiatus status until further notice or until your child returns to care.
• Your original expiration date for your child will remain the same.

If I keep my child home during this time, will I still have to pay my child care provider if I owe a portion of the weekly rate?

Check with your child care provider regarding this policy. In most cases, weekly tuition fees are due regardless of whether or not the child attends.

My current child care provider is closed but I still need child care in order to work or finish school, what should I do?

Please contact us directly if this is the case. We will work with parents and providers on a case by case basis to ensure a smooth transition during this time.

I have lost my job or my income has significantly decreased due to COVID-19 and I can no longer afford my portion of the weekly rate, can my weekly rate be adjusted?

Parents will need to submit documentation of this change and adjustments can be made once documentation is received. The Boost scholarship maximum still remains at $10,000 per year per child or ($833 per month - $208 per week).

My child has been at home for at least one week but I am ready to bring them back to child care, what should I do?

Please contact us directly when you are ready to bring your child back to child care so that we can take you off “hiatus” status and resume payments to your child care provider.

Whom do I call regarding my care arrangements or application?

If you have additional questions, please free to send them to boost@qccga.org or call 404-479-4208.

Please note that this policy only applies for the COVID-19 Pandemic – this does not apply to families who miss days of care due to normal family activities and occurrences: illnesses, vacations, etc.