

Child Care Program Frequently Asked Questions (FAQ)

1) When is tuition due?

School year tuition is due by the 1st of each month unless receiving financial assistance. Late fees apply to tuition received after the 5th of the month. Checks should be made out to Catholic Charities DOM.

2) What does it cost? Deposit?

Fees vary depending on what type of service you are interested in. Services range from full time to part time to drop in services. Before and after school services are offered at certain schools. Check under your school to see the services offered. One month's deposit is required at the time of enrollment and is put towards your last month of care.

3) Is June prorated?

Catholic Charities Child Care Programs operate on a 10 month 180 day cycle therefore monthly fees are not prorated due to differences in school calendars.

4) When are the enrollment forms available? (SY/Summer)

Summer enrollment forms are available by February/March for the upcoming summer program on our agency website and at our offices. School year enrollment forms for the following school year are typically available in March or April. Applications remain on the website throughout the year for any families looking to enroll during the off months.

5) What if I want to withdraw?

Families who need to withdraw from the child care program due to a variety of reasons, need to contact our billing office by the 14th of the month to take effect the 1st of the following month. Withdrawals should be submitted in writing with a reason if possible.

6) Please explain the sibling discount.

Sibling discounts are offered for additional siblings enrolled in the same school at a rate of 10%. However, all siblings must be enrolled full-time (5 days/week) in order to be eligible for the discount.

7) Where is my tax statement? Year-end statement?

Childcare Billing staff automatically email our clients in early to mid-January of each year the previous year's statements.

8) Can I use my FSA credit card?

Catholic Charities Child Care Programs accepts credit cards and debit cards from FSA accounts.

9) When will I get confirmation that my child is enrolled?

Catholic Charities Child Care asks that you email or call us to inquire as to whether we have received your application. Applications are taken on a first come first serve basis.

10) Does Catholic Charities provide monetary assistance for families who have trouble paying for childcare? What if I need assistance?

Catholic Charities works with the local Child Care Resource and Referral (CCR&R) agencies within each county to help with those families in need of financial assistance for their child care. Families in need of assistance must reach out to their county CCR&R to begin the process and complete the Catholic Charities enrollment form. Once approved, families are required to swipe in their child's attendance daily and pay their applicable copay. Consistent attendance is required in order to maintain state assistance.

11) Who do I contact if I want to change my authorized pick-up people?

Families in need of updating or changing their authorized pick-up people must notify the Site Supervisor at the program and put the change in writing so the program can have the most updated information. The changes are given to the billing office for entering into our software system. Anyone who is not listed on the enrollment form or given in writing will not be approved. All pick-ups are required to show a valid driver's license to verify their identification.

12) What is the ratio of counselors to children?

Catholic Charities Child Care Programs follows state licensing ratios of 1 counselor to 15 children; however programs typically have additional staff meeting a ratio of 1:12.

13) Where do I pick up/drop off my child?

Each child care program utilizes shared space in the public schools it operates. Program specific drop off/pick up locations are listed in the enrollment form. Most programs operate in an all-purpose room or gym. A parent area is displayed in each program where you will find the sign in and out sheet along with other important information.

14) What are the hours?

Catholic Charities Child Care Programs offer before school programs from 7:00 am until school begins and aftercare programs from dismissal time until 5:30 pm, 6:00 pm or 6:30 pm (depending on the school). Care is also offered on early dismissal days from the dismissal time until program ends. Each program follows their school district calendar and will be closed when school is closed. Summer programming is offered in several areas for those families in need of summer care.

15) Is there a homework club?

Each program offers a homework club for children to participate in to complete their homework or studying. Parents interested in having their child participate should speak to their Site Supervisor. A homework club form is completed in an effort to be aware of the needs of each individual child.

16) What is the school site number?

Program site numbers are available at each program and within our enrollment forms. Families can also email our programs.

17) Do you provide care on half days?

Catholic Charities Child Care Programs operate following the school district calendar and operate on early dismissal days until 6:00 or 6:30 pm. There is no additional charge for this service. Services are not offered on early dismissal days due to emergencies or inclement weather.

18) Wait list?

Occasionally our child care programs have to maintain a waiting list due to space, staffing, or licensing capacity. Families who are placed on a waiting list are first come first serve. Families can reach out to our billing office to confirm their waiting list status as needed.

19) What types of activities do the children do at aftercare?

Children participate in a variety of activities throughout the program hours. Aftercare programs offer a daily schedule that incorporates: a nutritious snack, homework club/homework assistance, outside or free play, and activities focused around math, arts and crafts, science, physical activity, cultural diversity, and community service/enrichment. Schedules vary due to the needs of each program and its availability of school space.

20) Do I need to bring a snack?

A nutritious snack is offered at every aftercare program and a small breakfast is offered at before school programs. Children may bring in their own snacks however our state licensing body encourages healthy snacks and no sugar sweetened beverages following the federal food program guidelines.

21) Do I need to tell Transportation? Does my child's teacher need to know?

Most school districts require our programs to provide a list of students participating in our school age programs. Parents/guardians should ensure their school is aware their child is participating in our program especially those that are part time or utilize drop in services. Teachers should also be informed so they may ensure your child is going to the proper place after school dismisses.

22) Does the program provide Catholic education or activities? Does my child need to be Catholic?

Catholic Charities Diocese of Metuchen Child Care Programs do not provide Catholic education or activities. Anyone who needs child care may attend our programs as long as they are within the district we offer services.

23) What credentials do the on-site staff have?

All Catholic Charities Child Care staff are required to meet state licensing staff qualifications. Site Supervisors are required to have a minimum of a high school diploma with at least three to four years working in a group child care setting, however many Child Care staff have degrees in addition to a wealth of experience. Many of the Child Care staff work during the school year and the summer months providing consistency for the programs and the children served.

24) What types of background checks do child care staff receive?

Catholic Charities Child Care staff receive several background checks in accordance with state licensing regulations. Staff are required to complete a Child Abuse Record check in addition to fingerprinting (for those over 18 years). Additionally, Catholic Charities performs a background check on the employee along with education verification and reference checks.

25) I have a Kindergartener, does Catholic Charities provide after care? CAP?

Catholic Charities Child Care provides before and after school services to kindergarten children enrolled in their respective school. Program services vary from location to location. Morning kindergarten students can be offered the before school program (if available), while afternoon kindergarten students can participate in the after school program. Please see our list of child care programs for specifics on our agency website.

CAP: Children at Play is a kindergarten wrap around program provided within the Hillsborough School District. Catholic Charities can offer additional services to those families enrolled in the district program.

26) My child has a severe allergy, what do I need to provide?

Children with severe allergies must provide specific medical information and guidance for the child care staff at their designated program. A medication and severe allergy form must be completed and medicine must be provided in its original container with the doctor's prescription and two identifiers of the child receiving the medicine. Medicine must be in its full form (epi pens must have two in a box, etc.).