

# KNOW YOUR RIGHTS

## How to get Child Care Assistance in NM

Child Care Assistance helps families with child care costs by paying all or a portion of child care payments. Child Care Assistance can be used for a licensed center, licensed child care home, a registered family child care home (including a family member's home), or a before-and-after school program. Families can receive benefits for children aged 2 weeks to 13 years old, and older if the child has special needs. Children must be in an immigration status that qualifies them for benefits. **Participation in child care assistance does not count in a public charge test.**

Parents or other caregivers may be required to pay a portion of their child care bill. This is called a copay, and the amount of the copay is based on your income and family size. A family with a lower monthly income will have a lower copay.



### Applying is easy and simple:

- For more information on Child Care Assistance, contact your [regional Child Care Assistance office](#)
- Call Early Childhood Services at [\(505\) 827-7499](#) or [1-800-832-1321](#)
- Email [cyfd-ecs-customerservice@state.nm.us](mailto:cyfd-ecs-customerservice@state.nm.us)



### Documents You May Need to Submit

*You may need to provide your household details and some additional basic information such as:*

- Proof of income (including child support income)
  - If pay stubs are not available then a letter from your employer or even a self-employment statement can be made.
- School schedule
- Verification of birth for all applicant children
- Proof that you reside in New Mexico
- Name, address and phone number of the child care provider selected

### Staying on Child Care Assistance

- You will need to renew benefits every twelve months.
- You must notify the agency of any changes to your household income or other criteria that would affect your benefits within five business days of the change.
- You have a right to receive a written notice before your child care benefits are cut or denied that explains why the decision was made. If you disagree with a decision in your case, you have the right to a fair hearing. The request for a hearing must be made in writing within 30 days from the date that the Department took action affecting your benefits.
- You may elect to continue receiving benefits pending the outcome of the hearing. However, if the decision is not in your favor, you will be required to repay this money unless the hearing decision or Division Director authorizes otherwise.