



Oregon Department of
Early Learning and Care

CHILD CARE PROVIDER GUIDE

Employment Related Day Care Program





FREQUENTLY USED CONTACTS

<p>Oregon Child Abuse Hotline (ORCAH) 1-855-503-SAFE (7233) oregon.gov/odhs/report-abuse/pages/default.aspx</p>	<p>OCCD Online Training Modules 1-877-725-8535 occd.educadium.com/</p>
<p>DELIC Employment Related Day Care (ERDC) Program oregon.gov/delc/erdc</p>	<p>My Oregon Registry Online (ORO) my.oregonregistryonline.org/</p>
<p>Direct Pay Unit (DPU) 1-800-699-9074 CustomerService.DPU@delc.oregon.gov</p>	<p>Central Coordination of Child Care Resource and Referral (CCR&R) 1-800-342-6712 oregonccrr.org/</p>
<p>Automated information system to check on payments (24/7) See page 41 for more information on how to use the system. 1-800-442-6451</p>	<p>CCR&R local offices 1-800-342-6712 oregonccrr.org See page 69 for directory</p>
<p>Central Background Registry (CBR) Oregon Department of Early Learning and Care (DELIC) Child Care Licensing Division (CCLD) 1-800-556-6616 oregon.gov/delc/providers/pages/cbr.aspx</p>	<p>U.S. Department of Agriculture Sponsors (USDA Food Program) See page 71 for directory</p>
<p>Oregon Department of Early Learning and Care (DELIC) Child Care Licensing Division (CCLD) 1-800-556-6616 oregon.gov/delc/providers/pages/licensed-childcare.aspx</p>	<p>AFSCME Council 75 Union Local 132 844-758-6466 oregonccpt.org</p>
<p>Oregon Center for Career Development in Childhood Care and Education (OCCD) - Oregon Registry for Educators 1-877-725-8535 pdx.edu/education-career-development/oregon-registry-educators</p>	<p>SEIU Local 503 Union 503-581-1505 (Salem) 1-844-503-SEIU (7348) seiu503.org</p> <p>211 Info Provider and Family Resource Dial: 211 or Text keyword CHILDREN or NINOS to 898211 211info.org Email: children@211info.org</p>

The Oregon Department of Early Learning and Care (DELIC) will not discriminate against anyone. This means DELIC will help all who qualify. DELIC will not deny to anyone based on age, race, color, national origin, gender, sexual orientation, religion, political beliefs or disability. You can file a complaint if you think DELIC singled you out because of any of these things. You are entitled to language assistance services and other accommodations at no cost. If you need help in your language or other accommodations, please contact the Department of Early Learning and Care at 503-947-1400



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Find ***“Information at a glance”*** at the beginning of each section.

The Oregon Department of Early Learning and Care (DELC) launched on July 1, 2023, bringing together the Oregon Early Learning Division (ELD) and the Employment Related Day Care (ERDC) program to unify, strengthen, and expand Oregon’s early learning and care system. DELC supports Oregon families in finding and paying for high-quality early learning and care opportunities that are family-centered and culturally- appropriate. DELC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants, and other resources.

After July 1, 2023:

- Families apply for and receive ERDC benefits with other self-sufficiency benefit programs at ODHS.
- The Direct Pay Unit sends billing forms and process payments.
- Listed providers who receive subsidy payments through ERDC are now called “ERDC providers” instead of “ODHS-listed providers”
- ERDC information can be found on the [DELC website](#).



Section 1: General Information

Information at a glance

How does the ERDC Program Work?

page 6

The family applies for ERDC, at an ODHS office in the local area or online at one.oregon.gov. ERDC can pay the listed and approved child care provider for families who are working, attending school or participating in approved activities.

Who do I call?

page 6

For questions about how to complete a provider listing form and information on billing and payments, contact the Direct Pay Unit (DPU). See contact information on page 3

ERDC Providers and the IRS

page 7

Child care providers are self-employed. DELC does not take taxes out of the payments providers receive. DELC will send the provider an IRS 1099-NEC statement in January showing how much the provider was paid during the previous year. The provider needs to report this taxable income to the IRS.

Unions

page 7

Two unions represent child care providers:

AFSCME OCCPT Local 132

844-758-6466

Representing licensed family (Registered or Certified) child care providers

SEIU Local 503

1-844-503-SEIU (7348)

Representing license exempt family child care providers

Licensing with the Child Care Licensing Division (CCLD)

page 8

Law requires many family child care providers and child care facilities to be licensed with the Child Care Licensing Division (CCLD). Go to page 8 or oregon.gov/delc/delc/providers/pages/licensed-childcare.aspx for more information or call CCLD at 1-800-556-6616.

Who will DELC ERDC pay?

page 9

The Direct Pay Unit (DPU) will pay approved providers. Approved providers meet the listing and provider requirements and pass a background check. See page 9 for information about when a provider is not eligible to be paid.

Registration fees for licensed providers with the Child Care Licensing Division

page 9

The ERDC program can help eligible families pay for child care registration fees when care is provided by a CCLD licensed provider.

Before you provide care

page 10

- Providers must take the online Child Care Health and Safety training and any other required trainings. See page 15 for which trainings are required by provider type.
- Complete a Child Care Provider Listing Form 7494. If a provider is already caring for a family receiving ERDC, the family may get a listing form from an ODHS office or it can be downloaded at: oregon.gov/dhs/ASSISTANCE/CHILD-CARE/Pages/Providers.aspx



What is the Employment Related Day Care Program?

The Employment Related Day Care Program (ERDC) helps families pay for child care while they go to school, work or participate in family well-being activities.

Why should you read this booklet?

If you provide care for families who get child care benefits from the ERDC program, this booklet is for you. It explains what you need to know to become a listed and approved provider and how to bill so you can receive payment for providing care to a family that receives ERDC. We want to make these programs work for you and the families we serve. If this booklet does not answer your questions, you may call the Direct Pay Unit (DPU) at 1-800-699-9074 or you may visit the DELC Child Care Assistance website at oregon.gov/DELC/ERDC

How does the ERDC Program work?

- For ERDC, the family may call, visit a local Oregon Department of Human Services (ODHS) office or apply online at one.oregon.gov
- ODHS determines if the family qualifies for the program, the number of hours of child care needed, and the portion the family must pay (the copay). The family's income, size, type and amount of child care needed determine the amount of subsidy.
- Providers must be listed with and approved by the Direct Pay Unit (DPU) before DELC ERDC can issue a payment. (See "What does it mean to be listed and approved?" on page 14.)
- DELC ERDC pays approved providers a portion of the cost of care through the DPU. This amount is called "the subsidy." The family pays the copay along with any overage directly to the provider.
- If there are multiple child care providers, the family must tell their ODHS worker or DPU the percentage of time each provider cares for the child or children. The amount must add up to 100 percent (e.g., primary provider: 80 percent; secondary provider: 20 percent). This information is necessary to issue billing forms. The percentages will be included on the Child Care Provider Listing Form.

Questions? Who do I call?

Child Care Eligibility Questions:

A family may call their local ODHS office or the ONE Customer Service Center at 1-800-699-9075.

To apply/update info, a family can go to one.oregon.gov

For general eligibility info, visit oregon.gov/DELC/ERDC

Provider Listing and/or Payment Questions: Contact the Direct Pay Unit (DPU)

Hours of Operation:

Monday - Friday 8:30 a.m. to 4:30 p.m.

Phone: 1-800-699-9074

Mail:

Direct Pay Unit
PO Box 14870
Salem, OR 97309

Fax:

Billing Forms: 503-373-1580

Listing Forms: 503-378-5953

Provider Website: oregon.gov/delc

Email:

Customer Service: CustomerServiceDPU@delc.oregon.gov

Submit Billing Forms: DPU.ChildCareBilling@delc.oregon.gov

Reporting Changes: dpu.providerreporting@delc.oregon.gov

Note: all documents submitted through email must be formatted as a PDF



ERDC Providers and the IRS

Child care providers are self-employed

This means providers are responsible for the children in their care, keeping records and paying taxes on their income. The ERDC program makes child care subsidy payments on behalf of the family. Providers must keep records of the children's attendance and all payments they receive from the family and from DELC. For convenience, a tear-out sample attendance record is available at the back of this guide (Resources Section Link). There are also attendance examples on page 38.

Why does DELC need your Social Security number or IRS number?

The Internal Revenue Service (IRS) requires DELC to obtain your Social Security number (SSN) or IRS number to report what we pay you. The name you give DELC must match your name with the IRS. We check your name and number with the IRS. If your name and number are not valid, DPU will not process your listing form.

What does DPU tell the Internal Revenue Service (IRS)?

DPU keeps track of all payments made to child care providers. We report what we pay you to the IRS. DPU will send you an IRS 1099-NEC statement in January showing how much we paid you during the previous year. It is important to keep your DELC payment receipts for your records. You must report this income for tax purposes. Consult a tax advisor if you need information about how to include this income on your tax forms.

Unions

Two unions represent child care providers:

AFSCME OCCPT Local 132, Child Care Providers Together - represents family providers registered and certified with the Child Care Licensing Division (CCLD) of the Oregon Department of Early Learning and Care.

SEIU Local 503 OPEU - represents family providers who receive an ERDC subsidy and are exempt from CCLD licensing. These providers are also known as Family, Friend and Neighbor (FFN) providers.

Note: Unions are voluntary to child care providers. If you decide to join a union, dues may be deducted from the ERDC subsidy payment. Fair share dues for non-union members will not be deducted.

For more information, you may contact the unions by telephone or visit their websites at:

AFSCME Council 75	1-800-521-5954 503-370-2522	oregonccpt.org/
SEIU Local 503	503-581-1505	seiu503.org



Licensing with the Child Care Licensing Division (CCLD)

Should I be licensed?

Law requires many family child care providers to be licensed with the Child Care Licensing Division (CCLD) of the Oregon Department of Early Learning and Care. Providers may be required to be licensed even if they don't provide child care for a family receiving a childcare subsidy through the ERDC program.

If you provide care in your home:

Law requires you to have a CCLD license unless you:

- Provide care in the child 's home and you live somewhere else
- Are related to the children in care by blood , marriage or adoption
- Care for children from only one family at a time, or
- Care for three children or fewer at a time.

Only one of the above exemptions may apply at any one time. **They cannot be combined.**

If you provide care in a facility:

Law requires you to have an CCLD license unless you:

- Are operated by a government agency
- Provide a preschool program that operates for less than four hours per day and provides education to children from age 36 months through kindergarten, or
- Care for children fewer than 70 days per year

If you meet one of the above exemptions, your facility may not be required to be licensed with CCLD. Contact CCLD at 1-800-556-6616 for further licensing requirements or to determine if you are exempt from licensing.

If you are approved as a license exempt provider and later found to not meet exemption requirements, you may be subject to a civil penalty, criminal misdemeanor or permanently prohibited to be a child care provider under statute 329A.280 and 329A.330.

What does it mean to be licensed?

To be licensed, you must meet certain requirements and maintain CCLD's minimum health and safety standards. There is an application processing fee, but CCLD may reduce the fee if your income is below the federal poverty level.

Many licensing requirements are similar to ERDC Child Care Provider requirements. However, licensing is separate from ERDC provider listing requirements. Licensed providers who do not meet ERDC provider listing requirements will not be eligible to receive payments through the ERDC program.

It is your responsibility to comply with the law. If you have questions about CCLD licensing, you may contact your local Child Care Resource and Referral office (see local listings on page 69) or call the Child Care Licensing Division at 1-800-556-6616. You may also access CCLD's website at [oregon.gov//delc/providers/Pages/licensed-childcare.aspx](https://www.oregon.gov//delc/providers/Pages/licensed-childcare.aspx)



Who will ERDC pay?

Families may use any child care provider they choose. However, DELC ERDC can only pay providers who meet the listing and provider requirements on page [23](#) and who are approved by DELC to receive payment for child care.

Also, the provider cannot be:

- A parent or stepparent of the child being cared for
- A parent of the child's brother or sister, including unborn children, if all are living in the same household
- A sibling living in the same household as the child
- On the same Temporary Assistance for Needy Families (TANF) grant as the child
- On the same Employment Related Day Care (ERDC) case as the child, or
- Younger than age 18.

Important: DELC can only pay for eligible child care provided on or after the date the provider met the listing requirements and is in approved status.

What DELC and ODHS staff can tell providers about families?

The law allows DELC and ODHS staff to give limited information about families we serve once we have verified with the family or through the listing process that you are the provider for that family,

We can tell a provider:

- Which program the family is on
- The family's case number
- The number of authorized hours for child care
- The amount DELC child care assistance will pay the provider
- The amount of the family's copay
- The reason for any delayed payments from DELC.

If staff can't verify that you are the provider, have the family call their ODHS worker.

Registration fees for licensed providers with the Child Care Licensing Division

The ERDC program can help eligible families pay for child care registration fees.

Payment for registration or other mandatory fees may be requested when the fee is:

- Required for a child to begin or continue care with a CCLD licensed child care provider
 - » Registered Family
 - » Certified Family
 - » Certified Center
- Separate from tuition or cost of care
- Verified by the provider, and
- Charged to all families in care.

Families can call their local ODHS office with questions or to make a payment request.



Before you provide care

You should have:

- Completed required trainings. See page [15](#) for more information.
- Completed a Child Care Provider Listing Form (see DELC 7494 sample on page [29](#)),
- Be in approved status
- Received an ERDC Child Care Provider Letter (See DELC 7494E- sample on page [11](#)), or have received a billing form (see sample on page [32](#)).

If you have not received an ERDC Child Care Provider Letter or billing form, the family could be responsible to pay for the child care provided.

Note: Before care begins, providers are encouraged to speak to eligible families about:

- How much the provider charges to provide child care, and
- How much advance notice does the provider needs when a child leaves their care

Providers may use the blank Child Care Payment Worksheet 7492W in [Section 9](#) of this guide. This can help the provider and the family know how much the ERDC program will cover and how much the family will pay.

Providers should also ask families for other information they need to know, such as:

- What is the family's address and telephone number?
- Who are two additional emergency contacts? What are their phone numbers?
- Who is allowed to pick up the children?
- What days and hours will the children be in care?
- When will the family pay its share of the bill?
- If the family plans to send their child to care for more hours than the ERDC program has authorized, make a plan on how the family will pay for this additional child care cost.

Families must:

- Give providers any provider forms they receive from ODHS
- Send their income and work schedule information to ODHS on time
- Pay their copay to provider
- Inform their provider when their eligibility for assistance changes
- Give adequate notice according to providers policy before changing providers, and
- Make arrangements to pay for any child care costs not covered by the ERDC program.





7/1/24

Provider's Name
Address
City, State Zip

Family's Name: ERDC Family

Case Number: 500057237

ERDC Renewal Date: 8/1/24

Co-pay: \$10

Authorized Hours: 215

ERDC Provider Number: AAA00018

Dear Child Care Provider:

The family named above has notified us that starting on 01/01/24 you will be their child care provider. This letter is to confirm that the Department of Early Learning and Care (DELDC) can help pay child care for this family. You are receiving this letter instead of the Child Care Provider Listing form because you are already approved for Employment Related Day Care (ERDC) payments.

An ODHS worker will submit a connection request to the Direct Pay Unit (DPU) and a billing form will be issued when the connection is made by DPU. If you have not received a billing form within ten business days, please have the parent call the Direct Pay Unit at **1-800-699-9074** to check on the connection status.

ERDC does not usually pay the total child care expense. Most families are required to pay a portion of the bill known as the co-pay. The amount of the co-pay will be shown on the billing form. In addition, the family is responsible for any difference between the rate you charge and the maximum rate DELDC will pay.

To find out what the maximum rate is for your area, please refer to the Child Care Provider Guide which is available to view or download at www.oregon.gov/delc/providers/Pages/erdc-providers.aspx. You may also request a provider guide be sent and ask additional questions that you may have about the ERDC child care program by calling DPU at the number listed above.

Thank you for providing this very important service.

Sincerely,

Your Name
Your Title
Phone Number

The Mission of the Department of Early Learning and Care fosters coordinated, culturally appropriate, and family-centered services that recognize and respect the strengths and needs of all children, families, and early learning and care professionals. **Our Vision** is that all children, families, early care and education professionals, and communities are supported and empowered to thrive.



Section 2: How to become a listed and approved provider

Information at a glance

What does it mean to be ERDC listed and approved? page 14

To be eligible for ERDC payments, every child care provider must meet provider requirements and need to be listed and approved by DELC. Call DPU at 1-800-699-9074 with questions on how to fill out the Listing form.

ERDC listing requirements by provider type page 15

The type of child care provider you are determines requirements to become listed and approved as an ERDC child care provider. See page 15 for the different provider types and the process to become listed.

Pre-service training – License exempt providers page 16

Child care providers not required to be licensed with the Child Care Licensing Division (CCLD) will need to take the Introduction to Child Care Health and Safety online pre-service training. The provider must complete this training before sending in the listing form for processing. Find additional information about this training at oregon.gov/delc/programs/pages/erdc-training.aspx

Additional pre-service training – Regulated subsidy providers page 16

Child care providers not required to be licensed with CCLD and not related to a child in care (regulated subsidy (RS) provider) will also need to take the following trainings before sending in the listing form for processing:

- Recognizing and Reporting Child Abuse and Neglect (online) oregon.gov/delc/programs/pages/erdc-training.aspx
- Infant and Child CPR/First Aid Training

Background checks page 17

All providers will need to be enrolled in the Central Background Registry (CBR) Household members and frequent visitors must also complete background checks

Home/facility visits page 22

Regulated Subsidy (RS) providers, family and centered based, must have a home/facility visit at the site of care before they can be approved as an ERDC provider.

Child care provider requirements page 23

By completing and signing the Child Care Provider Listing Form, the provider agrees to meet ERDC provider requirements and health and safety standards listed on page 24. Providers licensed with CCLD will also need to agree to meet these requirements.

Reporting changes page 26

Within five days of occurrence, all ERDC approved child care providers including CCLD licensed providers are required to report changes to the Direct Pay Unit. See page 26 for the list of changes to be reported.

ERDC Child Care Provider Orientation page 27

Child care providers not required to be licensed with the Child Care Licensing Division (CCLD) are required to take the ERDC orientation training. The provider must take the orientation within 90 days of being approved as an ERDC provider.



Child care providers not required to be licensed with CCLD and not related to a child in care (regulated subsidy (RS) provider) will also need to take six additional hours in each two-year period as well as an annual Health and Safety training.

License exempt ERDC Child care providers are eligible to be paid for some required trainings. For more information and a list of trainings see page [15](#).

Sample of DELC 7494



What does it mean to be ERDC listed and approved?

Families approved as eligible for ERDC choose a provider to care for their children. DELC Direct Pay Unit pays the provider on behalf of the ERDC eligible family. For DELC to make payments directly to you as their provider, you must be listed and approved before you provide care and become eligible for payment.

The purpose of the listing process is to make sure you meet all ERDC provider requirements and health and safety standards.

The listing process includes the following:

- Any required pre-service trainings based on type of provider (see chart on page 15)
- Completing the DELC Child Care Provider Listing Form (7494) (see sample on page 29) and sending to DELC Direct Pay Unit (DPU) to process.
- Completing the Central Background Registry (CBR) application to become enrolled in the CBR which includes a criminal history and Child Protective Services record check. The Child Care Licensing Division (CCLD) processes CBR applications.
- Meeting health and safety standards
- Passing a health and safety check at the site where care is being provided if you are a regulated subsidy provider (see page 24).

Note: The ERDC listing process is separate from the Child Care Licensing Division (CCLD) licensing process. License exempt providers and providers licensed with CCLD will need to complete the ERDC listing process.

You can get a listing form (DELC 7494) by:

- Asking the family for whom you are providing care. Note: The family can get this form from an ODHS office.
- Printing this form from oregon.gov/delc/providers/Pages/erdc-providers.aspx
- Contacting the local ODHS Office. Office contact information is at oregon.gov/odhs/Pages/office-finder.aspx
- Contacting your local Child Care Resource and Referral office. Contact information is at oregonccrr.org or call 1-800-342-6712.

By signing the Child Care Provider Listing Form, you agree to meet the DELC requirements to be an ERDC provider. See page 15 for provider requirements.

- Providers licensed with CCLD will also need to agree to meet these requirements.
- It is important that you fully complete your listing form. DPU may return an incomplete listing form to you, which delays processing.
- Contact DPU at 1-800-699-9074 if you have questions about completing the form. To submit the form to DPU you may send it by:

Mail to
Direct Pay Unit
P.O. Box 14850
Salem, OR 97309-0850

Email to
DPU.ChildCareBilling@delc.oregon.gov
Fax to 503-378-5953

Please note: At this time, DPU is not able to verify that it has received faxes.

Note: Delays in DPU receiving this completed form will affect when payment can start. DELC child care assistance can only pay for eligible child care provided on or after the date the provider is in an approved status.



The type of child care provider you are determines the requirements you must meet to become listed and approved as a ERDC child care provider. The following pages explain the process in more detail. For more about Enhanced rates, see page [53](#).

Child care provider type	Child care provider type description	What is needed to become listed
<p>License exempt family provider – related to all children in care</p> <ul style="list-style-type: none"> • Standard family rate (FAM) • Enhanced family rate (QFM) 	<ul style="list-style-type: none"> • Provider is exempt from licensing with CCLD. (See page 16.) • A person is related to all children in care. A relative is a grandparent, great-grandparent, aunt or uncle. It can also mean a sibling not living in the home of the child. Relationships must be established by blood, adoption or marriage. Those relationships established before the child was adopted are included. Relationships established by marriage continue even if a spouse dies. Relationships do not continue in the event of a divorce. 	<ul style="list-style-type: none"> • Pre-service training: Take the Introduction to Child Care Health and Safety training online. (For more information, see page 16.) • Complete the Child Care Provider Listing Form, send to DPU. • Fill out the Central Background Registry (CBR) application to be enrolled in the CBR.
<p>Regulated Subsidy (Licensed Exempt non-relative)</p> <p>Regulated Subsidy Family – not related to child in care*</p> <ul style="list-style-type: none"> • Standard family rate (FAM) or • Enhanced family rate (QFM) <p>Regulated Subsidy Center –</p> <ul style="list-style-type: none"> • Standard Center rate (NQC) or • Enhanced center rate (QEC) 	<ul style="list-style-type: none"> • Provider is exempt from licensing with CCLD. (See page 16) • A provider who is not related to a child in care. (See above for definition of relative.) 	<p>Take:</p> <ul style="list-style-type: none"> • Recognizing and Reporting Child Abuse and Neglect (online); • Infant and Child CPR/First Aid Training (For more information, see page 16.) • Test all plumbing fixtures used for drinking, cooking or preparing food or infant formula for lead and attach the results to the listing form. (For more information, see page 16.) • Complete the Child Care Provider Listing Form • Fill out the Central Background Registry application to be enrolled in the CBR. • Have a home/facility visit (at the site of care).
<p>License facility</p> <ul style="list-style-type: none"> • Registered family (RFM) • Certified family (CFM) • Certified center (CNT) 	<p>Child care providers and facilities licensed with CCLD.</p>	<p>Complete the Child Care Provider Listing Form and meet all CCLD and ERDC provider requirements.</p>

*After approval, if a license-exempt relative provider starts to provide care for a child who is not related, they must take the following trainings. You will receive a letter with the training information and will have 90 days from the date of the letter to take the required trainings to remain eligible to continue to receive future child care payments:

- Recognizing and Reporting Child Abuse and Neglect (online or in person);
- Infant CPR/First Aid Training.
- A home visit at the site of care will also be required. For more information, see page [22](#).

Note: If your license has expired or you close, you will need to complete a Child Care Provider Listing Form to continue to receive child care payments.



Providers exempt from licensing with CCLD - relative and non-relative

You are considered related if you are:

- A grandparent
- A great-grandparent
- An aunt (does not include great-aunt)
- An uncle (does not include great-uncle)
- A sibling not living in the home of the child.

Relationships must be established by blood, adoption, or marriage. Those relationships established before the child was adopted are included. Relationships established by marriage continue even if the marriage ends by death. Relationships do not continue in the event of a divorce.

Pre-service training – License exempt providers

Child Care providers not required to be licensed with CCLD **are required to take the following training before submitting their Child Care Provider Listing Form.** This applies to both license exempt family providers and license exempt facilities.

Introduction to Child Care Health and Safety

This training is web-based and accessible on any computer with internet access. Find more information about this training at oregon.gov/delc/programs/pages/erdc-training.aspx

Additional pre-service training – Regulated subsidy providers

Non-relative license exempt family providers and licensed exempt facilities, also known as Regulated Subsidy (RS) must also take:

- Recognizing and Reporting Child Abuse and Neglect (online)
oregon.gov/delc/programs/pages/erdc-training.aspx
- Infant and Child CPR/First Aid Training

Providers **must take these trainings before submitting the Child Care Provider Listing Form.**

If a provider is unable to take the Infant and Child CPR/First Aid class within 15 days before turning in their Child Care Provider Listing Form, they may be eligible for a short-term waiver.

- Contact your local Child Care Resource and Referral (CCR&R) to schedule trainings and for more information about the waiver process. For a list of CCR&R offices, go to oregonccrr.org, call 1-800-342-6712, or go to page [69](#).
- Strictly online CPR training is not acceptable

Lead testing where care is provided

For regulated subsidy providers all homes or facilities where care is provided must complete testing for lead exposure in water. Lead testing is required for all plumbing fixtures used for drinking, cooking, or preparing food or infant formula. This requirement protects children from exposure to lead in water. If care is provided in the child's home, water does not need to be tested for lead. For more information regarding this requirement, contact CCLD at 503-947-5908 or the Direct Pay Unit at 1-800-699-9074.

The CCLD will reimburse providers for lead testing. The reimbursement form can be found at oregon.gov/delc. Providers may attach the lead result with their Child Care Provider Listing Form.

Note: The CCLD will need to receive lead test results within 90 days of DELC approval.



Background Checks

To be eligible for ERDC payments, providers and other people in the household or facility who may have access to the children in care will need to pass a background check. The Child Care Licensing Division (CCLD) runs the Central Background Registry (CBR) applications for child care providers.

Note: Start the background check process the same time as the ERDC listing process.

How to enroll in the CBR?

Fill out the Central Background Registry application at oregon.gov/DELC/providers/pages/cbr.aspx or call CCLD at 1-800- 556-6616 to get an application.

Who must be enrolled in the CBR?

For providers not licensed with CCLD, people required to have a background check and to be on the listing form are:

- The provider (if not already enrolled in the CBR)
- Substitute or back-up caregivers
- Household members 18 years of age and older who live in the house where care is provided
- Parent of the child in care if the provider and the parent live together
- Visitors (18 years of age and older) to the home during child care hours if they may have unsupervised access to the children in care. A visitor is likely to have an opportunity for unsupervised access to children in care when the provider needs to visit another area of the home (bathroom, kitchen or other areas where children nap).

Note: The parent of the children in care must also be enrolled in the CBR if the parent lives with the provider.

License exempt child care facilities must be enrolled in the CBR. This includes:

- The site director
- Everyone who works in the facility who may have access to the children in care. This includes employees, substitute caregivers, staff and volunteers.

Providers and other people in the household or facility who need to be enrolled in the CBR must complete an application.

CBR applicants must provide information about any state, other than Oregon, they have lived in during the past five years. Everyone required to be enrolled in the CBR must fully disclose all arrests and/or convictions of misdemeanors or felonies. They must fully disclose any contact with Child Protective Services (Child Welfare, CPS) and Adult Protective Services (APS) in any state. They must also disclose any foster care certification history.

“Fully disclose” means providing dates, locations and details about all criminal or abuse incidents. Individuals with criminal or abuse history are also encouraged to provide information about what has changed in their life since the incident. This may include (but is not limited to) proof of classes or treatment completed, work or education history and what they have learned from these incidents.



What does the background check process involve?

The background check will include:

- Fingerprints through both the Oregon State Police and the Federal Bureau of Investigation (FBI),
- Criminal history check through the Law Enforcement Database System (LEDS),
- Child Protective Services (CPS) and Adult Protective Services (APS) history check through Oregon Department of Human Services,
- Foster Certification check,
- Oregon court records check,
- A check of the state sex offender registry, and
- A check of the National Sex Offender Registry.

Individuals who have lived outside of Oregon in the last five (5) years of their CBR application date may receive state specific authorization forms while the CBR application is being processed.

After enrollment in the CBR, CCLD uses the Law Enforcement Database System (LEDS) maintained by the Oregon State Police which houses a statewide information system into which agencies can make inquiries on various categories of persons, vehicles and property. This system has a record of arrests, warrants and convictions. CCLD uses LEDS to review an applicant's Oregon criminal history (if applicable).

CCLD will also rerun background checks on all enrollees 30 months after enrollment period begins. This check does not affect current enrollment status unless the criminal (LEDS) or CPS check requires subsequent action.

Anyone who provides misleading, false or incomplete information may cause the provider to be ineligible for DELC child care assistance payment. Those who could cause ineligibility include the provider, household members (including the child's family if they live with the provider), frequent visitors or employees, or volunteers in a facility.

If it is found that any of these individuals have not disclosed information or have provided misleading information and the provider is already in an approved child provider status, the provider may have to repay any DELC child care assistance payments received. The provider may also be subject to legal action.

To find a copy of the rules about background checks, including all potentially disqualifying convictions and conditions, go to [Oregon Secretary of State Administrative Rules](#).

General Fingerprint Information

As part of the background check, the provider and everyone on the listing form must submit fingerprints.

Once the Child Care Licensing Division has received a completed CBR application, each applicant will receive a letter to submit fingerprints and specific instructions including Fieldprint codes. It is important to submit prints by CCLD's due date. If fingerprints are not received by the due date, the provider will be placed in a failed status. "Failed status" means the provider is not eligible for payment until they re-apply, and DELC approves them.



Specific information about sending fingerprint cards

- Those who do not have a Fieldprint office in their area or do not have any of the required information needed to make an appointment may go to a local police department or sheriff's office that provides public fingerprinting as a service. Call CCLD to get a fingerprint packet at 1-800-556-6616. It is best to call the local police department in advance. Not all offices provide this service, or they only provide it on certain days. The provider will receive a physical fingerprint card with their fingerprints on it. They will need to mail this card to the address provided in the fingerprint letter from CCLD.
- Some police stations can electronically submit fingerprints. Those wishing to use this method should contact CCLD before submitting the fingerprints to get the specific codes to include with the submission.

Note: Fingerprint results can only be used by the program area and for the requested background check. This means even if fingerprints were previously done or done for another program area, new fingerprints will need to be provided for the current background check.

Requests to Other States

If an individual on the listing form has lived in a state other than Oregon in the past five years, CCLD will check that individual's Child Protective Services (CPS), Criminal and Sex Offender history in that state. Most states have a specific form that must be filled out to request such a check. If required, CCLD will provide specific instructions on how to complete the out-of-state authorization materials, pay any associated fees, and when the forms are complete, immediately return them to the CCLD.

If providers have questions regarding filling out the CBR application or background check process call CCLD at 503- 947-1400 or 1-800-556-6616.

If the provider does not return the completed forms to CCLD after receiving a letter requesting forms for a CPS or criminal repository check in another state, the provider will be placed in a failed status and be ineligible to receive DELC child care assistance payment.

What happens when the background check is complete?

If all required individuals pass the background check, CCLD will notify the Direct Pay Unit (DPU) of the outcome of the background check. If all other requirements for DELC approval are complete, DPU will place the provider in an approved status. The provider will receive an approval letter. If DELC has approved them to provide care and the family is eligible for ERDC and connected to the provider, the provider will receive a Child Care Billing Form to start the payment process. If the Child Care Provider Listing Form was a pre-listing and the family the provider is giving care for is eligible to receive ERDC, the family will need to contact ODHS or call DPU to have a billing form issued.

Note: For license exempt providers, the approval date is the earliest date that ERDC may begin payments for eligible children in care.

Once approved, the provider must report changes to DPU at 1-800-699-907 4 or send an email to DPU.ProviderReporting@delc.oregon.gov (see page 26, "Reporting changes"). Remember, the provider must report changes to DPU within five days.

If all required individuals DO NOT pass the background check:

CCLD will send a notification to an applicant if they do not pass the background check. CCLD will also notify DPU and the provider of the outcome.



Denied

If the provider has been denied enrollment in the CBR, they are not eligible to receive DELC ERDC payment for providing care. This denial is due to the nature of the criminal history, history with Child Protective Services or history with Adult Protective Services. The provider may request a hearing if they disagree with this decision. See page 22.

If someone other than the provider has been denied (household member, staff member, volunteer or visitor), DELC will fail the listing based on the background check of an individual required to be in the CBR. This failure is due to one or more of the individuals required to be enrolled on the CBR that had criminal history, history with Child Protective Services or history with Adult Protective Services. The individual will receive a Denial Notice that shows the specific history used to make the background check decision. When this occurs, the provider will be in a failed status and will not be eligible to receive ERDC payments.

The denied individual may request a hearing if that person disagrees with the CBR decision. They may file an appeal with the CCLD within the time-frame specified in the legal notice.

Anyone who is denied enrollment due to the outcome of the background checks may not re-apply for enrollment in the CBR for 5 years from the date on the denial notice.

However, if an applicant is denied for failure to respond, they may immediately reapply for admission into the CBR.

Failed

A provider may be placed in a failed status, and a notice sent to the provider if

- The provider does not submit their fingerprints
- A household member who is required to be enrolled in the CBR does not submit fingerprints.
- A request for more information is not received to finish the background checks.
- If someone other than the provider has been denied (household member, staff member, volunteer or visitor) enrollment in the CBR

If the provider is failed, they are not eligible for child care payment. If a regulated subsidy facility (provider type NQC or QEC) has an employee who does not pass the background check, the child care facility may continue to be paid as long as the subject individual does not have unsupervised access to children

If a provider is failed due to an individual other than the provider denied enrollment in the CBR, the provider can re-apply only if:

- The location where care is provided changes, or
- The individual whose background check resulted in a denial is no longer living in, working or volunteering in, or visiting that location, or
- There has been a significant change in the history used to deny the individual.

If the provider chooses to re-apply, they will need to submit a new Child Care Provider Listing Form and a new CBR application with all required information.

Note: A provider is not eligible for payment unless everyone who is required to be enrolled in the CBR passes the background check.



Disqualifying Crimes

Below is the list of disqualifying crimes that prevent an individual who has been convicted of the following crimes, from enrollment in the Central Background Registry.

a) Aggravated murder, murder, criminal homicide, aggravated vehicular homicide or manslaughter in the first degree. These crimes are defined in Oregon statute by ORS 163.005, ORS 163.095, ORS 163.115, ORS 163.118, or ORS 163.149. Similar crimes that have occurred outside of Oregon will be evaluated by Child Care Licensing Division (CCLD) staff for their similarity to Oregon criminal statutes.

b) Criminal child abuse or neglect or other crimes against children. These crimes are defined in Oregon statutes by ORS 163.207, ORS 163.405, ORS 163.408, ORS 163.432, ORS 163.433, ORS 163.435, ORS 163.525, ORS 163.535, ORS 163.537, ORS 163.545, ORS 163.547, ORS 163.555, ORS 163.575, ORS 163.670, ORS 163.684, ORS 163.686, ORS 163.687, ORS 163.688, or ORS 163.689. Similar crimes that have occurred outside of Oregon will be evaluated by CCLD staff for their similarity to Oregon criminal statutes.

c) Rape, sexual assault, sexual abuse, sodomy, sexual misconduct or other sexual offenses. These crimes are defined in Oregon statutes by; ORS 163.365, ORS 163.375, ORS 163.385, ORS 163.395, ORS 163.405, ORS 163.408, ORS 163.411, ORS 163.413, ORS 163.415, ORS 163.425, ORS 163.427, ORS 163.445, ORS 163.452, or ORS 163.454. Similar crimes that have occurred outside of Oregon will be evaluated by CCLD staff for their similarity to Oregon criminal statutes.

d) Kidnapping or trafficking in persons. These crimes are defined in Oregon statutes by ORS 163.225, ORS 163.235 or ORS 163.266. Similar crimes that have occurred outside of Oregon will be evaluated by CCLD staff for their similarity to Oregon criminal statutes.

e) Arson. These crimes are defined in Oregon statutes by ORS 164.315 or ORS 164.325. Similar crimes that have occurred outside of Oregon will be evaluated by CCLD staff for their similarity to Oregon criminal statutes.

f) Physical assault or battery. These crimes are defined in Oregon statutes by ORS 163.160(3)-(5), ORS 163.165, ORS 163.175, ORS 163.185, ORS 163.187. Similar crimes that have occurred outside of Oregon will be evaluated by CCLD staff for their similarity to Oregon criminal statutes.

g) Drug related offenses committed within the last five years that resulted in the person being convicted of a Class A felony, Class B felony, Class C felony, or a Class A Misdemeanor. Similar crimes that have occurred outside of Oregon will be evaluated by CCLD staff for their similarity to Oregon criminal statutes under ORS chapter 475.

h) Any crime that has resulted in you being registered as a sex offender. The conviction may be in any State, tribal, or US territory sex offender registry or repository or the National Sex Offender Registry.

If you have been convicted of one of the crimes listed above, in Oregon or elsewhere, the Child Care Licensing Division has the right to remove or suspend your current CBR enrollment or deny your renewal application.



Hearing Request

If I am denied due to the background check, how do I request a hearing?

Providers are entitled to a hearing as provided by the Administrative Procedures Act (chapter 183, Oregon Revised Statutes).

If a provider wants a hearing, they must make a written request to CCLD no later than 60 days from the date the notice is mailed. There will be specific instructions in the denial letter on how to proceed. The request should be sent to the Child Care Licensing Division, 700 Summer St. NE, Suite 350, Salem, OR 97301. The request may also be submitted via fax at 503-947-1428 or e-mail CCLD.hearings@delc.oregon.gov.

If a provider fails to request a hearing within 60 days, a provider withdraws a hearing request, fail to appear for the hearing, or if a hearing is scheduled and the provider later notifies CCLD or the administrative law judge that they will not appear at the specified time and place, CCLD may issue a final order by default denying the application for enrollment in the CBR. If CCLD issues a final order by default, CCLD designates the relevant portions of its files on this matter, including all materials that the provider has submitted relating to this matter, as the record for purposes of proving a prima facie case upon default.

For more information regarding hearing rights or to contest a background determination, go to oregon.gov/delc

Important: Providers are not eligible for payment while they or someone on the listing form is waiting for the hearing decision. If the hearing result determines the provider is eligible for payment, ERDC cannot be paid for the time the provider was in a denied status.

- Call CCLD with questions regarding background check determination at 1-800-556-6616.
- Call DPU with questions regarding provider's status to receive child care subsidy at 1-800-699-9074.

Home/facility visits

License exempt providers (family and center-based) who are not related to all children in care are also known as regulated subsidy providers (RS providers).

- RS providers must have a home/facility visit at the site of care before they are approved as ERDC providers. This also includes care provided in the child's home.
- After the Direct Pay Unit (DPU) has reviewed the provider listing form and confirmed that all trainings are complete, a CCLD staff person will contact the provider to schedule a visit at the site where child care will occur.
- A CCLD staff person conducts the visits. The staff person will check that the home or facility meets all required ERDC and DELC health and safety requirements. They also will talk with the provider about concerns or questions the provider has and share resources or training material.
- Visits occur yearly and at the two-year re-evaluation for approved RS providers.
- Providers may review the CCLD's Health and Safety Checklist that will be used during the visit. Reviewing this ahead of time will help prepare for the visit. It can be viewed at oregon.gov/DELC



Child care provider requirements

By completing and signing the Child Care Provider Listing Form, the provider agrees to meet ERDC provider requirements and health and safety standards listed below. Providers licensed with CCLD will also need to agree to meet these requirements.

For basic requirements, the provider must:

- Be licensed with the Child Care Licensing Division (CCLD) if required by law (call CCLD at 1-800-556-6616 for more information)
- Be age 18 or older and understand they are legally responsible for the Child Care Provider Listing Form's accuracy and must repay any payments made in error
- Be the person or facility providing care to the children
- Be competent and have sound judgment and self-control when working with children
- Be mentally, physically, and emotionally capable of performing duties related to children in care
- Not be the parent/stepparent of any child in care (including unborn children)
- Not be on the same TANF or ERDC case of any child in care
- Not be a sibling living in the same household as the child
- Not hold a medical marijuana card or distribute, grow or use marijuana (including medical marijuana) or any controlled substance (except lawfully prescribed and over-the-counter medications)
- Provide healthy, safe and dependable child care
- Keep billing records and daily attendance records for at least one year.

Note: Attendance records will need to show the check-in and check-out times each day for each child in care with the times recorded as the child care children arrive and depart, also include any absent days

- Allow DELC and ODHS to review billing records and attendance records when requested. **Note: An overpayment could occur when a provider does not submit attendance records upon request to verify billing hours**
- Treat ERDC subsidy families the same as other families for whom they provide care, including charging ERDC subsidy families the same rate (or less) than they normally charge non-ERDC subsidy families.
- Agree to complete the ERDC Child Care Provider Orientation Part 1 online training and the ERDC Child Care Provider Orientation Part 2 in person class within 90 days of approval if they are:
 - » Not required to be licensed with CCLD
 - » A new provider or
 - » Are relisting after a break of one year or more
- Agree to complete the Foundations for Learning training within 90 days of approval if they are a Regulated Subsidy Provider.
- Pass a background check and be enrolled in the Central Background Registry (this includes the provider and all other persons age 18 and over in the household or frequent visitors)
- Allow DELC or ODHS to visit the site of care during the hours you provide child care. (For more information, see page [67](#), ("Announced provider specialist visits".))
- Cooperate with any investigation and allow DELC or ODHS to inspect the site of care
- Obtain written approval from their ODHS foster care certifier allowing them to provide child care if they are also a certified foster parent. DELC also accepts written approval from the foster care certifier's supervisor. This process may vary for providers who are also wishing to be licensed through CCLD.
- Upon request, provide proof that they meet the DELC requirements



- Complete and submit a new listing form every two years or sooner at the request of DELC.
- Renew background checks through the Central Background Registry every 5 years.
- Fill out Child Care Billing Forms completely and accurately and return them promptly.

In the area of health and safety, the provider must ensure the home or facility where care is provided meets all of the following standards:

- All floor levels used by children have two usable exits to the outdoors (a sliding door or window that they can use to evacuate children can be a usable exit.) If child care occurs on the second floor, the provider has a written plan for evacuating occupants in an emergency.
- The home or facility has water that is safe to drink.
- The home or facility has a working smoke detector on each floor and in any areas where children nap.
- The building, grounds, toys, equipment and furniture are maintained in a clean, sanitary and hazard-free condition.
- The home or facility has a working land line or cell phone.
- Fireplaces, space heaters, electrical outlets, wood stoves, stairways, pools, ponds and other hazards have barriers to protect children. Any gate or barrier may not pose a risk or hazard to any child in care.
- Firearms, ammunition and other items that may be dangerous to children are in a locked place out of a child's reach. These items include but are not limited to alcohol, inhalants, tobacco and e-cigarette products, matches and lighters, any legally prescribed or over-the-counter medicine, cleaning supplies, paint, plastic bags, and poisonous and toxic materials.

Additional health and safety standards

- No one may smoke or carry any lighted smoking instrument, including e-cigarettes and vaporizers:
 - » In the home or facility during child care operational hours or any time child care children are present, and
 - » In motor vehicles when child care children are passengers.
- No **one under the influence** of alcohol, controlled substances (except legally prescribed and over-the-counter medications) or marijuana (including medical marijuana) may be on the **premises** during child care operating hours or any time child care children are present.

Definition of “under the influence”

Under the influence means observed abnormal behavior or impairments in mental or physical performance leading a reasonable person to believe the individual has used alcohol, any controlled substances (except lawfully prescribed and over-the-counter medications), marijuana (including medical marijuana) or inhalants that impair their performance of essential job functions or create a direct threat to child care children or others.

Examples of abnormal behaviors include, but are not limited to:

- Hallucinations
- Paranoia or,
- Violent outburst

Examples of impairments in physical or mental performance include, but are not limited to:

- Slurred speech as well as,
- Difficulty walking or,
- Performing job activities.



Definition of “premises”

Premises means the home or facility structure and grounds, including indoors and outdoors and space not directly used for child care.

- No one may consume alcohol or use controlled substances (except legally prescribed and over-the-counter medications) or marijuana (including medical marijuana) on the premises during child care operating hours or any time child care children are present.
- The following may not be on the premises during child care operating hours or any time child care children are present: controlled substances (except lawfully prescribed and over-the-counter medications), marijuana (including medical marijuana, marijuana edibles and other products containing marijuana), marijuana plants, derivatives, and associated paraphernalia.
- They do not conduct child care in a halfway house, hotel, motel, shelter, or other temporary housing such as a tent, trailer or motor home.
- They do not conduct child care in a structure designed to be transportable and is not attached to the ground, to another structure or to any utilities on the same premises.

Child care providers:

- Must supervise children in care at all times. **At all times the provider must be:**
 - » Within sight or sound of all children
 - » Aware of what each child is doing
 - » Near enough to children to respond when needed
 - » Physically present when kindergarten-age or younger children are playing outside, unless a fully fenced and hazard free play area exists.
- Cannot be under the influence (applies to child care providers and any person supervising, transporting, preparing meals or otherwise working in the proximity of child care children and those completing daily attendance and billing records)
- Prevent people who may harm children from gaining access to children in care, including anyone under the influence
- Report suspected child abuse to a ODHS Child Protective Services office (Child Welfare) or a law enforcement agency
- Review immunization schedule with family and keep immunization records or non-medical exemption form on file and up to date
- Take steps to prevent the spread of infectious diseases
- Allow custodial parents to have immediate access at all times to their children who are in care
- Comply with state and federal laws related to child safety systems and seat belts in vehicles, bicycle safety and crib standards under 16 CFR 1 219 and 1 220
- Place infants to sleep on their backs.
- Give DELC their correct, valid SSN or IRS number
- Bill for care they actually provided or if prebilling, bill for scheduled hours (See pages [34-36](#))
- Not bill an ERDC subsidy family for the provider's obligations (e.g., providers must not bill an ERDC subsidy family for any amount ODHS collects from the provider to recover an overpayment, or for any amount DELC child care assistance pays to a creditor of the provider due to a lien, garnishment or other legal process), 213 and
- Not be an authorized representative or alternate payee on any family's child care case. This would be a conflict of interest.



Reporting changes

All child care providers are required to report the following changes to DPU within five days by calling 1-800-699-9074 or by emailing DPU.ProviderReporting@delc.oregon.gov. A Provider Change Report Form has been added on page [77](#) for convenience. Things that need to be reported:

- Any new arrests, indictments, convictions or involvement with Child Protective Services (Child Welfare) or any other agencies providing child or adult protective services by any of the following:
 - » You
 - » Any person living with you age 18 and older
 - » Visitors
 - » Each person supervising a child in the provider's absence
 - » The site director of an exempt child care facility and anyone who works in the facility who has access to the children in care, including employees, substitute caregivers, staff and volunteers and
 - » Any other person required to be on the listing form.
- Any change to the provider's name, phone number or address including any location where care is provided. *It is important any address changes are also reported to CCLD to ensure background check renewal notices are mailed to the correct address.
- Any new person (age 18 and older) in the home or facility, including visitors to the home or facility during the hours care is provided who may have unsupervised access to the children in care
- Newly licensed with CCLD or have changed license type with CCLD
- No longer licensed with CCLD
- No longer meet ERDC provider requirements including health and safety requirements
- Newly approved as a home care worker for any ODHS Aging and People with Disabilities programs or personal support worker through any Intellectual and Developmental Disability (IDD) or Oregon Health Authority (OHA) Behavioral Health Services program
- If a home care worker or personal support worker, notify DPU if any changes occur with the type of care you provide or if clients have been added to your care

Serious Injury Reporting

Regulated subsidy providers who care for any non-related children must report any serious injuries as defined in OAR 414-0180-0010(18) to the Child Care Licensing Division within 5 calendar days after the occurrence.

To make a report, call 1-800-556-6616 and select option 1 to speak with a Child Care Licensing Division Compliance Specialist.

This does not include: (A) Injuries for which a child is evaluated by a professional as a precaution; (B) Injuries for which first aid is administered at the operation, but no further treatment by a medical professional is warranted; or (C) Medical events due to routine, ongoing medical issues, such as asthma or seizures.

Important! Providers may be failed or suspended if they do not meet the above requirements. Suspended providers will not be eligible for child care payment for six months. (See page [59](#) for more information.)

An Intentional program violation may also occur if providers do not meet the above reporting requirements. (See page [57](#) for more information)



ERDC Child Care Provider Orientation

All providers not required to be CCLD-licensed must take the 2-part ERDC Child Care Provider Orientation training to continue to receive ERDC payments. Part 1 may be completed online while Part 2 is a required in person training. These must be completed within 90 days of the date DELC approves the provider.

Part 1 of the ERDC Child Care Provider Orientation gives providers basic information on:

- The process to become a listed ERDC Child Care Provider
- DELC health and safety standards
- Provider requirements
- Basic billing practices

Part 2 of the ERDC Child Care Provider Orientation gives providers basic information on:

- The payment process
- Program rules
- Child care provider rights and responsibilities
- Enhanced rate training options
- Food program resources through the U.S. Department of Agriculture and
- Other resources and reimbursements available through public and private sources.

Important: Once approved for payment, the provider will receive a letter with the phone number to the Central Coordination of Child Care Resource and Referral office to register for the 2-part ERDC Provider Orientation.

If the provider does not take these required trainings within 90 days of becoming an approved ERDC provider, they cannot continue to receive payment for child care. If this happens, the provider may be required to complete a new Child Care Provider Listing Form after they take the Orientation trainings.

Additional required trainings – Regulated subsidy providers

Non-relative licensed exempt family providers and licensed exempt facilities, also known as Regulated Subsidy (RS), will need to take additional trainings to continue to receive ERDC payments.

- Within 90 days of becoming approved as an ERDC provider:
 - » Foundations for Learning (FFL)
- Each year (annually):
 - » One hour in Health, Safety, & Nutrition (HSN)
- Each two year period:
 - » Six additional hours, including:
 - » Two hours in Human Growth and Development (HGD)
 - » Two hours in Understanding and Guiding Behavior (UGB)

Regulated subsidy facility staff must also take these trainings. Go to occd.educadium.com to take a Health and Safety training or contact the local CCR&R for additional trainings.



Training Stipend Payments

License exempt ERDC child care providers are eligible to receive a \$15 an hour stipend payment for attending both the ERDC Child Care Provider Orientation Part 1 & Part 2 and up to 12 hours of additional training every two years. Providers must be pre-registered for these trainings to receive a stipend. An additional travel stipend is available for the ERDC Provider Orientation Part 2 for providers who attend in person.

Stipend payments are allowed for both in person and online trainings and are intended to cover transportation and substitute care costs. Stipend request forms will be given to providers at the end of eligible trainings to complete and find out where to submit for payment. Stipend requests must be submitted within 3 months of a training to be approved for payment. Stipends will not be authorized for any training a provider has previously failed to attend twice.



Section 3: Billing and Payment Process

Information at a glance

About the billing forms page [31](#)

Once DELC has approved you for payment as an ERDC provider, billing forms will arrive by mail at the beginning of each month.

Reading the Child Care Billing Form page [33](#)

This section describes how to read the billing form. See sample billing form on page [32](#).

Authorized child care hours page [35](#)

Child care hours are authorized as part-time (25 hours a week), full-time (50 hours a week) or more than full-time (up to 75 hours a week depending on family's need). Hours can be split between multiple providers.

Reporting hours of care on child care billing form page [35](#)

Filling out the Child Care Billing Form with either the hours that the child has been scheduled to be in your care for the month, or actual hours plus absent days and submit for payment at any point during or after the month.

Billing for absent days page [35](#)

Providers who meet DELC criteria may bill for up to 31 absent days per month and not more than 1 month consecutive. If the child is absent for the month and you are not billing for absent days, you may turn in the billing form with "0" in the "Total Charge" box.

Billing ERDC and Preschool Promise page [37](#)

When a child is enrolled in Preschool Promise and ERDC, the provider should only bill ERDC for the hours the family is scheduled for care or receives care, outside of the Preschool Promise schedule.

Reporting total charges on Child Care Billing Form page [37](#)

Bill at your normal rates for the care. (Note: This may not be the same as the authorized ERDC maximum rate for the child) Charge only for the care that you provided or if pre-billing, the scheduled hours the child would be in care.

Submitting the billing forms page [40](#)

Child care providers may submit their Child Care Billing Forms for payment at any time during the month.

Missing, lost, or destroyed billing forms page [40](#)

Call DPU at 1-800-699-9074 to have your billing form reissued if you have lost or destroyed your billing form. DPU may not replace billing forms that have expired.

Attendance Log Examples page [38](#)

Providers may choose their method of tracking attendance as long as they are capturing check in/out times and absent days if billing ERDC for them. See page [38](#) for some different examples and situations. You can also find an example of a blank attendance log in the [Resource section](#) at the end of this guide.

When will I get my payment? page [40](#)

Once a completed billing form reaches DPU, it will take approximately four working days for the payment to be issued. DPU may return incomplete billing forms. This will delay the processing and your payment.



DPU has an automated system you can call 24 hours a day, 7 days a week. Call 1-800-442-6451

Call DPU if you have questions about your billing form or payment. If you haven't received a billing form, talk to the parent you provide care for or call DPU at 1-800-699-9074.

About the billing forms

Once you are listed as an approved provider, you will receive a billing form in the mail if the family is eligible for ERDC and connected to you. Billing forms are sent by mail around the beginning of each month as long as the family continues to be approved for ERDC.

- If you do not receive a billing form, you will receive a notice with the reason why. In most cases, the family will need to contact an ODHS office or DPU.

The billing form includes:

- A voucher number that can only be used once for the time period as listed on the billing form. Each Child Care Billing form has its own voucher number.
- The time period the billing form covers. The form cannot be changed to bill for a different time period.
- The copay amount (if any) that will be deducted
- The names and age categories of the eligible children in the family, and
- The authorized child care hours, located below the child's name and date of birth.

Once you receive the billing form review it for correct information such as having all the children listed and the right number of authorized hours for the children in care. Review the authorized hours with the family to make sure they meet the hours the child is scheduled to be in care. If any information is incorrect, contact DPU or have the family contact an ODHS office.

A sample billing form is on page [32](#).

Note: Billing forms are only issued to providers where care is provided, as long as the site is approved with DELC. Notify the Direct Pay Unit of any change to the care location. See "Reporting changes" on page [10](#). A provider may not be eligible to receive payment if DELC does not approve the site.



Fill Oregon Department of Early Learning and Care (DELIC)
out, Direct Pay Unit
mail P.O. Box 14850
to: Salem, OR 97309 0850
Email PDF only: Dpu.childcarebilling@delc.oregon.gov

Page 1 of 1 Seq #

Payment Information: 1-800-442-6451
Salem: (503)378-3508
Billing Questions: 1-800-699-9074
Salem: (503)378-5500

Voucher# 000000 MM/DD/YYYY
M5-9900-123456789-
LAST, FIRST
ES000014 FAM

CHILD CARE PROVIDER NAME
STREET ADDRESS
CITY OR 97000-0000

List new address or phone below.
Use the Provider Report form
(7496) to report other changes
(503) 378-XXXX

Child Care Billing

This Child Care Billing is only valid for care given from:
*** MM/DD/YYYY through MM/DD/YYYY. ***

The payment is limited by the DELIC maximum rates or the authorized hours*, whichever is less. The copay is deducted from that amount.

INSTRUCTIONS - complete for payment:

- 1. Mark if you are billing by the hour or the month;
2. Fill in the number of hours you are billing to DELIC; and
3. Fill in your total charge for those hours.

NOTE: Hours billed could be the actual hours plus absent days if billing after care has been provided, or the hours the child(ren) are scheduled to be in care if billing before all care is provided. Do not include hours the child is in school. See the provider guide for details.

The parent's copay amount is \$.00. Check here () if the parent did not pay this amount or arrange with you to pay it. The parent is responsible for paying the copay and any amount you charge above the DELIC maximum rate.

(c) IMPORTANT NOTICE: You may receive an important notice here.

- 1. LAST NAME, FIRST I am billing(check one): By the hour:___ OR the month:___
08/24/2017 SCH
*Authorized Hours: 215 I provided ___ hours of care. Total charge: \$_____
2. LAST NAME, FIRST I am billing(check one): By the hour:___ OR the month:___
04/20/2023 INF
*Authorized Hours: 215 I provided ___ hours of care. Total charge: \$_____

Mark one of these boxes if it applies to you and this family:

- () I will not provide child care anymore. The last day I provided was _____
() I did not provide care this billing period, but will provide care in the future

I certify the child care billed above is correct. I understand I may owe money to DELIC if the amount paid to me is incorrect.

(Provider Signature) _____ (Date) _____

I certify the child care billed above is correct. I understand I may owe money to DELIC if the amount paid to the provider is incorrect.

(Parent Signature) _____ (Date) _____
Signature not required.

WNW0020R-B

Notice: SAPRV1A (Rev. 07/2023)



Reading the Child Care Billing Form

See the sample billing form on previous page

Section 1

This tells you:

- The voucher number and the date it was issued
- The program the family is on, the local ODHS branch number, the family's case number and the worker's identification
- The family's case name, and
- The provider's ERDC provider number and the provider type (see page 15 for provider type definitions).

The diagram shows a sample billing form with the following fields and labels:

- VOUCHER #**: 000000
- Branch #**: 9900
- Case #**: 123456789
- Date issued**: MM/DD/YYYY
- Program**: M5
- Family's case name**: Last, First
- Provider #**: XYZ00018
- Provider type**: FAM

Section 2

If you have a new address or phone number, please call DPU at 1-800-699-9074 (or 503-378-5500 in Salem), send in the Provider Change Report (DELC 7496) or email DPU at DPU.ProviderReporting@delc.oregon.gov

A tear-out Provider Report form on page 77 of this guide. **Note: Remember you must report changes within five (5) days**

Section 3

This is the time period the billing form covers. Do not change the dates. It will make your billing form invalid. If you need a billing form for a different time period, contact DPU at 1-800-699 -9074 to find out what to do.

Section 4

This section has a list of instructions for filling out the billing form .

Section 5

This paragraph tells you if the family has a copay and the copay amount you should collect from the family. Check the box if you wish to report that the family has not yet paid its copay to you. This only applies to the copay amount.

(See "What happens if the family does not pay the copay?" on page 43.)

- Do not check the box unless you want to report that the family has not met the copay.
- Do not check the box if the family has paid the copay, even if they still owe you for other charges, such as amounts over the ERDC rate.

Section 6

DELC will use this space to provide any important information about your child care billing.

Section 7

This section shows each eligible child's name, age category and the maximum authorized hours. This is also where you bill for the child care you provided. (See "How do I report hours of care on the Child Care Billing Form?" on page 7.)

On your Child Care Billing Form, the age category of each child tells you the age rate DELC child care assistance will pay you. See page 48 for the definitions of the DELC child age categories.

Section 8

If you are no longer providing care for the family, please mark the first sentence in this section. Write in the last date you provided care.



Section 9

This is where you will sign. Your signature certifies that you are billing correctly.

Section 10

This section can be completed by the family at the provider's request, but the caretakers are not required to sign each billing form.

Note: Do not change or cross out any information pre-filled on the billing form. If you do this, the form will be returned to the provider and payment will be delayed. If any information on the billing form is incorrect, please contact DPU.

Authorized child care hours

Child care hours are authorized by the ODHS eligibility worker as part-time (25 hours a week), full-time (50 hours a week) or more than full-time (up to 75 hours a week depending on the family's need). The hours authorized are based on:

- Work Hours,
- School hours and study time for caretakers attending school
- Well-being activities for the family

ERDC is approved for at least 12-months. Hours can increase during the 12-month certification, but they cannot decrease.

- Families can split hours between multiple providers.
- Families may have a temporary break in their employment due to a job loss or medical leave. Caretakers can continue to use their child care when they are on medical leave or when they are unemployed. Please encourage caretakers in this situation to contact their ODHS worker as they may be able to qualify for a lower copay during these times.

If a family needs extra hours of care

ERDC automatically adds 25 percent more hours to cover travel time and meal breaks. If parents work overtime, have a long commute time or take public transportation, the 25 percent may not cover all their child care needs.

If the family needs more hours of care per month to continue working or participating in a family well-being activity, an ODHS worker can authorize payment up to a maximum of 323 hours per month or 50 percent more than the ODHS full-time monthly amount (215 hours per month).

Families can call ODHS to see if they qualify. The amount is calculated based on the number of hours needed and is limited to approved situations. If approved, the Child Care Billing Form will show from 216-323 hours in the "Authorized hours" area.

Here is how the payment is calculated for extra hours:

- The computer takes the total number of hours that the ODHS worker has authorized (from 216-323 hours) and divides it by 215 to come up with a percentage.
- Then it multiplies the percentage by the maximum rate for the child.

Example: The family needs 264 hours of child care in a month. The computer divides 264 hours by 215 = 1.23. DELC multiplies this number by the maximum rate for that child. This increases the maximum by 23 percent.

In this example, if the normal monthly rate for the child is \$516, the system would pay up to \$634.68. A provider who does not provide the extra-authorized hours of care will receive up to the normal maximum rate for their area.



Attendance Logs

Attendance logs are a requirement that all providers commit to when they sign the child care provider listing form. It is also a key tool to ensure providers are reporting the correct hours of care and billing ERDC correctly.

Attendance logs must include the in and out times as the child arrives and departs, as well as noting any absences. It is a best practice to have the parent/caretaker to sign the logs. See page 38 for examples of how to complete your attendance logs. For a blank attendance log that you may use see the Resource Section that starts on page 66.

Reporting hours of care on the Child Care Billing Form

Next to each child, check either hourly or monthly to show whether you are charging by the hour or by the month. (Select only one.) If you do not check this section, your form is considered incomplete.

Fill in the total number of hours of care you provided or the scheduled hours during the billing period, rounding up to the nearest whole hour (e.g., 136.5 hours= 137). **Note: This may not be the same as the authorized hours for the case. If you do not fill out this section, your form is considered incomplete.**

Billing for Actual Hours of Care

If billing for actual hours of care, the total number of hours from your attendance record, including absent days, should match the number you are billing ERDC.

- **Example 1:** ERDC has authorized up to 140 hours per month for the child's care, but you only provided care for 105 hours. Do not write 140; write 105 . If you care for the child less than the maximum authorized amount of care, ERDC will pay only for the actual hours provided.
- **Example 2:** ERDC has authorized up to 120 hours per month for the child's care, but you provided 150 hours. Write in 150 hours. ERDC will not pay for more than the 120 hours authorized care, but you should still record it. The family would then be responsible for the amount over the maximum hours authorized.

Billing for Schedule Hours of Care

If billing for scheduled hours of care, the total number of hours that the family has scheduled to bring their child to your child care would be used on the billing form.. Document those scheduled hours in case your logs are ever requested.

- **Example 3:** ERDC has authorized up to 200 hours per month for the child's care. After talking with the family, it was determined that they only need 125 hours of child care. Do not write 200; write 125. If you plan to (or actually) care for the child less than the maximum authorized amount, ERDC will pay only the lesser amount.

Billing: Absent Days, Closures, Ending Care

Absent Days

Providers may bill absent days when:

- It is the provider's policy to bill all their families for absent days, and
- The child was scheduled to be in care, the provider bills for the amount of time the child was scheduled to be in care, and the child has not been absent for a calendar month.
- If a child does not attend all of the hours that were scheduled, billed and paid for by ERDC the provider will not be expected to return the money and ERDC will not be attempt to collect it back from the provider.



Scheduled Care:

- A child is enrolled and scheduled to be in care based on an agreement between the family and the provider of actual care to be provided each month.
- As a provider, you must keep attendance records of the check-in and out times each day children are in care or absent if billing ERDC. These records need to be kept for at least one year.

Abandoned Care:

- Any time a child is gone for one full calendar month the care is considered abandoned and the provider cannot bill for any additional time for that child until the child physically attends the facility again.
- Providers may not bill to hold a slot if the child is not scheduled to attend for more than one calendar month. If the provider anticipates the child to return, they can submit billing forms for zero hours and mark the line stating they expect the family to return. This will keep the connection open between the family and provider.

Month long absence:

- If a provider did not provide any care for the month and is not billing for absent days, the provider should:
 - Mark a zero (0) in the "Total Charge" box.
 - Mark the box that explains why they are sending in the billing form, and
 - Sign the form and send it to DPU

Closures

Planned Closures:

ERDC can pay when:

- A child doesn't attend scheduled care.
- There was an emergency closure such as, illness in the home/ facility, pipe burst, fire etc.

ERDC will not pay when:

- There is a planned closure such as:
 - » Holidays
 - » Vacations
 - » Training Days, etc

If the provider was paid for a planned closure, this would be considered an overpayment and the provider would be required to notify DPU so they can determine if it would need to be referred to the Overpayment Writing Unit.

Ending Care:

- When a parent ends care, the provider can bill for the next month if the billing form was already issued, and the child was originally scheduled to be in care for that month. If the billing form was not issued, the provider may not bill for absent days.
- When a provider is ending care, the provider cannot bill for days after care ended as absent days.

To get clarification on billing for absent days, you can call DPU at 1-800-699-9074 or email at CustomerService.DPU@delc.oregon.gov



ERDC billing and Preschool Promise

Providers offering Preschool Promise (PSP) services that are ERDC approved should be aware of when it is appropriate to bill ERDC. When a child is enrolled in Preschool Promise and ERDC, the provider should only bill ERDC for the hours the family is scheduled for care or receives care, outside of the Preschool Promise reported schedule.

For example: A provider is open for child care Monday through Friday (6 a.m. – 6 p.m.) with a regular schedule for PSP Monday through Thursday, 8:00 a.m. – 2:00 p.m.

An ERDC approved family has a child care need and scheduled care from 6:00 a.m. – 5:00 p.m. Monday through Friday.

The provider would bill ERDC for the time outside the PSP scheduled hours.

- Monday - Thursday 8:00 am – 2:00 pm (6 hours/day) would be paid by Preschool Promise
- The provider would bill ERDC for 6:00 a.m. – 8:00 a.m. and 2:00 p.m. – 5:00 p.m. (5 hours/day) Monday – Thursday, and for 6:00 a.m. – 5 p.m. on Fridays (11 hours).

These times should be reflected in the provider/family agreement and attendance records.

Reporting the total charge on the Child Care Billing Form

Note: Always discuss the amount you charge with the caretaker before you start providing care.

- Fill in your total amount charged in dollars and cents (e.g., \$400.00). If you do not fill out this section your form is incomplete.
- Bill at your normal rates for the care. (Note: This may not be the same as the authorized ERDC maximum rate for the child.)
- Charge only for care that you provided or if pre-billing, the scheduled hours the child would be in care.
- Do not bill for hours for a school age child while they are attending school.
- You may bill ERDC any day a child is scheduled to be in care but does not attend. (See "Billing for Absent Days" above and "What if the child is absent for the entire month?" on page [35](#).)
- Do not deduct the family's copay amount from the amount you are billing. It will be automatically deducted from your payment.
- If you choose to have the family sign the billing form, fill it out completely prior to having the family sign it. This allows the family to understand what is being billed.
- Be sure to keep the billing receipt and a copy of the completed billing form for your records.
- Submit the billing form to the DPU for processing and payment by one of the approved methods. See page [40](#).



Examples of attendance logs for children with different needs

Huey's Hours: Parent has scheduled Monday through Friday 7:30am-5:30pm. Logs reflect that Huey was there 2 days as scheduled, he was late 2 days and was absent for 2 days. Because it is "scheduled hours" a provider would be able to pre-bill for the care scheduled for the month or bill after the care has been all done at the end of the month. In this example, if billing for an absent day, the provider would bill for the scheduled time of 10 hours per day.

Dewey's Hours: Parent has scheduled after school Monday through Friday 3:30am-5:30pm. Logs reflect that Dewey was at child care as scheduled for 2 days, left early one day, was there a little longer than scheduled 1 day and was absent 2 days. Because it is scheduled hours a provider would be able to pre-bill for the care scheduled for the month or bill after the care has been all done at the end of the month. If billing for an absent day, the provider would bill for the scheduled time of 2 hours per day.

ATTENDANCE LOG						MONTH / YEAR:		<i>January 2024</i>			
PROVIDER NAME		PROVIDER #		PARENT / CARETAKER NAME		CASE #					
<i>Mickey Mouse</i>		<i>AAA00018</i>		<i>Donald Duck</i>		<i>500057237</i>					
*** If billing for scheduled hours, write in the hours below. *** *** Children in school could have multiple "in" and "out" times, do not bill for school hours. *** *** If the child is absent , please indicate the absent hours on the attendance log ***											
Child's Name: <i>Huey Duckling</i>					Child's Name: <i>Dewey Duckling</i>						
Hours Scheduled: <i>M-F 7:30 am - 5:30 pm</i>					Hours Scheduled: <i>M-F 3:30 pm - 5:30 pm</i>						
Actual Hours in Care						Actual Hours in Care					
Date	A.M.		P.M.		Daily Total	Date	A.M.		P.M.		Daily Total
	Time In	Time Out	Time In	Time Out			Time In	Time Out	Time In	Time Out	
1						1					
2	<i>Absent</i>	<i>---</i>	<i>---</i>	<i>---</i>	<i>10</i>	2	<i>Absent</i>	<i>---</i>	<i>---</i>	<i>---</i>	<i>2</i>
3			<i>1:30</i>	<i>5:30</i>	<i>4</i>	3			<i>3:30</i>	<i>5:30</i>	<i>2</i>
4			<i>1:30</i>	<i>5:45</i>	<i>4.25</i>	4			<i>3:30</i>	<i>5:36</i>	<i>2.10</i>
5	<i>7:30</i>			<i>5:30</i>	<i>10</i>	5			<i>3:30</i>	<i>5:30</i>	<i>2</i>
6	<i>7:30</i>			<i>5:00</i>	<i>9.5</i>	6			<i>3:30</i>	<i>5:00</i>	<i>1.5</i>
7						7					
8						8					
9	<i>Absent</i>	<i>---</i>	<i>---</i>	<i>---</i>	<i>10</i>	9	<i>Absent</i>	<i>---</i>	<i>---</i>	<i>---</i>	<i>2</i>



Louie's Hours: Parent does not have a set schedule and so the child is considered coming on a "drop-in" basis. Logs reflect the actual hours that Louie was at child care. Because it is not scheduled hours a provider would not be able to bill for absent days or pre-bill for the care but would need to bill after the care has been completed at the end of the month.

Chewey's Hours: Parent has scheduled before and after school Monday through Friday. Logs reflect that Chewey was at child care as scheduled for 3 days, left early in the afternoon one day, was absent one day, attended after school only one day. Because it is scheduled hours a provider would be able to pre-bill for the care scheduled for the month or bill after the care has been all done at the end of the month. If billing for an absent day, the provider would bill for the scheduled time of 3.5 hours per day.

ATTENDANCE LOG					MONTH / YEAR:	<i>January 2024</i>					
PROVIDER NAME <i>Mickey Mouse</i>		PROVIDER # <i>AAA00018</i>		PARENT / CARETAKER NAME <i>Donald Duck</i>		CASE # <i>500057237</i>					
<p>*** If billing for scheduled hours, write in the hours below. ***</p> <p>*** Children in school could have multiple "in" and "out" times, do not bill for school hours. ***</p> <p>*** If the child is absent , please indicate the absent hours on the attendance log ***</p>											
Child's Name: <i>Louie Duckling</i>					Child's Name: <i>Chewey Duckling</i>						
Hours Scheduled: <i>No Schedule - Drop In</i>					Hours Scheduled: <i>M-F 7:30 am - 9:00 am and 3:30 pm - 5:30 pm</i>						
Actual Hours in Care						Actual Hours in Care					
Date	A.M.		P.M.		Daily Total	Date	A.M.		P.M.		Daily Total
	Time In	Time Out	Time In	Time Out			Time In	Time Out	Time In	Time Out	
1											1
2						<i>Absent</i>	<i>---</i>	<i>---</i>	<i>---</i>	<i>3.5</i>	2
3			<i>1:30</i>	<i>5:30</i>	<i>4</i>	<i>7:30</i>	<i>9:00</i>	<i>3:30</i>	<i>5:30</i>	<i>3.5</i>	3
4						<i>7:30</i>	<i>9:00</i>	<i>3:30</i>	<i>5:30</i>	<i>3.5</i>	4
5			<i>3:30</i>	<i>5:30</i>	<i>2</i>			<i>3:30</i>	<i>5:30</i>	<i>2</i>	5
6	<i>7:30</i>			<i>5:00</i>	<i>9.5</i>	<i>7:30</i>	<i>9:00</i>	<i>3:30</i>	<i>5:30</i>	<i>3.5</i>	6
7											7
8											8
9						<i>7:30</i>	<i>9:00</i>	<i>3:30</i>	<i>5:00</i>	<i>3</i>	9



Submitting the billing forms

Child Care billing forms are valid for 90 days from when they are issued. The billing form expiration date can be found in the top right corner of the billing form. DPU may not replace billing forms that have expired.

Providers may choose to bill in the following ways:

- Once a billing form is received, they can bill before care is provided as long as the scheduled hours of care are known; or
- At the end of the month with the actual child care hours provided plus any absent days. Billing at the end of the month may also occur when providers cannot anticipate the hours a child will attend, when a child is attending on a drop-in basis, when the provider is providing back up care, or when the family's schedules vary and cannot be anticipated.

Completed billing forms can be submitted to DPU using one of the below methods:

- Mail to the address listed on the billing form
- Fax to 503-373-1580
- Scan and email to DPU.ChildCareBilling@delc.oregon.gov (PDF only)

Be sure to send the billing form each month.

What if I don't get a billing form?

If you don't get a billing form, you can contact DPU. It may also be helpful to ask the family if it is time for them to recertify their ERDC eligibility. You may also ask the family to contact ODHS to find out more information. (See "What can ODHS tell you about families?" on page 9.)

If DPU does not send you a billing form or tell you that ERDC will pay for the child care, the family is responsible to pay for the cost of care provided.

How do I replace a lost or destroyed billing form?

DPU can reissue a copy of the billing form if it is lost or destroyed. A billing form is good for 90 days from the date issued. You will receive a notice 60 days in advance when a billing form is due to expire.

Important: DPU may not replace billing forms that have expired.

When will I get my payment?

DPU will process payments within 4 business days of receipt as long as the billing form was complete and legible.

Billing forms will be returned and payments may be delayed due to the following reasons:

- If any section of the form is not filled out,
- The preprinted section of the form is altered,
- The form is not clear, writing illegible or signature is missing.

Providers will receive a notice to show you how much ERDC paid for each child. Please keep this notice for your tax records. The family gets a similar notice showing how much was paid.

Payment Options:

- Direct Deposit - Providers can request ERDC payments to be sent as a direct deposit into their bank account. Processing time varies by bank. To request direct deposit, complete and submit the Direct Deposit form located in the back of this guide. If you need a new form sent to you contact DPU at 1-800-699-9074. You may send the form to DPU through the mail or scan and email a PDF to CustomerService.DPU@delc.oregon.gov
- Check - Checks are mailed on the next working day after the form is processed.



Checking on your payment

DPU has an automated system you can call 24 hours a day, every day, for payment information. The system can tell you:

- If your payment has been processed,
- When the check was mailed or direct deposited into your bank account,
- The amount of the payment, and
- If the payment was denied either due to an issue with the billing form or because the amount billed was less than the family's copay amount.

Here's how the automated payment line works:

- Call 1-800-442-6451. You will hear a menu of options; select the number indicated for the information you want.
- You will need your Social Security number or IRS number and the voucher number for the billing form you want to check.
- Call DPU if you do not have your voucher number.
- If the system states no information is available, that means your billing form has not yet processed. It may take up to four days for your billing form to process.
- If you are a new provider or have not received payments in some time, you may get the message that the system does not recognize your Social Security number or IRS number. This means the billing form has not been processed for payment.

Additional Payment

ERDC can pay an additional 9% for a payment that is processed late. A payment is considered late when a legible and complete billing form is processed by DPU:

- More than 4 business days after it was received for home-based providers, or
- More than 7 business days after it was received for center-based providers.

Providers need to request the additional payment by completing the online found at oregon.gov/delc/providers/Pages/erdc-providers.aspx or by contacting DPU.

Requests must be made within 30 days of receiving the payment. Once the request has been reviewed, DPU will determine if the payment was issued late, and the additional payment can be made. Payment will be made in the same manner as the provider receives their regular ERDC payments, by check or by direct deposit.

Trouble shooting and Questions

Call DPU if you have questions about your billing form or payment. If you have not received a billing form, talk to the parent you provide care for or call DPU at 1-800-699-9074 or 503-378-5500 in Salem.



Section 4: Copays

Information at a glance

What is a copay?

page 42

Most families receiving Employment Related Day Care (ERDC) benefits must pay part of the cost of their child care each month. The family's required share of the cost is called the "copay."

What happens if the family does not pay the copay?

page 43

- If a family does not pay a copay, a provider can notify DPU within 60 days of the ERDC payment date. A family with unpaid copays on their case will not be eligible for ERDC benefits at their next renewal.
- Families and providers can make an agreement about meeting the copay that works best for their situation

What is a copay?

Most families receiving Employment Related Day Care ERDC benefits must pay part of the cost of their child care each month. The family's required share of the cost is called the copay. The copay is based on the family's income and size.

The billing form shows the copay amount the family is responsible for paying. The family pays their copay, as well as any amount the provider charges above the ERDC maximum rate directly to the primary provider.

The copay will be deducted from the maximum allowed rate. The ERDC program pays the provider the difference - the allowed rate minus the family's copay amount.

It is the provider's responsibility to collect the copay or make other arrangements with the family.

- It is up to the child care provider and the family to decide how and when to collect the copay and other amounts the ERDC program does not pay.
- In working out the family's payment schedule, it may help to find out when the family is paid.

A sample Child Care Payment Worksheet (DELIC 7492W) is on page 46. A blank worksheet is available on page 73. You can use this worksheet to determine how much the parent will need to pay you after DELIC pays its portion of the child care.

Some providers and families agree to barter instead of paying the copay. For example, a child's family member might clean the child care provider's home. It is best practice to give receipts or put agreements in writing.

Important: The provider should give the family a copy of this agreement and a receipt, whether paid in cash or some other way.

If a family has more than one provider, only one will usually collect the copay from the family. The family pays the copay to the primary provider. The family tells DPU or ODHS the name of the primary provider. This provider usually does most of the child care.

Families may have a temporary break in their employment due to job loss or medical leave. ERDC may waive the copay in these circumstances. This means the Child Care Billing Form could change or be canceled and reissued with a lower copay. The authorized child care hours on the billing form will remain the same.

For more information, see "Authorized child care hours" on page 34.



What happens if the family does not pay the copay?

To stay eligible for child care benefits in the ERDC program, the family must pay the copay to the provider by the end of each month or make other arrangements with the provider. You can report to DPU that a family has not met its copay by:

- Checking the box on the Child Care Billing Form that says, "Check here () if the parent did not pay this amount or arrange with you to pay it."
- Writing a letter to DPU, or
- Calling DPU.

Important: Unpaid copays must be reported within 60 days from the date the DELC child care assistance program pays you. Otherwise, DELC will consider the copay as paid.

If you notify DPU that the family has not paid the copay, a notice is sent to the family that they have an unmet copay and will not be eligible for ERDC at their next renewal until the unmet copay is cleared. Once the benefits end, DELC cannot continue the family's child care benefits until:

- You have notified DPU in writing that the parents have paid the copay or arranged for payment, or
- The family provide other proof that they have paid you or arranged to pay you.

DPU will process any billing forms already sent to you.

DELC can deny eligibility for ERDC at renewal or reapplication for not paying the copay amount stated on the Child Care Billing Form.

We can't end the family's benefits for failure to pay other costs the parent owes to a provider (e.g., the amount you charge over the DELC payment limit).

Note: Any payments the family made to the provider are applied to the copay first.

If you notify DPU that the family made satisfactory arrangements for the copay, it is up to you to collect it.



Section 5: Provider Rates and Incentives

Information at a glance

About ERDC rates **page 45**

The ERDC program will pay the amount you billed or the maximum ERDC rate, whichever is less.

Child Care Payment Worksheet **page 46**

Use this document to estimate a family's child care costs.

Payment Calculation **page 47**

ERDC has maximum hourly rates and maximum monthly rates for your provider type. Your payment will not be more than the amount you bill. Copays are deducted from the ERDC payment.

Child age categories **page 48**

Child age category is a factor in how ERDC pays.

Provider type definitions **page 48**

The provider type is a factor in how ERDC pays.

ERDC child care maximum rates **page 49**

These pages show the maximum rates broken down into the three group areas.

About enhanced rates **page 53**

ERDC can pay a higher rate to providers who have completed specific trainings and become enrolled in the Oregon Registry

Provider incentives **page 54**

CCLD licensed child care providers with a Spark rating of 3,4, or 5 stars may be eligible to receive monthly incentive payments.

Special rates **page 55**

Providers of all types may be reimbursed at the special needs rate when they care for children or youth with disabilities.



About ERDC rates

The ERDC program bases the monthly maximum child care rates on a statewide market survey of child care providers and the amount charged in their area.

As a provider, you set your own rates for providing care. However, ERDC will pay the amount you bill, or the maximum ERDC rate, whichever is less.

The ERDC program determines the amount paid to a provider using several factors:

- **The ZIP code where the care is provided** - determines in which rate area the care is provided: group area A, B or C. (See "ERDC child care maximum rates" on page [49](#).)
- **The type of provider** - relates to whether it is home or center-based care, and if it is at the standard, enhanced or licensed rate. (See "Reading the Child Care Billing Form" on page [33](#) and "How do I qualify for the enhanced rate?" on page [53](#).)
- **The age category of the child** - different rates applied to different ages of children. See "Reading the Child Care Billing Form" on page [33](#) and "Child age categories" on page [48](#).
- **The authorized hours on the billing form** -based on the family's work, school, or activity hours, plus 25 percent travel time. Authorized hours on the billing form may be less if the family has more than one provider. Providers may receive a percentage of the hours on the billing form so ERDC does not pay more than the maximum rate.
- **How the provider bills** -whether the provider bills by the hour or by the month and how many hours the provider bills.
- **The total charge the provider bills** - providers cannot charge families receiving ERDC a higher rate than they charge families not receiving ERDC.
- **The ERDC rates** - payments will not exceed the maximum ERDC rates. If a family chooses a provider who charges more than the maximum the ERDC program can pay, the family is responsible for paying anything over the ERDC rate.
- **The family's copay amount** - is deducted from the allowed amount.



Child Care Payment Worksheet

Fill out this worksheet to get an estimate of a family's child care costs.

Step 1:

Write down the total amount you charge for the month.

(If you charge by the hour, multiply the hourly charge by the number of hours to get the monthly charge.)

Monthly Charge \$ 850.00

Step 2:

Subtract the ERDC maximum rate limit. The ERDC maximum rate limits can be found in the ERDC Provider Guide (DELC 7492)

(Be sure to use the rate in the column for the number of hours authorized)

Subtract
DELC Payment \$ 750.00

Subtotal:

This is the difference between what you charge and what DELC pays. If you charge less than DELC pays, put "0" on this line.

Overage \$ 100.00

Step 3:

Add the family's co-pay amount printed on the billing form to the subtotal. If the family doesn't have a co-pay, put "0" on this line.

Add Co-pay \$ 130.00

This number is an estimate of the amount you will need to collect from the family.

YOUR TOTAL \$ 230.00

Call your local Child Care Resource and Referral (CCR&R) agency or the Direct Pay Unit (DPU) with questions about this worksheet.

You are entitled to language assistance services and other accommodations at no cost. If you need help in your language or other accommodations, please contact the Oregon Department of Early Learning and Care at 1-800-556-6616



Payment Calculation

ERDC will pay:

- At your hourly or monthly rate, or up to the ERDC hourly or monthly rate for your provider type, whichever is less.
- For the amount of care you provide or plan to provide, up to the total number of authorized hours.
- The allowed amount minus the family's copay amount (specified on the billing form).

The ERDC program will not pay:

- More than you bill
- More than the authorized hours
- More than the ERDC rate (even if you bill hourly, ERDC cannot pay more than the monthly rate)
- Amounts less than one dollar.

If you have more questions about how your payment was calculated, contact the Direct Pay Unit.

If your payment was not the amount you expected, contact DPU within 60 days of payment.

Example: A family provider who gets the standard rate in Region C is authorized for and bills 215 hours of care. The provider charges \$850 for the month for an infant. DELC can pay up to \$750 for an infant in full-time care. This means that there is an overage amount of \$100. The family is responsible for paying their copay amount of \$130 out of the ERDC maximum rate. The parent's copay of \$130 plus the overage amount of \$100 comes to a total amount of \$230 that the family would be responsible to pay to their provider.

This example shows the payment break-down:

Charges for care provided	\$850.00
ODHS infant full time max rate (page 52)	<u>-\$750.00</u>
Overage amount	\$100.00
Parent's copay	<u>+\$130.00</u>
Parent amount due to the provider	\$230.00



Child age categories

Child age categories and provider type definitions used with the rate charts

Infant	Newborn through 11 months for non-licensed care; 6 weeks through 23 months for registered or certified licensed care.
Toddler	1 year (12 months) through age 2 years for non-licensed care; 2 years for registered or certified licensed care
Preschool	3 years through 5 years for non-licensed and licensed care
School	6 years or older for licensed and non-licensed care
Special needs	A child from newborn through 18 years old who needs more costly care due to a physical, behavioral or mental disability.

Note: Unless the child has a special circumstance, ERDC pays child care for children through age 12. Children will remain on the billing form through the end of the certification period when they turn 13.

Provider type definitions

Provider type:	You will receive:
FAM	Standard family rate ☺
NQC	Standard center rate ☺
QFM	Enhanced family rate ☺
QEC	Enhanced center rate ☺
RFM	Licensed registered family rate ▲
CFM	Licensed certified family rate ▲
CNT	Licensed certified center rate ▲

☺ Non-licensed with CCLD

▲ Licensed with CCLD

ERDC Child Care Maximum Rates

The tables on the following pages show the ERDC child care maximum rates for each group area. Copays are deducted from the maximum rate. (See "Copays" on page [42](#).)



ERDC child care maximum rates - effective 01/01/2024

Group Area A

Standard Rates - license exempt	Standard family rate (FAM)		Standard center rate (NQC)	
	1-157 hours	158-215 hours	1-157 hours	158-215 hours
	Hourly	Monthly	Hourly	Monthly
Infant	\$6.30	\$1,041	\$9.00	\$1,498
Toddler	\$5.70	\$945	\$11.00	\$1,142
Preschool	\$5.40	\$870	\$8.25	\$1,125
School	\$5.10	\$780	\$8.00	\$825
Special Needs	\$6.30	\$1,041	\$9.00	\$1,498

Enhanced Rates - license exempt	Enhanced family rate (QFM)			Enhanced center rate (QEC)		
	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$6.65	\$824	\$1,099	\$10.20	\$1,273	\$1,697
Toddler	\$6.01	\$748	\$998	\$12.47	\$1,226	\$1,635
Preschool	\$5.70	\$689	\$919	\$9.35	\$956	\$1,275
School	\$5.39	\$618	\$824	\$9.07	\$701	\$935
Special Needs	\$6.65	\$824	\$1,099	\$10.20	\$1,273	\$1,697

Licensed Rates	Registered family rate (RFM)			Certified family rate (CFM)			Certified center rate (CNT)		
	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$7.00	\$868	\$1,157	\$7.33	\$1,357	\$1,809	\$12.00	\$1,498	\$1,997
Toddler	\$6.33	\$788	\$1,050	\$7.33	\$1,256	\$1,675	\$14.67	\$1,442	\$1,923
Preschool	\$6.00	\$725	\$967	\$7.33	\$1,100	\$1,466	\$11.00	\$1,125	\$1,500
School	\$5.67	\$650	\$867	\$7.67	\$863	\$1,150	\$10.67	\$825	\$1,100
Special Needs	\$7.00	\$868	\$1,157	\$7.33	\$1,357	\$1,809	\$12.00	\$1,498	\$1,997

Zip codes for Group Area A: Portland, Eugene, Corvallis, Bend, Monmouth and Ashland areas

97003	97004	97005	97006	97007	97008	97009	97010	97013	97014	97015	97019
97022	97023	97024	97027	97028	97030	97031	97034	97035	97036	97041	97045
97051	97055	97056	97060	97062	97064	97068	97070	97078	97080	97086	97089
97106	97109	97112	97113	97116	97119	97123	97124	97125	97132	97133	97135
97140	97149	97201	97202	97203	97204	97205	97206	97209	97210	97211	97212
97213	97214	97215	97216	97217	97218	97219	97220	97221	97222	97223	97224
97225	97227	97229	97230	97231	97232	97233	97236	97239	97242	97258	97266
97267	97268	97286	97292	97330	97331	97333	97339	97351	97361	97371	97376
97401	97402	97403	97404	97405	97408	97454	97455	97477	97478	97482	97520
97525	97701	97702	97703	97707	97708	97709					



ERDC child care maximum rates - effective 01/01/2024

Group Area B

Standard Rates - license exempt	Standard family rate (FAM)		Standard center rate (NQC)	
	1-157 hours	158-215 hours	1-157 hours	158-215 hours
	Hourly	Monthly	Hourly	Monthly
Infant	\$4.20	\$750	\$5.81	\$1,013
Toddler	\$3.90	\$705	\$4.94	\$945
Preschool	\$3.75	\$691	\$7.13	\$765
School	\$3.90	\$647	\$3.95	\$472
Special Needs	\$4.20	\$750	\$5.81	\$1,013

Enhanced Rates - license exempt	Enhanced family rate (QFM)			Enhanced center rate (QEC)		
	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$4.44	\$594	\$791	\$6.59	\$861	\$1,148
Toddler	\$4.11	\$558	\$744	\$5.59	\$803	\$1,071
Preschool	\$4.11	\$547	\$730	\$8.08	\$650	\$867
School	\$4.11	\$512	\$683	\$4.48	\$401	\$535
Special Needs	\$4.44	\$594	\$791	\$6.59	\$861	\$1,148

Licensed Rates	Registered family rate (RFM)			Certified family rate (CFM)			Certified center rate (CNT)		
	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$4.67	\$625	\$833	\$5.92	\$800	\$1,067	\$7.75	\$1,013	\$1,350
Toddler	\$4.33	\$587	\$783	\$5.25	\$756	\$1,008	\$6.58	\$945	\$1,260
Preschool	\$4.17	\$576	\$768	\$5.75	\$700	\$933	\$9.50	\$765	\$1,020
School	\$4.33	\$539	\$719	\$5.83	\$600	\$800	\$5.27	\$472	\$629
Special Needs	\$4.67	\$625	\$833	\$5.92	\$800	\$1,067	\$7.75	\$1,013	\$1,350

**Zip codes for Group Area B:
Salem, Medford, Roseburg, Brookings and areas outside the metropolitan areas in Eugene and Portland**

97002 97011 97016 97017 97018 97038 97042 97044 97048 97049 97053 97058 97067
 97071 97103 97107 97108 97110 97111 97114 97115 97117 97118 97121 97122 97127
 97128 97131 97134 97138 97141 97143 97146 97148 97301 97302 97303 97304 97305
 97306 97307 97309 97310 97317 97321 97322 97325 97326 97327 97328 97336 97338
 97341 97343 97344 97348 97352 97353 97355 97357 97362 97365 97366 97367 97370
 97372 97374 97377 97378 97380 97381 97383 97385 97386 97389 97391 97392 97394
 97415 97420 97423 97424 97426 97431 97444 97446 97448 97452 97456 97457 97459
 97465 97470 97471 97479 97487 97489 97501 97502 97503 97504 97524 97534 97535
 97756 97759 97760 97801 97812 97813



ERDC child care maximum rates - effective 01/01/2024

Group Area C

Standard Rates - license exempt	Standard family rate (FAM)		Standard center rate (NQC)	
	1-157 hours	158-215 hours	1-157 hours	158-215 hours
	Hourly	Monthly	Hourly	Monthly
Infant	\$4.20	\$750	\$5.81	\$1,013
Toddler	\$3.90	\$705	\$4.94	\$945
Preschool	\$3.75	\$691	\$7.13	\$765
School	\$3.90	\$647	\$3.95	\$472
Special Needs	\$4.20	\$750	\$5.81	\$1,013

Enhanced Rates - license exempt	Enhanced family rate (QFM)			Enhanced center rate (QEC)		
	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$4.44	\$594	\$791	\$6.59	\$861	\$1,148
Toddler	\$4.11	\$558	\$744	\$5.59	\$803	\$1,071
Preschool	\$4.11	\$547	\$730	\$8.08	\$650	\$867
School	\$4.11	\$512	\$683	\$4.48	\$401	\$535
Special Needs	\$4.44	\$594	\$791	\$6.59	\$861	\$1,148

Licensed Rates	Registered family rate (RFM)			Certified family rate (CFM)			Certified center rate (CNT)		
	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours	1-62 hours	63-135 hours	136-215 hours
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$4.67	\$625	\$833	\$5.92	\$800	\$1,067	\$7.75	\$1,013	\$1,350
Toddler	\$4.33	\$587	\$783	\$5.25	\$756	\$1,008	\$6.58	\$945	\$1,260
Preschool	\$4.17	\$576	\$768	\$5.75	\$700	\$933	\$9.50	\$765	\$1,020
School	\$4.33	\$539	\$719	\$5.83	\$600	\$800	\$5.27	\$472	\$629
Special Needs	\$4.67	\$625	\$833	\$5.92	\$800	\$1,067	\$7.75	\$1,013	\$1,350

**Zip codes for Group Area B:
Salem, Medford, Roseburg, Brookings and areas outside the metropolitan areas in Eugene and Portland**

97002 97011 97016 97017 97018 97038 97042 97044 97048 97049 97053 97058 97067
 97071 97103 97107 97108 97110 97111 97114 97115 97117 97118 97121 97122 97127
 97128 97131 97134 97138 97141 97143 97146 97148 97301 97302 97303 97304 97305
 97306 97307 97309 97310 97317 97321 97322 97325 97326 97327 97328 97336 97338
 97341 97343 97344 97348 97352 97353 97355 97357 97362 97365 97366 97367 97370
 97372 97374 97377 97378 97380 97381 97383 97385 97386 97389 97391 97392 97394
 97415 97420 97423 97424 97426 97431 97444 97446 97448 97452 97456 97457 97459
 97465 97470 97471 97479 97487 97489 97501 97502 97503 97504 97524 97534 97535
 97756 97759 97760 97801 97812 97813



Zip codes for Group Area C: Balance of state, other state ZIPS

97001	97020	97021	97026	97029	97032	97033	97037	97039	97040	97050	97054
97057	97063	97065	97101	97102	97130	97136	97137	97144	97145	97147	97324
97329	97335	97342	97345	97346	97347	97350	97358	97359	97360	97364	97368
97369	97375	97384	97388	97390	97396	97406	97407	97409	97410	97411	97412
97413	97414	97416	97417	97419	97425	97427	97428	97429	97430	97432	97433
97434	97435	97436	97437	97438	97439	97441	97442	97443	97447	97449	97450
97451	97453	97458	97460	97461	97462	97463	97464	97466	97467	97468	97469
97472	97473	97476	97480	97481	97484	97486	97488	97490	97491	97492	97493
97494	97495	97496	97497	97498	97499	97522	97523	97526	97527	97530	97531
97532	97533	97536	97537	97538	97539	97540	97541	97543	97544	97601	97603
97604	97620	97621	97622	97623	97624	97625	97626	97627	97630	97632	97633
97634	97635	97636	97637	97638	97639	97640	97641	97710	97711	97712	97720
97721	97722	97730	97731	97732	97733	97734	97735	97736	97737	97738	97739
97740	97741	97742	97750	97751	97752	97753	97754	97758	97761	97810	97814
97817	97818	97819	97820	97821	97822	97823	97824	97825	97826	97827	97828
97830	97831	97833	97834	97835	97836	97837	97838	97839	97840	97841	97842
97843	97844	97845	97846	97848	97850	97856	97857	97859	97861	97862	97864
97865	97867	97868	97869	97870	97871	97872	97873	97874	97875	97876	97877
97880	97882	97883	97884	97885	97886	97901	97902	97903	97904	97905	97906
97907	97908	97909	97910	97911	97913	97914	97918	97919	97920		



About enhanced rates

The enhanced rate is a higher payment rate for ERDC providers that are not licensed with CCLD. They are eligible to receive an enhanced rate if they are enrolled in the Oregon Registry. Providers can enroll in the Oregon Registry by creating an account and completing required trainings. These trainings are tracked in your account. My Oregon Registry Online (myORO) is a professional development platform for early childhood professionals, including child care providers.

To qualify for the enhanced rate:

- **Complete the required trainings:**
 - » Recognizing and Reporting Child Abuse and Neglect (RRCAN)
 - » Intro to Child Care Health & Safety (ICCHS)
 - » Infant and Child CPR and First Aid
 - » Oregon Food Handler certification
- **Create an account on myORO and submit proof of completed trainings:** my.oregonregistryonline.org/
- **Fill out an Enhanced Rate Program application:** pdx.edu/education-career-development/enhanced-rate-scholarships

If you meet the enhanced rate training requirements, you automatically meet the training requirements for Step 1 of the Oregon Registry.

ORO notifies DPU when a provider qualifies for the enhanced rate. You will receive the enhanced rate within 60 days of your name being added to the Oregon registry.

To continue receiving the enhanced rate:

- Renew Infant and Child CPR and First Aid every 2 years
- Complete Eight hours additional training related to child care issues every 2 years
- Renew Oregon Food Handlers card every 3 years

For questions about training requirements or where to find trainings in your area, call myORO at 1-877-725-8535.

You can also call your local Child Care Resource and Referral (CCR&R). For the telephone number of the CCR&R in your area, see page [69](#).

Note: For facilities exempt from CCLD licensing, at least one staff member for every 20 children in care must meet the above requirements to receive the enhanced rate. Contact the DPU at 1-800-699-9074 for more information.



Provider incentives

Licensed child care providers with CCLD who have a Spark star rating, formerly known as Oregon's Quality Rating and Improvement System (QRIS), of 3, 4 or 5 may be eligible to receive monthly incentive payments.

The monthly payment is for child care providers that:

- Have been listed and approved as an ERDC provider.
- Are providing care for children receiving the Employment-Related Day Care (ERDC) subsidy
- Have a current Spark rating of 3, 4 or 5
- Have been paid by the DELC child care assistance program for full-time care (136 hours or more per month) for an ERDC child, and
- Are not contracted child care providers through the ERDC program.

Licensed providers can choose not to receive the incentive payments. Providers who do not want to receive this additional amount need to complete a form to opt out. For the opt-out form and instructions see

oregon.gov/delc/providers/pages/erdc-providers.aspx

How much is the incentive payment?

The monthly incentive amount depends on the provider's Spark star rating.

Spark star rating	Monthly incentive payment for each full time ERDC child
3	\$54
4	\$72
5	\$90

Providers interested in Oregon's Spark or becoming star rated can contact their local Child Care Resource and Referral office at 1-800-342-6712.

For more information, go to:

oregon.gov/delc/providers/pages/spark-incentives.aspx or Oregon's Spark at oregonspark.org



Special rates

Special Needs Rate (SNR)

Providers of all types may be reimbursed at the special needs rate when they care for children or youth with disabilities. This higher rate is intended to offer families more equitable options to child care services in their area. The [Special Need Child Care Rate Request form \(DHS 7486\)](#) is not required but can be a helpful tool for parents to know what they should provide as verification.

Inclusive Partners may work with the family to verify the Special Needs Rate. The provider's current rate must be higher than the maximum rate the ERDC program will pay.

Important: Providers may not charge families a higher fee or add charges solely for children with a disability or other special needs because this violates the Americans with Disabilities Act (ADA). For more information go to: oregon.gov/DELC/Programs/Pages/InclusivePartners

High Needs Rate

If a child or youth requires a much higher level of care, a supplemental payment may also be available. This is called the "high needs rate" and involves an assessment of the child. The assessment is done by a specialist from Inclusive Partners. There is no cost to the family or the provider.

If you identify a child or youth who requires a much higher level of care, discuss this with the family and contact Inclusive Partners at 866-837-0250 or delc.inclusivepartners@delc.oregon.gov. For more information visit the Inclusive Partners page: oregon.gov/delc/Programs/Pages/InclusivePartners

Once a referral is made, an individual assessment is done to see if a supplemental payment is appropriate.

- If Inclusive Partners authorizes the high needs rate, payment will start the following month.
- If the family has more than one provider, both will receive a portion of the High Needs rate payment.
- The high needs rate does not change the family's co pay or their overall cost of care.



Section 6: Program Integrity

Information at a glance

ERDC Program integrity and overpayments

page 57

- Child care payments are reviewed to make sure they are correctly authorized, billed and paid.
- Providers may have to repay child care payments they have received if they do not report changes within five days
- An overpayment may also occur if required information is incorrect, incomplete or not disclosed.

Intentional program violations (IPVs)

page 57

See page 57 for more information.

Hearing rights: What if I disagree with a decision?

page 58

If a provider disagrees with the decision to deny their eligibility for payment or if they receive a notice of an overpayment, they have up to 45 days to submit a written request for a hearing

Provider status

page 58

Failed providers - Providers may be placed in a failed status for not meeting ERDC provider requirements or health and safety standards. See page 58 for more information.

Suspended providers - Providers may be placed in a suspended status for not meeting requirements and will not be eligible for child care payment for six months. See page 58 for more information.

Reporting changes after approval

page 59

All approved ERDC providers including providers licensed with the CCLD will need to report changes in the child care situation that affect payment or the eligibility of a provider.

You must report changes within five days to DPU.



Failure to report changes may result in a suspended status; the provider will not be eligible for child care payment for six months.

To report a change, call DPU at 1-800-699-9074 or 503-378-5500.

You can also email DPU at DPU.ProviderReporting@delc.oregon.gov or fill out the **Provider Report form (DEL 7496)** and submit to DPU.

Provider Change report (DEL 7496)

page 61

Use the **Provider Change Report** form to report changes. Please return the completed form to the Direct Pay Unit immediately. See page 77 of this guide for a blank form.



Program integrity and overpayments

Child care payments are reviewed by ODHS for program integrity to make sure they are correctly authorized, billed and paid. Several child care cases are randomly selected for review each month. These records are compared to providers' attendance records to make sure the payments are correct.

If a child care payment the provider received is being reviewed, they will be asked to send in a copy of the attendance record showing the hours of care they provided or the scheduled hours.

If attendance logs indicate the provider has been paid for hours when the child was not scheduled to be in care (not including authorized absent days), they will be notified about the overpayment. The provider may be eligible for a repayment plan. The notice they receive includes information on setting up a payment plan and what the provider can do if they disagree with the overpayment. Overpayments are usually collected from future provider payments.

Providers can also incur overpayments in the following instances:

- When the provider doesn't report changes within five days (see page [26](#) to see what changes providers must report)
- When information on the Child Care Provider Listing Form 7494 is incorrect, or
- If information in the Central Background Registry application was not disclosed which would have caused DELC to not approve the provider.

Providers have a right to a hearing on all overpayment decisions. (See "Hearing rights: What if I disagree with a decision?" on page [58](#).)

When a provider has received an overpayment

Providers who receive an overpayment may request a hearing within 45 days of the date of the overpayment notice. Overpayment amounts will be deducted from the provider's child care payments if a hearing request has not been requested within the 45 days. See page [58](#) for information on how to request a hearing.

If a decision is in favor of the provider, monies will be returned to the provider. If a decision is determined that the overpayment is upheld, repayment of monies due will continue.

Intentional program violations (IPVs)

What is an IPV?

An IPV occurs when a provider intentionally makes a false or misleading statement or misrepresents, conceals or withholds information related to:

Their request to be eligible as an ERDC approved child care provider, or

- A claim for an ERDC child care payment If it is determined a provider has an IPV:
- The provider must repay the overpayment
- Legal action may be taken, including criminal prosecution
- The provider may be subject to penalties, and
- The provider may be disqualified for future payments

Hearings are held on every IPV decision unless you have signed the Agreement to Waive Child Care Provider -Hearing for Intentional Program Violations (DELC 649CP). The provider should read the information carefully before they sign this agreement. Signing it will result in a disqualification period and does not prevent the provider from being prosecuted in court or the overpayment being collected.



What is the disqualification period for an IPV?

A child care provider with an IPV is not eligible for payment for a minimum of six months, and until the provider pays the full amount of the overpayment. If DELC finds that such ineligibility is in the public interest, the provider may be permanently disqualified from receiving child care payments as cited in 414-175-0099. The following is a non-exclusive list of reasons that support a determination of permanent ineligibility: safety concerns; or, the likelihood of future violations; or, the degree of egregiousness of any of the established IPV's; or, the degree of primary involvement in the violation by the provider.

Hearing rights: What if I disagree with a decision?

If a provider disagrees with the decision to deny their eligibility for payment or if they receive notice of an overpayment, they have up to 45 days to submit a written request for a hearing. (This is a separate hearing from the IPV hearing described above.) Someone at an ODHS office can help a provider with an Administrative Hearings Request form (ODHS 443) or their written letter of request. A provider may submit a letter of request to ODHS-OEP.hearings@odhsoha.oregon.gov

If a provider is denied

If a provider is denied an ERDC subsidy child care payment because they are denied enrollment in the Central Background Registry and you disagree with the decision, they may request a hearing within 45 days from the decision.

Provider status

Failed providers

A provider may be placed in a failed status for not meeting ERDC provider requirements and/or health and safety standards. (See page 24 for list of provider requirements.) Providers in a failed status are not eligible for child care payment. A provider with a status of "failed" may reapply at any time by providing the required documents and information to DPU for review. This includes applying to the Central Background Registry.

DELC child care assistance program will not pay any other person for care provided by a failed provider.

Suspended providers

Providers may be suspended when they do not meet the following requirements and will not be eligible for child care payment for six months.

- Reporting required changes to DPU within five days of occurrence (see page 26 for reporting changes).
- Allowing DELC or ODHS to visit or inspect the site of care. while child care is provided.
- Keeping daily attendance records that are recorded as each child arrives and departs. These records show the arrival and departure times for each child in care. Keep billing records for each child receiving ERDC benefits. **Note: Providers must retain written attendance and billing records for a minimum of 12 months and provide them to DELC or ODHS upon request.**
- Reporting suspected child abuse.
- Supervising each child in care at all times, including being:
 - » Within site or sound of all children
 - » Aware of what each child is doing
 - » Near enough to children to respond when needed, and
 - » Physically present when kindergarten-age or younger children are playing outside, unless a fully fenced and hazard free play area exists.



- Having competency, sound judgment and self-control when working with children.
- Being mentally, physically and emotionally capable of performing duties related to child care.
- Preventing any individual who behaves in a manner that may harm children from having access to a child in the provider's care.
- Allowing the family of a child in his or her care to have immediate access to the child at all times.
- Follow policies regarding smoking, alcohol, controlled substances and marijuana (including medical marijuana). (See page 23 for provider requirements.) This includes:
 - » Child care providers
 - » Any individual supervising, transporting, preparing meals or otherwise working in the proximity of child care children, and
 - » Those completing daily attendance and billing records.

When a provider is suspended

Suspended providers cannot bill ERDC for at least six months. They will receive a notice by mail that includes their right to request an administrative hearing and how to schedule one.

- The ERDC program will not pay any other child care provider for care provided at the suspended site location.
- The ERDC program will not pay a child care provider at another site if the suspended provider is involved in the child care operation unless DELC determines the reasons for the provider's suspension are not relevant to the new site.
- A provider with a status of "suspended" may be eligible for payments after the six month ineligibility period ends if DELC has approved the provider following reapplication. This includes providing any required documents and information to DPU for review.

Reporting changes after approval

Within five days of occurrence, all ERDC approved child care providers including CCLD licensed providers are required to report the following changes to the Direct Pay Unit:

Child care providers are required to report any contact or involvement with Child Protective Services (CPS), the Office of Training Investigations and Safety (OTIS) or any other agencies providing child or adult protective services, as well as any arrests, indictments, or convictions, for the following individuals:

- » The child care provider
- » Any person living with the provider age 18 and older
- » Each person who visits the home of the provider during the hours care is provided and may have unsupervised access to a child in care
- » Each person supervising a child in the provider's absence
- » The site director of an exempt child care facility and anyone who works in the facility who has access to the children in care, including employees, substitute caregivers, staff and volunteers, and
- » Any other person required to be on the listing form.
- Any change to the provider's name, phone number or address including any location where care is provided
- Any new person (age 18 and older) in the home or facility, including visitors to the home or facility during the hours care is provided who may have unsupervised access to the children in care
- When a person in the home or facility turns 18 years of age



- If the provider is now licensed with the CCLD
- If the provider no longer meets ERDC provider requirements including health and safety requirements
- If the provider is now a home care worker for any ODHS Aging and People with Disabilities (APD) program, or a personal support worker through any Intellectual and Developmental Disability (IDD) or Oregon Health Authority (OHA) Behavioral Health Services program
- If the provider is a home care worker or personal support worker, any changes that occur with the type of care the provider gives or if clients have been added to the provider's care.
- If the provider no longer meets ERDC provider requirements including health and safety requirements

Please report changes as soon as they happen

To tell DPU about a change:

- Call 1-800-699-9074
- Send an email to DPU.ProviderReporting@delc.oregon.gov or
- Use a Provider Change Report form (DELC 7496).

There is a sample Provider Change Report form on page [61](#).

Depending on the change reported, you may receive a new Child Care Provider Listing Form (DELC 7494) to complete. Please return the completed form to the DPU immediately. **Failure to return this form will stop future billing forms.**

Filling out the Provider Change Report form (DELC 7496)

Section 1	Write the date the change occurred or will occur
Section 2	Write the provider/facility name, phone number, ERDC provider number and the Social Security or IRS number
Section 3	This section is to report changes in the provider's phone number or mailing address
Section 4	This section is to report changes in the phone number or address where the provider provides care.
Section 5	If the provider's name has changed or will change, write both the old and new names
Section 6	If another person age 18 or older has moved or will move into the provider's home, or someone already in the provider's home has turned 18, write their name, birth date and Social Security number. Also include anyone who will be visiting the home during the hours care is provided who may have unsupervised access to the children in care.
Section 7	<ul style="list-style-type: none"> • If the provider has been arrested or convicted of a crime or referred to Child Protective Services (Child Welfare) for child abuse, neglect, failure to protect a child or any other involvement - check the boxes that apply and write the date of the action and agency. • If a person in the provider's home or a visitor who may have unsupervised access to the children in care, age 18 or older, has been arrested or convicted of a crime or referred to Child Protective Services (Child Welfare) for child abuse, neglect, failure to protect a child, or any other involvement - check the boxes that apply and write the date of the action and agency

Note: Failure to report changes within five days of occurrence may result in an overpayment, suspension, Intentional Program Violation (IPV) or permanent disqualification of an ERDC child care provider, permanent IPV. (See page [57](#) for more information)



Provider Change Report



Use this form to report changes to the Direct Pay Unit (DPU). Changes are required to be reported within five days of occurrence. Child care providers who are registered or certified with the Child Care Licensing Division (CCLD), need to report changes to both DPU and CCLD. Contact CCLD at 1-800-556-6616. Changes can be submitted to DPU by mail, telephone or email:

DPU
PO Box 14850
Salem, Oregon 97309-0850

Telephone:
1-800-699-9074
Email: DPU.ProviderReporting@delc.oregon.gov

1. Date

Date when this change occurred or will occur:	
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2. Identifying Information

Provider/facility name:	Telephone:	ERDC provider number:	SSN or Tax ID number:

3. New mailing address or telephone number

New mailing address:	City:	State:	ZIP code:	County:	Telephone:

4. New address where you provide care or telephone number

New mailing address:	City:	State:	ZIP code:	County:	Telephone:

5. My name has changed

Old name:	New name:

6a. Someone age 16 years or older moved into my house or 6b. Someone visits my home during child care hours and may have unsupervised access to a child in care

Write the person's name below

Name of person:	Date of Birth:	Social Security Number:

Name of person:	Date of Birth:	Social Security Number:

Name of person:	Date of Birth:	Social Security Number:

Section 7: Reporting Child Abuse

Information at a glance

Providers are mandatory reporters

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Oregon state law requires that people in certain professions are mandatory reporters. This means that they must report child abuse or neglect if they have reasonable cause to suspect it is happening. Child care providers are mandatory reporters.

Recognizing child abuse

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How do I make a report?

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- Report child abuse to a local Oregon Department of Human Services (ODHS) office or a local police department, county sheriff, county juvenile department or the Oregon State Police.
- You can also call 1-855-503-SAFE (7233). This toll-free number allows you to report abuse or neglect of any child or adult to the Oregon Department of Human Service



If you think someone is being hurt or is in danger, call 911 immediately.

Providers are mandatory reporters

Oregon state law requires that people in certain professions are mandatory reporters. This means that they must report child abuse or neglect if they have reasonable cause to suspect it is happening.

If you are an ERDC child care provider or you are registered or certified with the Child Care Licensing Division (CCLD), you are a mandatory reporter. Child care providers are subject to mandatory child abuse reporting under the Child Abuse Reporting Law. You must agree to report suspected child abuse to the ODHS Child Welfare Program or a law enforcement agency, according to Oregon law, as part of your provider requirements.

Importance of reporting abuse

We all have a responsibility to protect those who cannot protect themselves. ODHS receives approximately 60,000 reports of suspected child abuse/neglect every year. More than 10 percent of those reports contain founded child abuse or neglect reports.

Failure to report is a violation of the law and carries a maximum penalty of \$1,000. Mandatory reporters who fail to report can also be sued for damages in civil court. However, anyone who makes a good faith report based on reasonable grounds is immune from liability.

In other words, you can't get in trouble for reporting child abuse, but you can get in trouble if you don't report it. Most importantly, you may be helping to save a child's life.

The Department of Human Services Child Welfare Program will assess the information you give and take further action, if necessary. Your name will be kept confidential. Only a court of law can order a reporter's name to be released.

As a mandatory reporter, you are a very important part of the system to protect children. Nearly three-quarters of all child abuse reports come from mandatory reporters. You may be the only person outside the immediate family who sees babies or small children. You may be the only person who knows a child is being abused.

Note: It is not your responsibility to prove abuse or neglect happened, or to determine if it fits into the legally recognized definitions. That is the job of professional investigators or law enforcement officers.

Your duty: If you suspect it, report it.



Recognizing child abuse

Oregon law recognizes the following types of abuse:

Physical injury - Oregon law defines physical abuse as an injury to a child that is not accidental. Most parents do not intend to hurt their children, but abuse is defined by the effect on the child, not the motivation of the parents.

Physical injury includes:

- Bruises, cuts, welts
- Head injuries
- Poisoning
- Fractures, sprains
- Burns or scalds
- Internal injuries
- Electrical shocks
- Death

Suspicious injuries may include injuries that:

- Are in the shape of the article used (electric cord, belt buckle, etc.), Or
- Do not match the child's description of how they occurred (fracture from falling off sofa, etc.). Spanking that leaves marks or bruises on a child might be abuse. Bruises anywhere on a baby are serious.

Neglect - Neglect is the most common form of abuse seen and may have long term effects. Neglect is endangering a child's health and safety by failing to provide adequate food, clothing, shelter, supervision or medical care.

Drug and alcohol exposure may have a severe effect on children. Exposing a child to controlled substances that affect the child's health or safety is now considered physical neglect of a child.

Neglect also includes exposing a child to illegal activities, such as:

- Encouraging a child to participate in drug sales or theft
- Exposing a child to parental drug abuse, or
- Encouraging a child to use drugs or alcohol.

Children who are neglected often:

- Don't want to leave school
- Are constantly tired
- Are left alone with no supervision
- Have unmet physical, emotional or medical needs.

Threat of harm - Threat of harm is subjecting a child to a substantial risk of harm to the child's health or welfare. Substantial harm is defined as immobilizing impairment, life-threatening damage, or significant or acute injury to a child's physical, sexual, psychological or mental development and/or functioning.

Some examples of threat of harm include:

- A child living with or cared for by a person who has been convicted of child abuse or neglect of any child in the past.



- A child born to or coming to live with any person who has a child currently out of the person's home because of child abuse or neglect.
- A newborn whose primary caregiver appears to lack the skills necessary to provide adequate care even though the child has not suffered harm.
- A child living with a person who is involved in child pornography.
- Caregiver behavior that is out of control and threatening to a child's safety. Examples include driving while intoxicated with children in the car; not taking prescribed medication; drug or alcohol abuse; or a mental, emotional or physical problem.

Mental injury - Mental injury is a continuing pattern of rejecting, terrorizing, ignoring, isolating or corrupting a child, resulting in serious damage to the child.

Children with a mental injury often:

- Have speech or sleep disorders
- Fail to grow normally
- Are very aggressive or withdrawn
- Show an abnormal need for emotional support.

Mental injury includes:

- Rejecting, abandoning or extensive ridiculing of a child
- Terrorizing a child by threatening extreme punishment against the child or the child's pets or possessions.
- Ignoring a child over time by refusing to talk to or show interest in the child's daily activities (this must be so extreme that no traditional parent-child relationship exists between the two)
- Isolating a child by teaching the child to avoid social contact beyond the parent-child relationship.
- Corrupting a child by teaching inappropriate behavior in areas such as aggression, sexuality or substance abuse.
- Exposing a child to violence.

Sexual abuse and sexual exploitation - Any sexual contact in which a child sexually stimulates another person is illegal. This may be anything from rape to fondling to involving a child in pornography.

Sexual abuse includes:

- Incest
- Rape
- Sodomy
- Sexual penetration
- Fondling
- Voyeurism, and
- Sexual harassment
- Children who are sexually abused often have:
 - Difficulty walking or sitting
 - Pain or itching in genital area
 - Torn, stained or bloody underclothing
 - Poor peer relationships
 - Fantasy or infantile behavior



- Fear of being left with someone
- Inappropriate interest in, knowledge of or acting out of sexual matters

Any of the behavioral problems listed under "Mental injury", on page [64](#).

Persons who sexually abuse children rely on many methods to force children to keep quiet. They may be subtle, telling the child they are doing it for his or her own good or promising the child favors or gifts. They may also be more blatant, such as a father warning his daughter that if she tells anyone, the family will be broken up and everyone will blame her.

The abuser may convince the child they are equal partners and that the abuser has special affection for the child. The abuser may say the child will be blamed if he or she discloses the situation. Many abusers use threats, telling the children their pets or loved ones will be hurt or that siblings will be targeted, or even the child will be killed if he or she tells.

Children need adults to provide their basic needs: food, a place to live, clothing and access to family and loved ones. Abusers deliberately emphasize that dependency to make children submit to them.

Sexual exploitation is using children in a sexually explicit way for personal gain; e.g., to make money, obtain food stamps or drugs, or gain status. It also includes using children in prostitution and using children to create pornography.

Child selling - Child selling includes buying, selling or trading for legal or physical custody of a child. It does not apply to legitimate adoptions or domestic relations planning.

Shaken baby syndrome - Shaken baby syndrome describes a head injury caused by holding a child by the arms or trunk and shaking the child severely and repeatedly. Many people do not understand that shaking can cause severe brain injury, blindness or even death. The most common injuries are blood clots around the brain, hemorrhages of the retina, fractures in the growing portion of the bone, injury to the brain, bruises on the extremities, or bruising and injury of the chest.

How do I make a report?

If you think a child is being abused, report it right away to the local law enforcement agency or the child abuse hot-line at 1-855-503-SAFE (7233). Most reports are made by phone because the law requires an oral report.

What information should I have?

ODHS cannot respond unless there is a specific allegation of abuse. For example, "Alex seems withdrawn and quiet" is not a specific allegation of abuse. However, it should be reported if Alex comes to school with bruises on the face and says a parent caused it.

- Always pay close attention when a child tells you about being abused.
- The more information you have, the better. If possible, provide the names and addresses of the child and parent, the child's age, the type and extent of abuse, and any other information that will help establish the cause of abuse or identify the abuser. However, make the report even if you don't have all that information.
- Also, the more quickly you get the information to us, the more likely we can respond effectively. For example, bruises and other physical marks can fade quickly.

You can get a booklet on the law and the symptoms of abuse by contacting your local Child Welfare office, or visiting the ODHS website at oregon.gov//odhs/report-abuse/Pages/default.aspx

If you would like training on Recognizing and Reporting Child Abuse, contact your local Child Care Resource and Referral office for more information. See the directory on page [69](#).



Section 8: Provider Resources

Information at a glance

ERDC Provider Specialist

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The Provider Specialist partners with child care providers to visit their sites and support the ERDC program. These planned site visits are an opportunity for the provider specialist to share materials and resources. These visits are separate from licensing visits done by the Child Care Licensing Division (CCLD).

211 info

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211info can help families locate child care providers in their area. They also share information about community resources like housing support and utility assistance.

Child Care Resource and Referral services

page [68](#)

DELC partners with local Child Care Resource and Referral agencies to provide training and other services to providers.

Nutrition education and reimbursements from the USDA

page [71](#)

ERDC listed providers may qualify to receive nutrition education and reimbursements from USDA for meals fed to children in care. Providers must be at least 18 years old, provide care in their home, prepare meals for children and meet USDA criteria.

Child Care Payment Worksheet

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Attendance Record

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Provider Change Report

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Direct Deposit Request Form

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ERDC Provider Specialist visits

The Provider Specialist partners with child care providers to visit their sites and support the ERDC program. These planned site visits are an opportunity for the provider specialist to share materials and resources about record keeping, billing, and health and safety practices. Providers that opt into these visits have shown they are more likely to maintain program accuracy and compliance.

Announced provider specialist visits include:

- Reviewing attendance and billing records
- Providing coaching and technical assistance about ERDC provider procedures and requirements.
- Offering guidance on ERDC health and safety requirements

These visits are designed to facilitate strong relationships and communication between child care providers and the ERDC program. These visits are separate from licensing visits done by the Child Care Licensing Division (CCLD).

211 info

211info can help families locate child care providers in their area. They also share information about community resources like housing support and utility assistance.

To reach 211:

- Dial 211
- Text "children" or "niños" to 898211
- Email children@211info.org or visit 211info.org.

The 211info Child Care Team is available M-F 7am-11pm and Sat and Sun 8am-8pm



Child Care Resource and Referral services

DELC partners with local Child Care Resource and Referral (CCR&R) agencies to support child care providers. Some of the services CCR&Rs provide include:

- Assistance with the process to become a listed and approved ERDC provider
- Information on the U.S. Department of Agriculture (USDA) Child Care Food Program
- Trainings such as Infant and Child CPR and First Aid, Child Development, Health and Safety, and Business Practices
- Focused Child Care Networks for child care providers to meet, problem solve and learn together.
- Guidance on problems collecting payment from families.
- Professional development opportunities and other education resources.

CCR&Rs also support Finding Child Care Oregon (FCCO), a database that helps families locate child care through referrals. 211 info uses this database to help callers find child care options. Providers should contact their local CCR&R to update their information in the database, including:

- Phone number and site location
- Vacancies
- Number of children - capacity and age range accepted
- Type of care - e.g., child care center, family child care, preschool, after school
- Hours and days open
- Services provided - e.g., transportation
- Environment- e.g., pets, outdoor play area, no TV
- Policies - vacation time, payment schedule, parent contract, etc.
- Provider language(s)
- Provider attributes including Spark rating, education level (trainings, etc.), time in the field/experience, accreditation
- Willingness to accept financial assistance payments, such as ERDC
- Program structure

To learn more about Find Child Care Oregon, visit findchildcareoregon.org/

To find your local CCR&R, visit oregonccrr.org or see the directory on the next page.



CHILD CARE RESOURCES AND REFERRAL SERVICES

County	Agency and Website	Phone Numbers
Central Coordination	Central Coordination of CCR&R oregonccrr.org	1-800-342-6712
Baker	Eastern Oregon Early Learning and Care Network eokidsandcare.org	458-214-0497
Benton	Family Connections linnbenton.edu	541-917-4899
Clackamas	Child Care Resource & Referral of Clackamas County clackesd.org	503-675-4100 1-866-371-4373
Clastop	Northwest Regional Child Care Resource & Referral nwresd.org	503-338-3371
Columbia	Northwest Regional Child Care Resource & Referral nwresd.org	503-366-4138
Coos	CARE Connections socc.edu	541-888-7957
Crook	Neighbor Impact Child Care Resources neighborimpact.org	541-323-6513
Curry	CARE Connections socc.edu	541-888-7957
Deschutes	Neighbor Impact Child Care Resources neighborimpact.org	541-323-6513
Douglas	Care Connections & Education 672care.org	541-672-2273
Gilliam	Child Care Partners cgcc.edu/ccp	541-506-6131
Grant	Frontier Child Care Resource & Referral harneyesd.k12.or.us	541-573-6461
Harney	Frontier Child Care Resource & Referral harneyesd.k12.or.us	541-573-6461
Hood River	Child Care Partners cgcc.edu/ccp	541-506-6131
Jackson	Child Care Resource Network ccrnso.org	541-776-8590, ext. 1126
Jefferson	Neighbor Impact neighborimpact.org	541-323-6513
Josephine	Child Care Resource Network ccrnso.org	541-776-8590, ext. 1126
Klamath	Care Connections & Education 672care.org	541-672-2273
Lake	Care Connections & Education 672care.org	541-672-2273



CHILD CARE RESOURCES AND REFERRAL SERVICES

County	Agency and Website	Phone Numbers
Lane	Quality Care Connections lanecc.edu	541-463-3954
Lincoln	Family Connections of Linn, Benton, & Lincoln Counties linnbenton.edu	541-917-4899
Linn	Family Connections of Linn, Benton, & Lincoln Counties linnbenton.edu	541-917-4899
Malheur	Eastern Oregon Early Learning and Care Network eokidsandcare.org	541-709-5930
Marion	CCR&R of Marion, Polk & Yamhill Counties mwvcaa.org	503-585-2491 1-800-289-5533
Morrow	Child Care Resource & Referral at UMCHS umchs.org/o/ccrr	541-564-6878 1-800-559-5878
Multnomah	CCR&R of Multnomah County ccrr-mc.org	503-491-6205
Polk	CCR&R of Marion, Polk & Yamhill Counties mwvcaa.org	503-585-2491 1-800-289-5533
Sherman	Child Care Partners cgcc.edu/ccp	541-506-6131
Tillamook	Northwest Regional Child Care Resource & Referral nwresd.org	503-815-4460
Umatilla	Child Care Resource & Referral at UMCHS umchs.org	541-564-6878 1-800-559-5878
Union	Child Care Resource & Referral at UMCHS umchs.org	541-564-6878 1-800-559-5878
Wallowa	Eastern Oregon Early Learning and Care Network eokidsandcare.org	541-203-0339
Wasco	Child Care Partners cgcc.edu	541-506-6130
Washington	Child Care Resource & Referral of Washington County caowash.org	971-223-6100
Wheeler	Malheur ESD cgcc.edu	541-506-6131 1-800-755-1143
Yamhill	CCR&R of Marion, Polk & Yamhill Counties mwvcaa.org	503-585-2491



Nutrition education and reimbursements from U.S. Department of Agriculture (USDA)

ERDC listed providers may qualify to receive nutrition education and reimbursements from USDA for meals fed to children in care. Providers must be at least 18 years old, provide care in their home, prepare meals for children and meet USDA criteria.

Participating Providers:

Once you sign up for the program, a program representative will train you to serve USDA meals according to USDA guidelines and keep track of the meals you serve.

You will learn how to keep track of the children you serve, including their in and out times. You then send your paperwork to your sponsor at the end of the month and receive a reimbursement check based on the number of qualifying meals claimed.

Children need to eat foods with the right nutrients to be healthy, grow as they are meant to, and learn good eating habits that will last a lifetime. Eating the right foods will also help them function well in school. By serving them nutritious, tasty foods, they will learn to appreciate the wide variety of available healthful food choices.

Start by contacting the USDA Child and Adult Care Food Program sponsor in your area. The following table lists sponsors, their phone numbers and where they are located. Sponsors serve the local county and some adjacent counties. You must be listed and approved to receive payment as an ERDC family child care provider.

USDA Sponsor List

Find your county in the middle column to locate the USDA sponsor for your area

Note: More than one sponsor serves some counties.

Sponsor	Counties Served	Phone	Program Website
Northwest Nutrition Service, Inc. (Chinese, Vietnamese, Spanish and Russian bilingual staff)	Clackamas, Clatsop, Columbia, Hood River, Lane, Linn, Marion, Multnomah, Polk, Sherman, Tillamook, Wasco, Washington, Yamhill	503-653-7626	nwnutritionservice.com
Nutrition First (Russian and Spanish bilingual staff)	Benton, Clackamas, Lane, Lincoln, Linn, Marion, Multnomah, Polk, Tillamook, Washington, Yamhill	503-585-6232	mwvcaa.org
Oregon Child Development Coalition (Spanish bilingual staff)	Baker, Coos, Crook, Curry, Deschutes, Douglas, Gilliam, Harney, Jackson, Jefferson, Josephine, Klamath, Lake, Malheur, Morrow, Umatilla, Union	1-800-311-5084	ocdc.net



Section 9: Frequently asked questions

Who can help with filling out the Child Care Provider Listing Form (DHS 7494)?

- Contact Direct Pay Unit (DPU): Call 1-800-699-9074 or email CustomerService.DPU@delc.oregon.gov
- You may also work with your local Child Care Resource and Referral Office to get help. For the nearest office go to oregonccrr.org

How do I get more information on how the ERDC Program works?

For more information visit the ERDC page at oregon.gov/DELIC/ERDC

Do I need to be licensed with the Child Care Licensing Division (CCLD)?

- Learn if you need to be licensed by viewing the license exempt child care overview: oregon.gov/delc
- For additional information about being licensed, visit the CCLD page:
[Pass a background check: oregon.gov/delc/providers/pages/cbr.aspx](http://oregon.gov/delc/providers/pages/cbr.aspx)
- Take required trainings: oregon.gov/delc/programs/pages/erdc-training.aspx
- Submit a provider listing form (de7494): oregon.gov/delc

How long will it take for me to become approved as an ERDC child care provider?

- Providers need to pass the background checks which may take several weeks.
- If you are not related to children in care and considered a Regulated Subsidy Provider, you will also need to pass a home visit.
- Once you have passed the background check and home visit you will be approved as a child care provider.

See pages [14](#) for more information.

DELIC has approved me as an ERDC provider, but I have not received a billing form? What do I do?

- Have the family receiving ERDC call DPU at 1-800-699-9074.
- The family can also contact ODHS for help.
- Find a local office here: oregon.gov/odhs/Pages/office-finder.aspx

How do I get paid?

- You may receive payment for care provided on or after your listing approval date with DPU.
- Once you are approved, DPU will send you billing forms when an eligible family reports you are their child care provider.
- To receive payment, fill out the billing form for the time period stated and submit to DPU.

For more information about the billing and payment process, see page [30](#) or call DPU at 1-800-699-9074.



Child Care Payment Worksheet

Fill out this worksheet to get an estimate of a family's child care costs.

Step 1:

Write down the total amount you charge for the month.

(If you charge by the hour, multiply the hourly charge by the number of hours to get the monthly charge.)

Monthly Charge \$ _____

Step 2:

Subtract the ERDC maximum rate limit. The ERDC maximum rate limits can be found in the ERDC Provider Guide (DELC 7492)

(Be sure to use the rate in the column for the number of hours authorized)

Subtract
DELC Payment \$ _____

Subtotal:

This is the difference between what you charge and what DELC pays. If you charge less than DELC pays, put "0" on this line.

Overage \$ _____

Step 3:

Add the family's co-pay amount printed on the billing form to the subtotal. If the family doesn't have a co-pay, put "0" on this line.

Add Co-pay \$ _____

This number is an estimate of the amount you will need to collect from the family.

YOUR TOTAL \$ _____

Call your local Child Care Resource and Referral (CCR&R) agency or the Direct Pay Unit (DPU) with questions about this worksheet.

You are entitled to language assistance services and other accommodations at no cost. If you need help in your language or other accommodations, please contact the Oregon Department of Early Learning and Care at 1-800-556-6616

ATTENDANCE LOG

MONTH / YEAR: _____

PROVIDER NAME

PROVIDER #

PARENT / CARETAKER NAME

CASE #

*** If billing for scheduled hours, write in the hours below. ***

*** Children in school could have multiple "in" and "out" times, do not bill for school hours. ***

*** If the child is absent , please indicate the absent hours on the attendance log ***

Child's Name: _____

Child's Name: _____

Hours Scheduled: _____

Hours Scheduled: _____

Actual Hours in Care

Actual Hours in Care

Date	A.M.		P.M.		Daily Total	Date
	Time In	Time Out	Time In	Time Out		
	Time In	Time Out	Time In	Time Out		
1						1
2						2
3						3
4						4
5						5
6						6
7						7
8						8
9						9
10						10
11						11
12						12
13						13
14						14
15						15
16						16
17						17
18						18
19						19
20						20
21						21
22						22
23						23
24						24
25						25
26						26
27						27
28						28
29						29
30						30
31						31
Monthly Total						Monthly Total

Provider Change Report



Use this form to report changes to the Direct Pay Unit (DPU). Changes are required to be reported within five days of occurrence. Child care providers who are registered or certified with the Child Care Licensing Division (CCLD), need to report changes to both DPU and CCLD. Contact CCLD at 1-800-556-6616. Changes can be submitted to DPU by mail, telephone or email:

DPU
PO Box 14850
Salem, Oregon 97309-0850

Telephone:
1-800-699-9074
Email: DPU.ProviderReporting@delc.oregon.gov

1. Date

Date when this change occurred or will occur:	
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2. Identifying Information

Provider/facility name:	Telephone:	ERDC provider number:	SSN or Tax ID number:
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3. New mailing address or telephone number

New mailing address:	City:	State:	ZIP code:	County:	Telephone:
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4. New address where you provide care or telephone number

New mailing address:	City:	State:	ZIP code:	County:	Telephone:
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5. My name has changed

Old name:	New name:
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6a. Someone age 16 years or older moved into my house or 6b. Someone visits my home during child care hours and may have unsupervised access to a child in care

Write the person's name below

Name of person:	Date of Birth:	Social Security Number:
-----------------	----------------	-------------------------

Name of person:	Date of Birth:	Social Security Number:
-----------------	----------------	-------------------------

Name of person:	Date of Birth:	Social Security Number:
-----------------	----------------	-------------------------

7. Other changes

a. I have:

Arrested for a crime

Convicted of a crime

Involved with a Child Protective Services (CPS, Child Welfare) for child abuse, child neglect, failure to protect a child or any other involvement (including referral):

Date occurred: _____

Law enforcement agency, court or CPS (Child Welfare) local branch:

b. Someone age 16 years or older living in or visiting my home has been:

Arrested for a crime

Convicted of a crime

Involved with a Child Protective Services (CPS, Child Welfare) for child abuse, child neglect, failure to protect a child or any other involvement (including referral):

Date occurred: _____

Law enforcement agency, court or CPS (Child Welfare) local branch:

If yes to b., list name(s) here (first and last):

You are entitled to language assistance services and other accommodations at no cost. If you need help in your language or other accommodations, please contact the Oregon Department of Early Learning and Care at 1-800-556-6616



Request for Direct Deposit Child Care Providers

The Department of Early Learning and Care (DELDC) offers "direct deposit" for child care provider payments. This means DELDC can deposit your provider payments into your bank or credit union account.

Direct Deposit is optional and it's free. Once it is set up, there is nothing else you need to do unless you make changes to your account information. You may cancel at anytime by sending a written notice to the address listed at the bottom of this form.

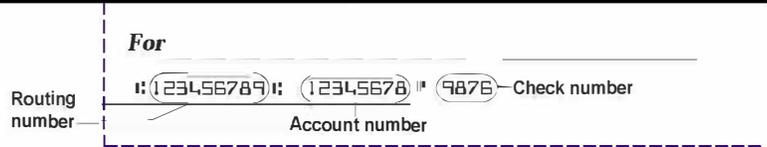
If you would like to sign up for direct deposit, complete and submit the two sections below. If you need support, contact DPU at 1-800-699-9074. You may send the form to DPU through the mail or scan and email a PDF to CustomerService.DPU@delc.oregon.gov

Direct Deposit Authorization (Be sure to sign your name in the signature space.)	
By signing this form, I authorize DELDC to make provider payment deposits into my account at the bank or credit union named in the next section. I acknowledge that the origination of Direct Deposit transactions to my account must comply with the provisions of Oregon and U.S. law.	
Print your name (last, first, middle initial):	Social Security number or Tax ID:
Mailing address:	Provider number:
Signature:	Date:

Consult the example below, or have your bank or credit union help you fill out the next section.

Bank or Credit Union Information		
Check this box if the account we are sending payment to is: <input type="checkbox"/> Business/Corporation <input type="checkbox"/> Personal		
Name on the account:	Routing number:*	Account number:*
Account type: (check one) <input type="checkbox"/> Checking <input type="checkbox"/> Savings	Name of bank or credit union:	Phone number: ()

* Location of numbers on a check:



When the form is complete...

- Attach a check with VOID written on it to the form if this request is for a checking account.
- Return the form and the voided check to:

Direct Pay Unit
 PO Box 14850
 Salem, OR 97309-0850.
- It can take up to 30 days to process your request.

DELC Use only: Provider number: _____ Date entered: _____ Entered by: _____

Quick Tips on ERDC for Families



What you need to know about the Employment Related Day Care program

This guide is for people participating in ERDC. If you do not receive ERDC and need help paying for child care, learn how to apply for the program with the QR code at the bottom of this page or visit oregon.gov/DELIC

How child care hours are calculated

Child care hours are based on the caretaker's schedule. ERDC uses the hours a caretaker is working, in class, or participating in family well-being activities to determine their child care hours. Additional hours can be added for study time if the parent is a student. All families receive extra hours for travel time.

- Child care hours are either part-time or full-time. Parents who work, attend school, or participate in approved activities up to 20 hours per week will get 108 child care hours per month including travel time.
- Parents who work, attend school, or participate in approved activities between 21 and 40 hours per week will receive 215 child care hours per month including travel time.

For two-parent households, child care hours will be determined from the overlapping hours between the two schedules. When parents need care more than 40 hours per week, they can qualify for up to 323 child care hours per month.

How child care hours can be used

Once a family is eligible for ERDC benefits, they can use their child care hours for a variety of reasons, including:

- Going to work
- Going to school
- Medical leave, including maternity and paternity leave
- Family well-being activities, including appointments, school conferences, study time, counseling, etc.

Families and providers should work together to determine the appropriate schedule of care, based on the family's authorized hours and the provider's availability. Changes to this schedule should be discussed and agreed upon in advance to ensure the provider is adequately prepared.

Reporting changes

Families receiving ERDC are required to report certain changes to ODHS within 10 days. Families can report changes using their ONE account or report to their local ODHS office in person or over the phone at 1-800-699-9075.

Child care hours will not decrease, and copays will not increase, when changes are reported during the 12-month certification period. Families must report when their monthly household income goes over the exit limit.

You can find other changes families need to report as well as program income limits at the ERDC family web page oregon.gov/DELIC/ERDC or at the QR code at the bottom of this page.

Rates

ERDC bases child care rates on a survey of provider rates in Oregon. You can find maximum rates at the QR code to the right. The rates listed are the highest ERDC can pay for child care hours. Providers may charge more for care than ERDC can pay. This difference in price is called an overage. Parents must pay the overage amount each month, in addition to their copay. If you have any questions about rates or overages, please contact the Direct Pay Unit at 1-800-699-9074.



Resources

Direct Pay Unit (DPU)

DPU is available Monday through Friday, 8:30 a.m. to 4:30 p.m.

1-800-699-9074

Reasons to call DPU:

- Your provider has changed
- Your provider did not receive their payment voucher
- Issues with the billing form, such as a missing child or incorrect hours

Child Care Safety Portal and Complaint Process

The Child Care Safety Portal is a resource for families to check on the health and safety of licensed and license exempt child care programs in Oregon. The portal lets you search for a child care provider and view their health and safety history.

You can view the portal online at oregon.gov/delc/families/Pages/child-care-safety.aspx

An individual wanting to register a complaint against a provider or child care center may

- Submit an online complaint form at the link above Or
- Call the Child Care Licensing Division 's Central Office at 1-800-556-6616

You will speak to a compliance specialist who will take your information and follow up on your complaint.

Child Care Registration Fees for Licensed Providers

Families can call their local ODHS office to request a payment for a licensed provider's registration fee to be paid.

You can find more information and resources on the ERDC family web page, oregon.gov/DELIC or at this QR code.





You can get this document in other languages, large print, braille or a format you prefer.
Contact the Direct Pay Unit at 1-800-699-9074
We accept all relay calls, or you can dial 711.

DELC 7492 (09/2024)