

**M E M O R A N D U M**

**DATE:** July 19, 2022

**TO:** Job Center Directors, Regional Managers, and HIV/AIDS Services Administration (HASA)

**FROM:** DSS Office of Procedures

**SUBJECT: Reminder on Child Care Referrals to the New York City Administration for Children's Services**

The purpose of this Center Director (CD) Memorandum is to inform staff to not refer individuals to physically go to the Administration for Children's Services (ACS) location(s) to pursue child care options. The ACS location(s) are still closed to the public due to the COVID-19 pandemic.

Cash Assistance (CA) participants seeking child care options must be evaluated by the Job Center to assess their eligibility for child care, as per agency policy. Staff must not refer any CA participants interested in child care options to ACS.

Individuals who are not in receipt of CA must visit the Job Center to explore child care options and may be referred for low-income child care options through ACS.

- Staff should refer individuals to the ACS website, where they can receive information on child care assistance: [ACS - Apply for Child Care \(nyc.gov\)](https://www.acs.nyc.gov).
- For questions or requests regarding child care eligibility and applications, call the ACS call center at 212-835-7610 (available from 8:30 AM to 5:30 PM).

For Providers / Programs only, any inquiries about provider and payment issues should be referred to the provider hotline at ACS at 212-835-7610 (available from 8:30 AM to 5:30 PM).

Transitional Child Care (TCC) recipients who want to contact ACS concerning a change of provider or other issue involving TCC should contact the Transitional Benefits Unit (TBU) at [CFWB.TCC@acs.nyc.gov](mailto:CFWB.TCC@acs.nyc.gov).

*Effective Immediately*

**Related Items:**

[PD #15-04-OPE](#)

cc: FIA Call Center  
Code X