



Alternative Payment Program

Children learning, parents earning, communities growing!

March 21st, 2022

Fiscal Year 2021-22 Program Update #7- Electronic Communication

Beginning April 2022, CDA will transition to all-electronic communications in response to parent and provider requests to receive notifications and other information regarding their child care cases faster and through email.

What does this mean?

While CDA has been utilizing email to communicate with families and providers via generic messaging and individually with their Child Care Eligibility Specialist (CES) or Provider Specialist, all Notice of Actions (NOA), formal letters, certificates, etc., have been issued via postal mail.

Beginning April 2022, CDA will transition to emailing this type of correspondence to parents and providers. If a family or provider prefers to continue to receive postal mail they must make that request to their CES or Provider Specialist.

CDA will continue to use Constant Contact to send Program Updates and other important information to parents and providers. To ensure parents and providers receive the most current program information, CDA recommends against **unsubscribing** from Constant Contact. If a parent or provider is unsure if they have received the Program Updates, these can be found on CDA's website in the Resource Center.

What do I have to do to start receiving my Notice of Actions, certificates, etc. via email?

If you have an email address on file with CDA, you do not need to take any action. CDA staff will email you documents via **secure email**.

If you do not have an email on file with CDA, please contact your CES or Provider Specialist to update your file.

What is secure email?

Secure email is a method of encrypting messages when sending confidential and sensitive information. The first time you receive a secure email from CDA you will need to create an account. Click [here](#) for more information on secure email and how it works.