



Department of Human Services (DHS)  
Benefit, Employment and Support Services Division

### CHILD CARE SUBSIDY

#### WHAT IS CHILD CARE SUBSIDY?

The Child Care Subsidy Program is a federal subsidy program helping low-to moderate- income families in the State of Hawaii sustain their employment, educational efforts, and job training by paying a subsidy for their children who are in the care of DHS approved child care providers. The Child Care Subsidy program also provides families with guidance in selecting a child care provider, information about quality child care programs, and referrals to community resources for help with other concerns.

#### WHO IS ELIGIBLE FOR SERVICES?

All families must meet income and activity requirements to qualify for the Child Care Subsidy Program.

#### WHAT ARE THE REQUIREMENTS?

To receive child care subsidies all families must:

- 1) Have a child under 13 years, or between 13 through 18 years if the child cannot do self-care and resides with their parents or caretakers, or under child protective services.
- 2) Have a child who is a US citizen or US national, or a qualified alien.
- 3) Be employed, attending school, or participating in a job training program. In two-parent families, BOTH parents must be participating in any of the above mentioned activities.
- 4) Meet income limits by family size. The gross monthly income (before

taxes and deductions) does not exceed the income limits referenced in the chart (subject to change)

| GROSS INCOME ELIGIBILITY LIMITS |  |
|---------------------------------|--|
| FAMILY SIZE                     | INCOME ELIGIBILITY LIMIT<br><i>(Subject to change)</i> |
| 2                               | \$4749   |
| 3                               | \$5867   |
| 4                               | \$6985   |
| 5                               | \$8102   |
| 6                               | \$9220   |
| 7                               | \$9429   |
| 8                               | \$9639   |

- 5) Complete an application form and submit supporting documents to verify eligibility.

#### HOW DO I APPLY FOR CHILD CARE SUBSIDY?

- 1) Apply online at <https://childcaresubsidyapplication.dhs.hawaii.gov/>.
- a) Upload required supporting eligibility documentation; and
- b) Write down the tracking number for your online application to refer back to the application if you are unable to complete it in one session or if your sessions expire.

Once you submit your online application, you will receive a message to inform you that your application has been submitted and you will receive a letter in the mail to notify you on your family’s eligibility for child care subsidy payments or to request additional information.

- 2) Download or request an application for child care services – DHS 911 form at [DHS-911-Single-Application-For-Child-Care-Assistance-REV-08-2024-fillable-with-eW-links-to-cc-income-table.pdf \(hawaii.gov\)](#).

- a) Complete all applicable fields and submit your application along with all required eligibility documents; and
- b) Mail or email the application and supporting documents to:

Child Care Subsidy Unit  
94-275 Mokuola St., Room 105  
Waipahu, Hawaii 96797  
Phone: 1-855-643-1643  
Email: [HawaiiCCSU@dhs.hawaii.gov](mailto:HawaiiCCSU@dhs.hawaii.gov).

You will receive a letter in the mail to notify you on your family’s eligibility for child care subsidy payments or to request additional information.

#### WHO CHOOSES MY CHILD CARE PROVIDER?

- 1) Each family has different child care needs and preferences. You choose the child care provider for your child.
- 2) Your child care provider must meet DHS health and safety requirements which include comprehensive background checks, initial and on-going training, and monitoring inspection visits where care is provided.

## HOW MUCH OF MY CHILD CARE EXPENSES WILL BE COVERED?

Child care subsidy payments are based on:

- 1) Type of child care provider used.
- 2) Family co-payments. Co-payments are based on the established DHS sliding fee scale which depends on the family size and gross monthly income.

## HOW DO I GET MY CHILD CARE SUBSIDY?

You may receive your monthly child care subsidy payments through:

- 1) Electronic Benefits Transfer (EBT) card; or
- 2) Direct Deposit to your personal checking or savings account.

EBT cards are issued to you, and you select a Personal Identification Number (PIN). You may use your EBT card at ATM machines that bear the “QUEST” symbol to access your child care subsidy (ATM fees apply).

If your child is cared for by a licensed or registered child care provider, your monthly child care subsidy payments may be forwarded directly to the provider’s bank account at the beginning of each month. Please discuss with your child care provider to verify the provider’s requirements.

## OTHER HELPFUL RESOURCES

- ❖ DHS also supports the well-being of children and families by providing information about quality child care programs and how to select the best provider for your child, how to locate a child care provider

in your community, as well as information and referrals to other community resources through the Child Care Resource and Referral (CC R&R) contract. For a full description of services provided by CC R&R, click on the following website:

<https://www.patchhawaii.org>

- ❖ Preschool Open Doors (POD) Program is a statewide early childhood development and school readiness program for 3-and 4-year-old children prior to kindergarten entry. POD helps families pay preschool tuition. For more information about POD visit the following website: <https://www.patchhawaii.org/programs/preschool-open-doors/>
- ❖ Head Start and Early Head Start <https://www.hcapweb.org/headstart/> (808) 847-2400
- ❖ Temporary Assistance for Needy Families (TANF) <https://humanservices.hawaii.gov/bessd/tanf/>  
Statewide Branch Support Desk: 1-855-643-1643
- ❖ Supplemental Nutrition Assistance Program (SNAP) <https://humanservices.hawaii.gov/bessd/snap/>  
Statewide Branch Support Desk: 1-855-643-1643
- ❖ Women, Infants, and Children (WIC) <https://health.hawaii.gov/wic/>  
On Oahu: (808) 586-8175  
Neighbor Island toll-free: 1-888-820-6425

- ❖ Home Energy Assistance Program (H-HEAP) <https://humanservices.hawaii.gov/bessd>

Hawaii County Economic Opportunity Council: (808) 731-7009 option 1

Kauai Economic Opportunity: (808) 245-4077

Maui Economic Opportunity: (808) 249-2970

Oahu – Honolulu Community Action Program: (808) 488-6834

- ❖ Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) <https://medquest.hawaii.gov/en/members-applicants/quest-integration-coverage/covered-services.html>
- ❖ Part B of Section 619 and Part C of the Individuals with Disabilities Act (IDEA) programs and services  
Part B of Section 619 (Preschool special education: Children with disabilities, ages 3 to 5) [Hawaii DOE | What is Special Education](https://hawaii.doe.gov/what-is-special-education) ([hawaiipublicschools.org](http://hawaiipublicschools.org))
- ❖ Part C (Early intervention services for infant and toddlers with disabilities, ages birth through 2 years) <https://health.hawaii.gov/eis/home/eiservices/>

