



January 21, 2025

Dear Provider,

This letter is to provide guidance about the Child Care Assistance Direct Deposit system. Phase 3 of Child Care Assistance Direct Deposit will be active in January 2025. If you would like to continue receiving paper checks, you do not need to take any action. If you would like to opt-in to direct deposit, visit our webpage:

<https://ocfs.ny.gov/programs/childcare/CCAP/Direct-Deposit.php>

Here are a few reminders about opting in to direct deposit:

### **Eligibility**

To be eligible, a provider **must**:

- be providing care in New York State as a licensed/registered or enrolled legally exempt provider;
- be providing care for a child receiving child care assistance;
- be paid directly by the district, NOT paid directly by a parent/guardian;
- be in a phase group for which child care direct deposit has already been deployed (see below); and
- not be subject to an unpaid garnishment that has been served upon the paying district. Once the garnishment is cleared, the provider may then opt in for direct deposit.

### **Opting in to Direct Deposit**

You must use the OCFS Facility Application and Management System (FAMS) to opt in to direct deposit. There is not a paper opt-in option for direct deposit. Follow these steps:

1. Wait for an invitation email sent from FAMS. Check your spam folder for this email.
2. After you receive the email from FAMS, log in to FAMS and opt in to direct deposit.
3. Choose someone in your program to be the authorized representative to sign in to NYePay to enter bank account information. The person you choose should enter the bank account information in NYePay as soon as possible after you opt in to direct deposit in FAMS to prevent delays. If you opt in to direct deposit through FAMS but do not complete the NYePay process, you will not receive **any** payment until you opt out of direct deposit or complete your bank account information in NYePay.
4. After the person you choose as an authorized representative enters the bank account information in NYePay, your bank account information must be verified through the system before a payment can be made. This process can take up to nine full business days.

After you opt in to direct deposit, the district cannot make new payments to you by paper check. When you choose the date to opt in to direct deposit, remember it can take up to nine full business days to receive your first payment. You may want to opt in to direct deposit at a time when you are not expecting

a payment from the district. The district will assist you if you need more information about the billing and payment cycle.

### **Please Be Patient**

The FAMS email inviting you to opt in to direct deposit may be delayed. The districts must set up vendor information for new providers and those with recent changes before sending opt-in emails. It takes time for the district to complete this first step. If you do not receive an opt-in email within two weeks of receiving this letter, you can call the OCFS Human Services Call Center at (518)474-9454.

The first payment you receive under direct deposit may take extra time as you start the opt-in process. Please remember that the same system processes direct deposit checks and paper checks; however, you will receive your payment electronically rather than through the mail.

### **Direct Deposit Rollout**

Direct deposit is being rolled out to districts in three phases. New York City and Steuben County are not included because they have a direct deposit option already in place.

**Phase 1** (Deployed July 2024): Allegany, Chemung, Chenango, Franklin, Onondaga, Ontario, Oswego, Saratoga, Tioga, Yates.

**Phase 2** (Deployed October 2024): Cattaraugus, Cayuga, Columbia, Erie, Genesee, Greene, Jefferson, Livingston, Lewis, Madison, Monroe, Montgomery, Niagara, Oneida, Orleans, Rockland, Saint Lawrence, Seneca, Tompkins, Wayne.

**Phase 3** (Anticipated January 2025): Albany, Broome, Chautauqua, Clinton, Cortland, Delaware, Dutchess, Essex, Fulton, Hamilton, Herkimer, Nassau, Orange, Otsego, Putnam, Rensselaer, Schenectady, Schoharie, Schuyler, Suffolk, Sullivan, Ulster, Warren, Washington, Westchester, Wyoming.

### **Garnishments**

You cannot be paid by direct deposit if you are subject to an unpaid garnishment. You will not be able to receive payments through direct deposit until the garnishment is cleared.

For those providers in phases 1 and 2 who have already opted in to direct deposit, the district will notify you that you cannot be paid by direct deposit due to a garnishment. Within two weeks of this notice, you must go into FAMS and opt out of direct deposit to receive a paper check until the garnishment is cleared. Once the garnishment is cleared, the district will notify you that you are eligible to opt in for direct deposit, and you will get a new invitation to opt in to direct deposit.

For those providers in phases 1, 2, and 3 who have not yet opted in to direct deposit and are subject to garnishment, districts will contact you to inform you that you are not eligible for direct deposit due to the garnishment and cannot opt in until the garnishment is cleared. Once the garnishment is cleared, the district will inform you that you are eligible to opt in for direct deposit and you will be sent a new invitation via FAMS.

If you have questions about direct deposit, please visit <https://ocfs.ny.gov/CCAP-Direct-Deposit> or call the OCFS Human Services Call Center at (518) 474-9454.

OCFS is pleased to be providing this service. We appreciate you and the important role that you play in the lives of children, families, and your community.

Thank you for your continued dedication to the children and families across New York State.

Sincerely,

A handwritten signature in black ink that reads "Nora Yates". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Nora Yates  
Deputy Commissioner  
Division of Child Care Services