

Child Care Scholarship Customer Service Support Guide



The Maryland State Department of Education's Child Care Scholarship (CCS) program aims to provide child care financial assistance to eligible families and keep children safe and healthy while allowing them to develop skills needed for success.

Below is information for application submission and help/support throughout the CCS process.

APPLICATION HELP

If you have questions or to request help with the completion of your CCS application, use the CCS Customer Inquiry form, [inquiry.money4childcare.com](https://www.money4childcare.com/inquiry).

For additional help, contact a Family Resource Specialist by calling 877-261-0060
8:30 am – 4:00 pm
Monday – Friday.

APPLICATION

Complete and submit your CCS application via the Child Care Scholarship Portal on Money4ChildCare.com.

You can check the status of your child care scholarship application within the Child Care Scholarship Portal, [family.childcareportals.org](https://www.family.childcareportals.org).

APPLICATION APPROVAL

If you have no questions and have successfully submitted your application, please be patient.

- It can take up to 3 business days before your 60-day child care scholarship is approved or denied.
- It can take up to 35 days before 52-week week child care scholarship is approved or denied.

SCAN ME



Visit [money4childcare.com](https://www.money4childcare.com) to access Child Care Scholarship program forms, documents, and resources. If you do not receive a response from your submitted inquiry form within three business days, please email MSDE Extended Hours Customer Service at CCSReview@maryland.gov.