



STUART PITTMAN, COUNTY EXECUTIVE
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ANNAPOLIS, MD 21401
CHILD CARE DIVISION: 410-222-7856



February 28, 2025

Dear PRE-K Child Care Parents & Guardians,

Good evening and thank you for your continued participation in our Anne Arundel County Department of Recreation and Parks' Child Care programs for the 2024-2025 school year. This letter is written to update you on the current status of our online system, and to provide you with additional information regarding a change to our fee structure for the remainder of this school year and in preparation for next school year.

Cyber Incident Update

On Saturday, February 22, 2025, county officials identified an issue affecting multiple public services and immediately began efforts to restore access. Following further investigation, it was determined that the incident originated externally; however, the exact cause is still under review. Anne Arundel County is working with the Anne Arundel County Office of Information Technology, our public safety officials, and cybersecurity partners to conduct a full investigation to determine the scope of impacted services. While the investigation is underway, the County is taking precautionary measures to ensure the safety of our systems. This includes limiting access to the internet and some systems until we are able to return to full operations.

Therefore, this impacts our child care families in the following ways:

- The online child care application is currently closed externally. This means, at this time, our customers are unable to process online payments.
- In addition, our planned timeline for 2025-2026 School Year registration is temporarily on hold. A new timeline will be developed and shared once our system is fully operational.

February/March Payment Status & Attendance

Due to the current status of our online child care application:

- **All late fees for the February 10, 2025 payment will be waived.**
- **No child will be withdrawn for non-payment as we close out February and begin the month of March.**
- Once the system has been restored, any parents whose payments were not received in February will be notified with a new due date. Payment must be made by the new due date for their child to continue to attend. Please watch for email updates.
- The status of the March 10, 2025 payment has yet to be determined. More information will be provided next week.
- **OPTIONAL**: In the meantime, if you would prefer to make a payment by check or money order, you may do so at our Child Care Administrative Office Monday-Friday 8am-4:30pm. If outside those hours, you can place your payment in our yellow mailbox at the end of our parking lot. Make sure to include your child's name and center name on the check. Our address is: 1 Harry S. Truman Parkway Annapolis, MD. 21401.

Registration Fee & Process for the Coming 2025-2026 School Year

As we prepare for the "rollover" registration period in the coming month, please be aware that there will be a \$25 non-refundable registration fee per session, per child for the coming 2025-2026 School Year. This fee will be collected in your May 10, 2025 billing statement.

We will continue to communicate with all of our families regarding when the child care application system will reopen for families. Thank you for your continued support and understanding. We look forward to continuing to care for your family!

Sincerely,
Anne Arundel County
Department of Recreation & Parks
Child Care Administrative Office
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