



Oregon Department of
**Early Learning
and Care**

Provider Information Session – January 2025

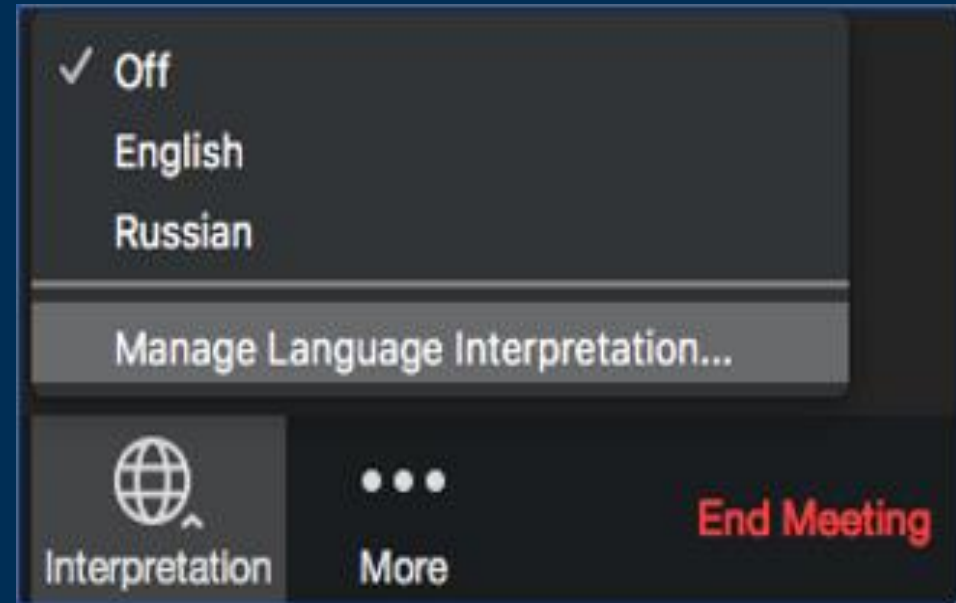
The webinar will start shortly





Interpretation Available

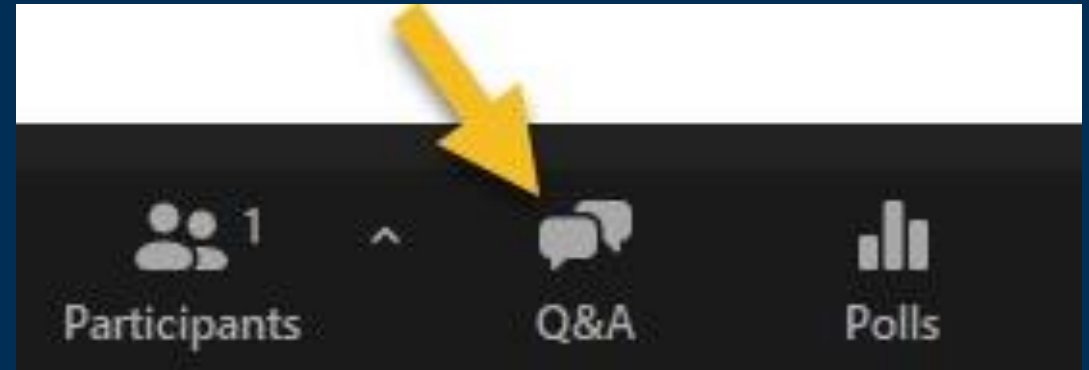
- Click the globe icon to select your language. You can find it in the bottom right corner.
- Presione el icono del mundo para seleccionar su idioma. Lo puede encontrar en la esquina de recha de su pantalla.
- Чтобы выбрать нужный язык, нажмите на значок с изображением глобуса в правом нижнем углу экрана.





Question and Answer Feature

- Click the Q&A icon to ask our panelists questions.
- Presione el icono de Preguntas y Respuestas para hacer preguntas a nuestros panelistas.
- Нажмите значок «Вопросы и ответы», чтобы задать вопросы участникам дискуссии.





January Agenda

- Becoming an Employment Related Day Care (ERDC) Listed Provider
- First Children's Finance
Business Supports and Survey Results
- Agency and Program Updates



Becoming an Employment Related Day Care (ERDC) Listed Provider

Jennifer Heras, Joe Litke, and Jo Ann Lindorfer



Topics

- What is ERDC?
- How does ERDC benefit families and providers?
- What is the process for becoming an ERDC listed provider?
- What resources are available for learning more?



What is ERDC?



How does ERDC work?

The Employment Related Day Care (ERDC) program helps families who are working, in school, or receiving Temporary Assistance for Needy Families (TANF) pay for child care, including registration fees.



one

Family applies for subsidy via the ODHS ONE system and is determined eligible



Family reports their chosen child care provider to the Direct Pay Unit or their ODHS eligibility worker



Billing forms are sent at the beginning of each month to the family's chosen child care provider



Provider completes and submits billing form to Direct Pay Unit for payment on family's behalf



ERDC Policy Changes



2021	January 2023	July 2023	May 2024	July 2025	July 2026	July 2027
Co-pays reduced to <7% household income	Expanded student eligibility	Protected 12-month eligibility	Expanded to children regardless of immigration status	HB 2683 (2023) expansion to families using or at risk of using child welfare services	New CCDF rules implementation date	HB 2683 expansion to families using homelessness, teen parent, or domestic violence services
Provider payment based on enrollment (not attendance)	Part-time/full-time child care hour authorizations	Categorical eligibility for TANF families				
	Expanded medical leave					

Benefits of ERDC

For families...

- **Affordability:** helps cover costs so parents can work, job search or attend school. Family pays a copay, leaving more money for other expenses.
- **Supports Family Choice:** allows for various types of approved care such as centers, home-based, and family, friends & neighbors
- **Supports Career & Education:** allows parent to focus on advancing their goals
- **Child Development:** supports learning and social skills in quality care environment
- **Consistent care:** provides 12-month certification to support stability for children in their child care setting

For providers...

- **Steady Income:** payments for eligible families are guaranteed
- **Increased enrollment:** ERDC allows more families to afford care, filling open spots in provider programs
- **Supports Quality Care:** encourages and builds strong, lasting relationships with families
- **Reliable Payments:** payments come directly from the ERDC program, reducing financial risk for providers

Community Impact... supports working families and children in need while providing job opportunities for child care providers



Becoming an ERDC Provider

ERDC Child Care Provider Page: Oregon.gov/delc/providers/Pages/erdc-providers.aspx

Requirements for becoming ERDC listed

You can view the full list of requirements at the ERDC Child Care Provider page.

➤ **Central Background Registry (CBR)** - Enroll ALL required individuals

- For a full list see Provider Guide/Listing Form or go to the CBR website
- Enroll or print an application at the CBR website or call 1-800-556-6616 to request a paper form.
- Submit CBR Application at the same time or prior to submitting the Child Care Provider Listing Form (7494d).

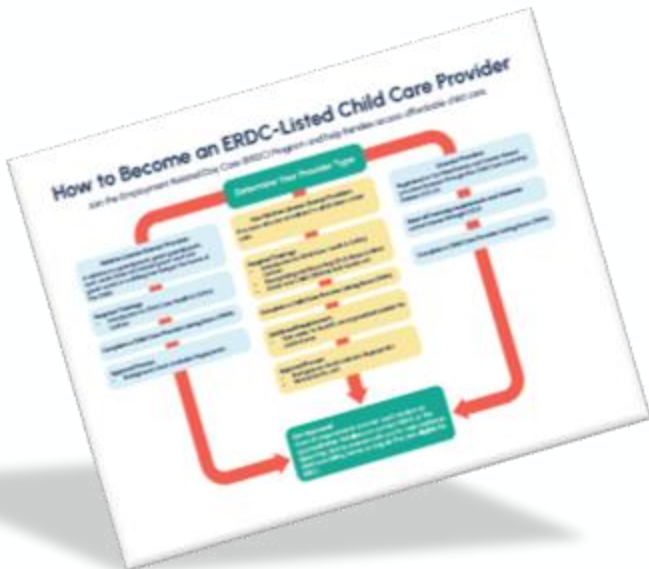
➤ **Trainings** - Complete all required

Note: these trainings could be different depending on your provider type. Required trainings are listed on the Listing Form and in the Provider Guide. For questions call the Direct Pay Unit (DPU) at 1-800-699-9074.

➤ **Child Care Provider Listing Form (7494d)** – complete and submit

- Given by ODHS Benefit Eligibility Worker or
- Download at the ERDC provider page

➤ **Visit/Inspection** - If not related to all children



Website Links for ERDC Listing

[Oregon.gov/delc/providers/Pages/erdc-providers.aspx](https://www.oregon.gov/delc/providers/Pages/erdc-providers.aspx)

- General information about the program
- Full list of requirements to become approved for payments
- Links to:
 - Required Trainings, Lead Water Testing
- Documents to view/download
 - Provider Guide (7492), Provider Listing Form (7494d), Direct Deposit Form (7262c), Provider Report Form (7496) and others.

[Oregon.gov/delc/programs/Pages/erdc-training.aspx](https://www.oregon.gov/delc/programs/Pages/erdc-training.aspx)

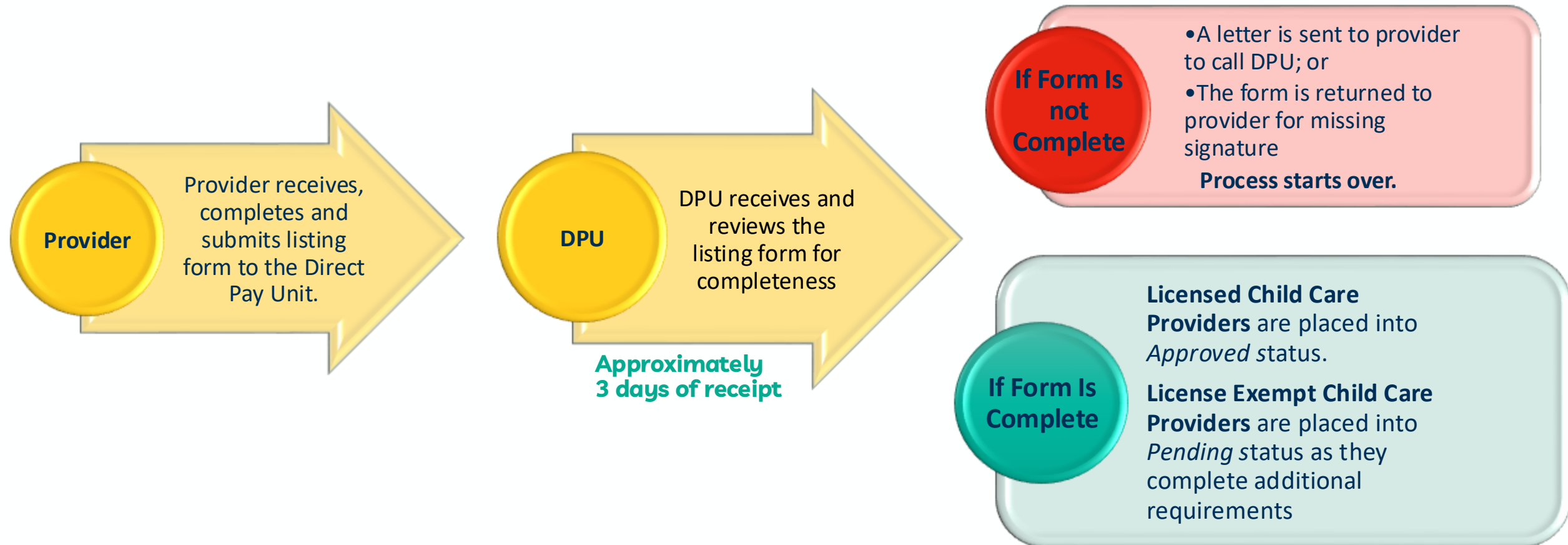
- List of required trainings
- Links to required trainings

[Oregon.gov/delc/providers/Pages/cbr.aspx](https://www.oregon.gov/delc/providers/Pages/cbr.aspx)

- General information about the CBR process
- Full list of people in your household/facility required to be in the CBR
- Link to apply online



General ERDC Listing Process



**** **NOTE:** *Timeframe for approval will vary depending on individual situation.*

Licensed Exempt Process (continued)



**** **NOTE:** *Timeframe for approval will vary depending on individual situation.*

Direct Deposit

Top 3 reasons for Child Care Providers to sign up for Direct Deposit

Free

Easy

Convenient

Fill out a Direct Deposit form by requesting one from DPU. If changes are needed later, send a written request to DPU to:

- Cancel direct deposit or
- Change bank accounts

Once signed up, your first child care payment will be a paper check, following payments will be by direct deposit.

- You will receive a payment receipt in the mail with the amount paid to you.
- Once the payment has been authorized by DELC, it may take 3 to 5 days for your bank to process the payment.



Who do you call?

Parent Eligibility Questions:

The parent should contact their local ODHS office or the ONE Customer Service Center

Call the ONE Customer Service Center at: 1-800-699-9075

To apply or update info, a parent can visit the webpage: One.Oregon.gov

For general eligibility info, visit Oregon.gov/delc/programs/pages/erdc.aspx

Provider Eligibility and/or Payment Questions:

Providers should call the Direct Pay Unit (DPU) Monday – Friday 8:30 am to 4:30 pm

DPU Phone #: **1-800-699-9074** or **503-378-5500** in Salem

Additional DPU Contact Information:

Mail:

Direct Pay Unit PO Box 14870 Salem, OR 97309

Fax Lines:

Billing Forms: **503-373-1580**

Listing Forms: **503-378-5953**

Emails:

General Questions: CustomerService.DPU@delc.oregon.gov

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

Important Note: All forms submitted through email must be an attached PDF file type

Reporting a change: DPU.ProviderReporting@delc.oregon.gov

Provider Page on the DELC Website: Oregon.gov/delc/providers/Pages/default.aspx





First Children's Finance Business Supports and Survey Results

Dr. Jumesha Wade





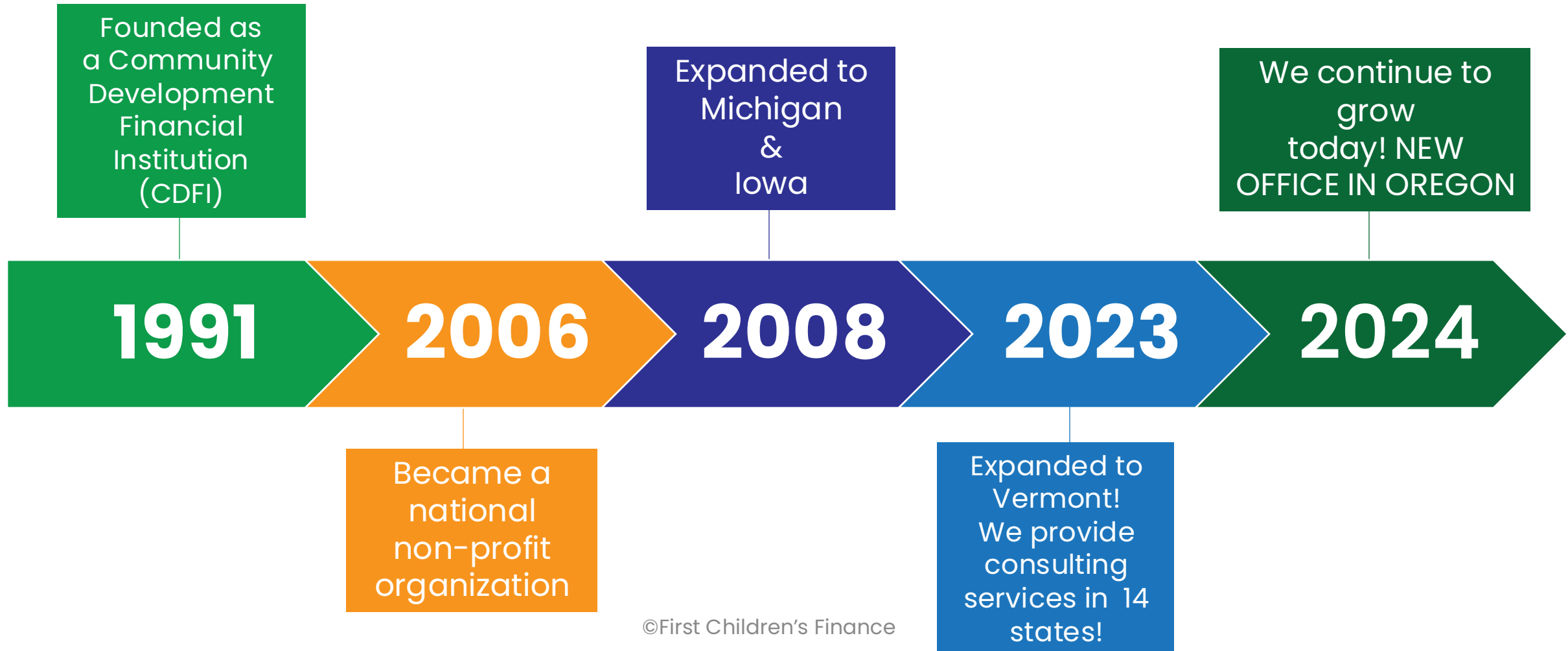
First Children's Finance





About First Children's Finance

The mission of First Children's Finance is to increase the supply and business sustainability of excellent child care.





Meet the Oregon Team



Dr. Jumesha Wade
Oregon Director



Valentina Barrett
Business Development Manager
Bilingual (Spanish)



Jack Bello
Business Development Specialist



Jane Elin
Program Specialist



Saunsuray Govere
Business Development
Specialist



Ingrid Perez
Business Development Specialist
Bilingual (Spanish)



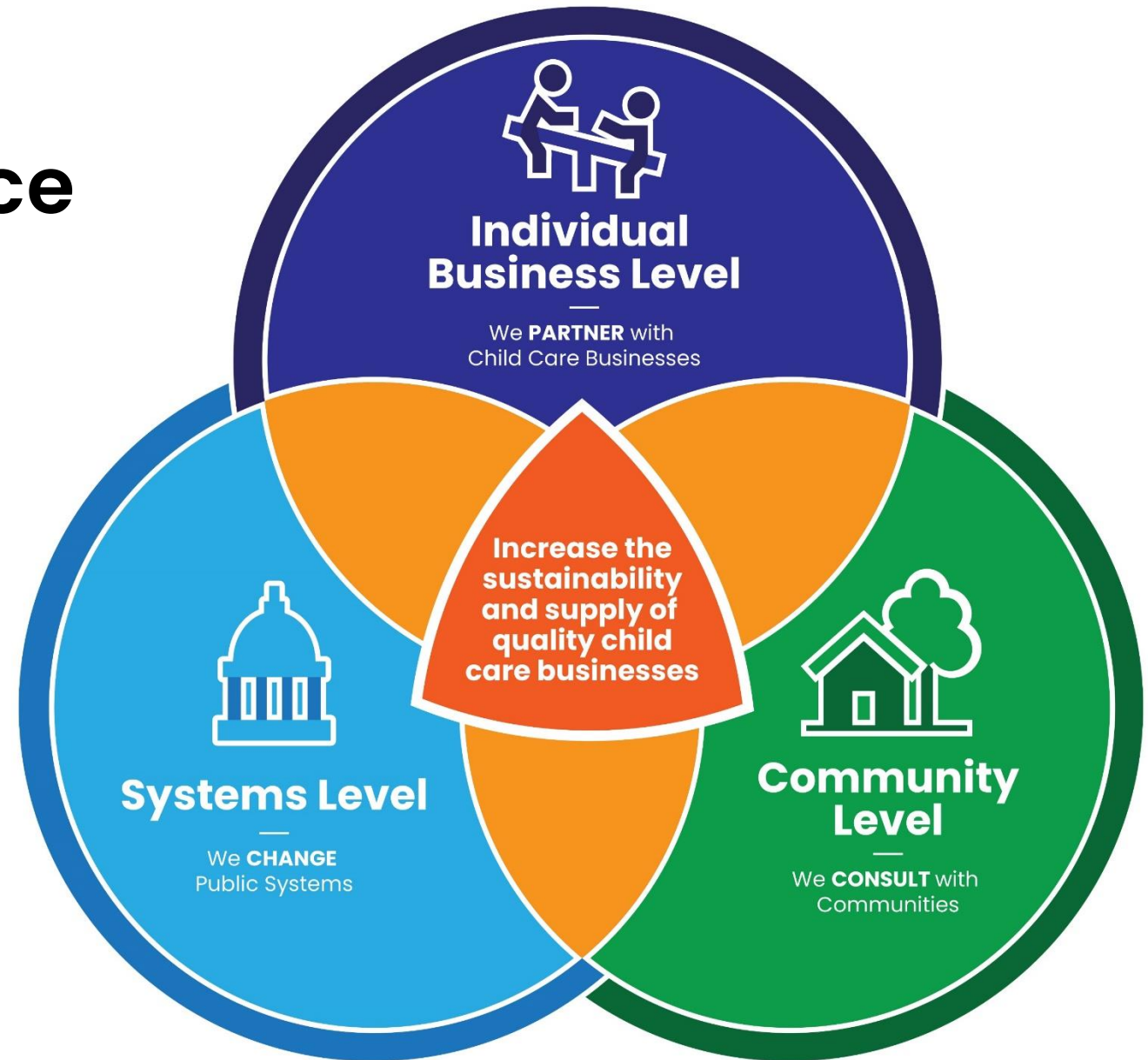
Kyle Sanchez
Business Development Manager



Jennifer White
Business Development Specialist
Bilingual (Spanish)



First Children's Finance Theory of Change





First Children's Finance: What We Do



We **PARTNER** with **Child Care Businesses** to strengthen their operations and achieve their dreams - at every step of the way.



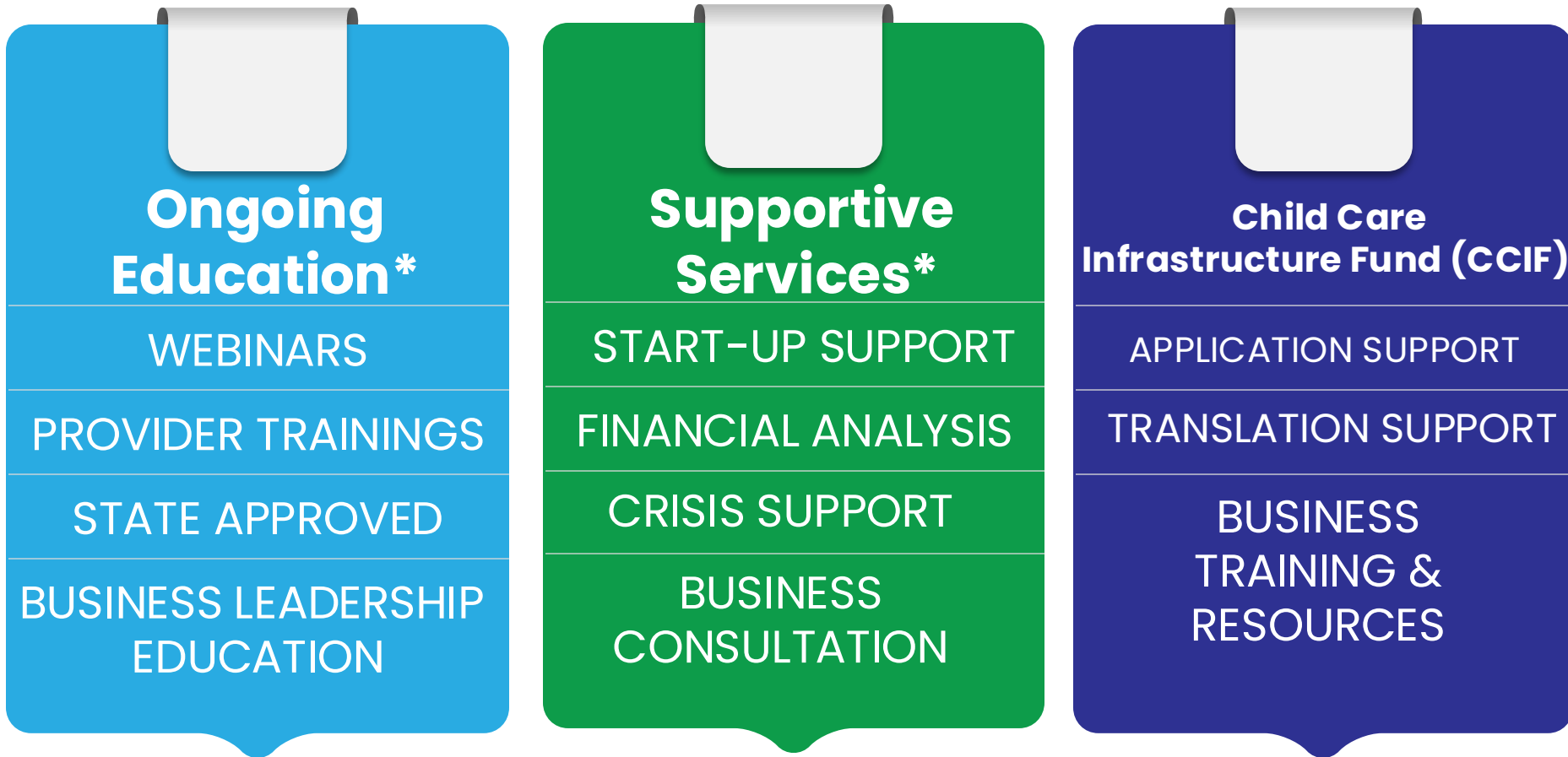
We **CONSULT** with **Communities** to achieve a sustainable child care supply that meets local economic and cultural needs.



We **CHANGE** **Public Systems** through advocacy and expertise, elevating child care in policies, practices, funding, and plans.



First Children's Finance Supportive Services



*Some services are limited depending on state. Contact your Trainer for more information.

Oregon Child Care Business Sustainability Survey

Info Session

January 2025

 **First Children's Finance**



Respondents

- **Survey conducted September 11 – October 17, 2024**
- **Total 378 responses**
- **12% of current programs**

Provider Type	Response #	Response Rate %
Certified Centers	101	10%
Certified Family	150	15%
Registered Family	127	10%



Respondents

- Response rates by county
- Responses by language:
 - 337 in English
 - 36 in Spanish
 - 3 in Russian
 - 1 in Somali
 - 1 in Vietnamese

Baker	13%
Benton	16%
Clatsop	19%
Clackamas	10%
Columbia	17%
Crook	0%
Coos	19%
Curry	0%
Deschutes	6%
Douglas	17%
Gilliam	0%
Grant	25%
Harney	0%
Hood River	12%
Jackson	11%
Jefferson	0%
Josephine	9%
Klamath	8%

Lake	0%
Lane	14%
Lincoln	15%
Linn	6%
Malheur	16%
Marion	5%
Morrow	13%
Multnomah	6%
Polk	11%
Sherman	33%
Tillamook	20%
Umatilla	14%
Union	12%
Wallowa	20%
Wasco	21%
Washington	9%
Wheeler*	N/A
Yamhill	12%

*At the time of our data request from DELC, there were no licensed providers in Wheeler County.

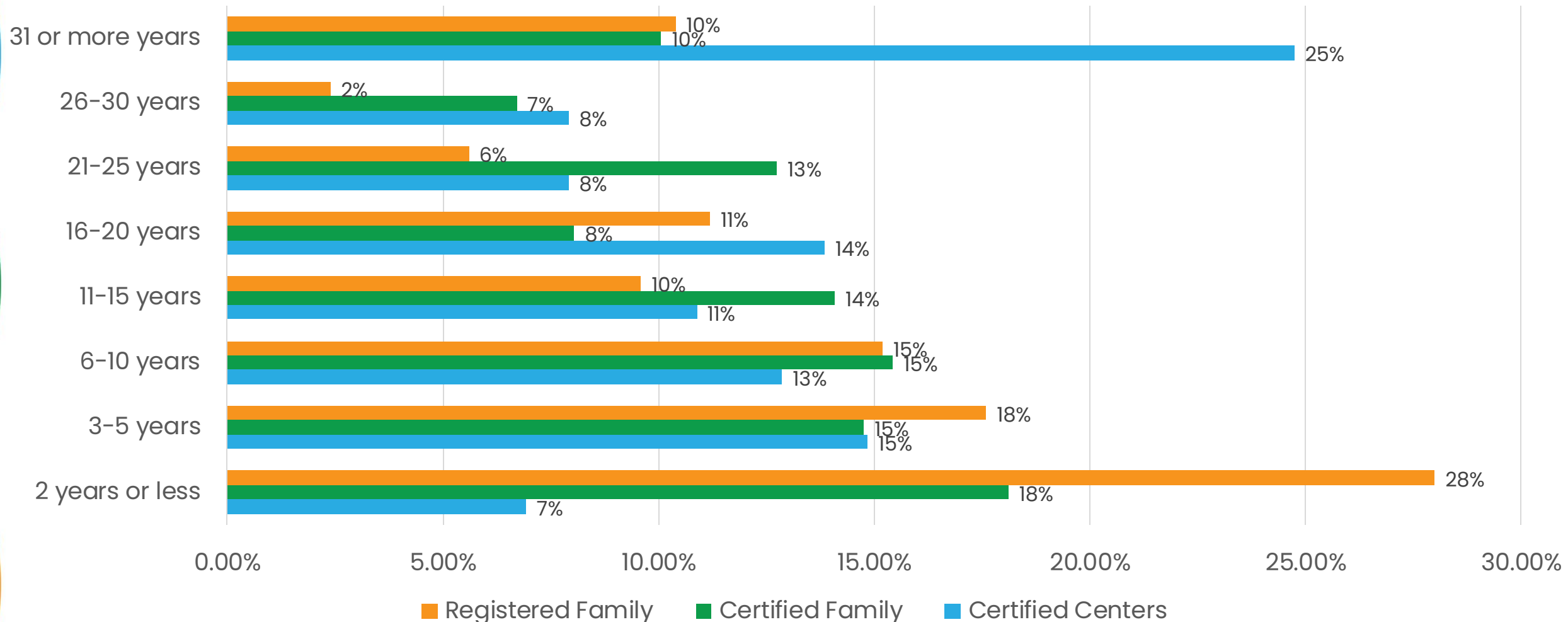


Demographics



28% of Registered Family providers opened within the last two years.

How long has your child care been in business? (n=375)



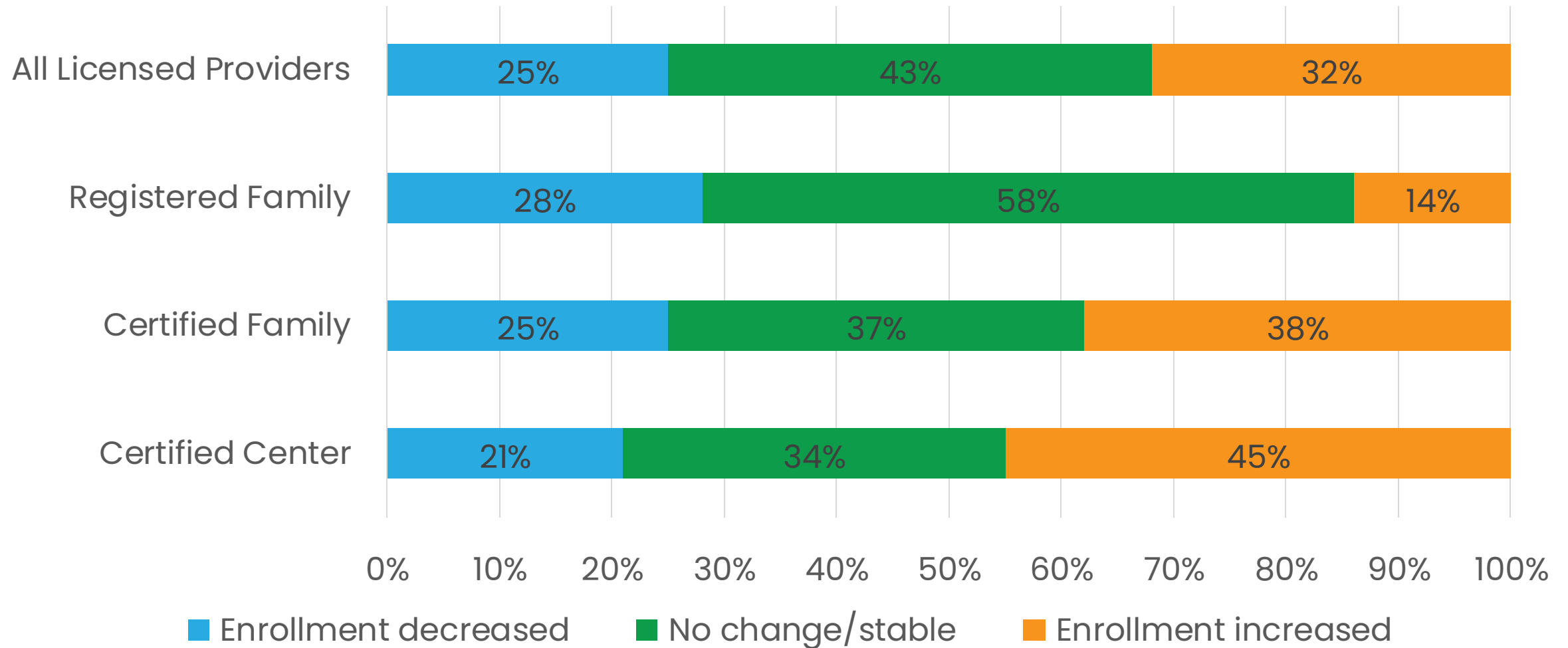


Enrollment



Certified Centers Saw the Largest Enrollment Increase at 45%

Enrollment Changes by License Type (n=324)





Enrollment – Public Funding Challenges

During 2023, how did your enrollment change? Select open response by theme

We lost families to PFA.

Free programs are hurting us. I will have to close soon. Plus, the waiting list for ERDC makes it hard as those are the free spots that do help us providers. Preschool Promise hurts the ones of us not in it.

I have lost the age group of 3 years old since preschool allows 3 and 4 now for free.

Enrollment is slightly harder with PFA in Mult County.

All funding is going to new programs opening and none that already exist. The area is now over saturated and existing programs are suffering.

Preschool and PreK programs enrollment low because of last minute switches to free care with Preschool Promise.

Enrollments are low because of the EDRC waitlist.

I've never had a problem filling spots. This is the first time in 24 years and occurred right after Oregon distributed grants to expand child care.



Enrollment – Expansion

During 2023, how did your enrollment change? Select open response by theme

We expanded our infant care per needs of the community.

We used grants to open a 1-year old classroom.

We expanded due to COVID/Baby Promise.

Full with 2-year waitlist. We are not licensed on a number of infants, etc. in Certified Family.



Enrollment – Enrollment Declines

During 2023, how did your enrollment change? Select open response by theme

This year has been a struggle for the first time in 12 years.

I sent off two kids to kindergarten and struggled to fill the spots. Others were also struggling as we all advertise in the same places so I ended up taking kids I may have passed on if I had better options.

Smaller waitlist, more people only want full-time spots

Children and parents are not ready for childcare after the pandemic.

I have received less phone calls from families seeking childcare.

I have been in this field since 1990 and have never seen it so slow.

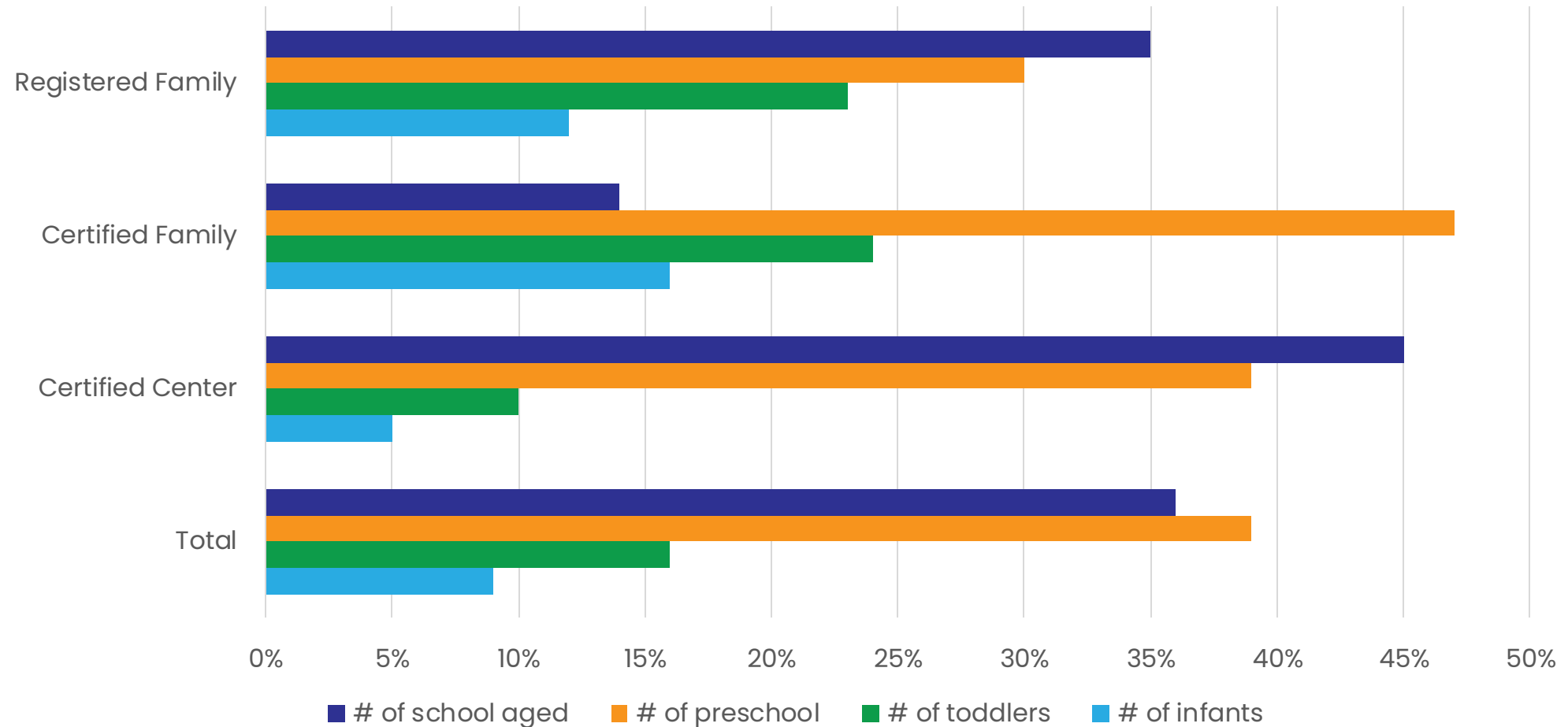
Decrease due to workforce not returning to downtown Portland. People don't need care close to worksites they don't come to.

We had more preschool students through June of 2023 and then had a drop of half of the children due to migrating parents and parents choosing alternative childcare opportunities.



Respondents share over 2,400 open slots that could be filled w/o hiring.

Open Slots by Age



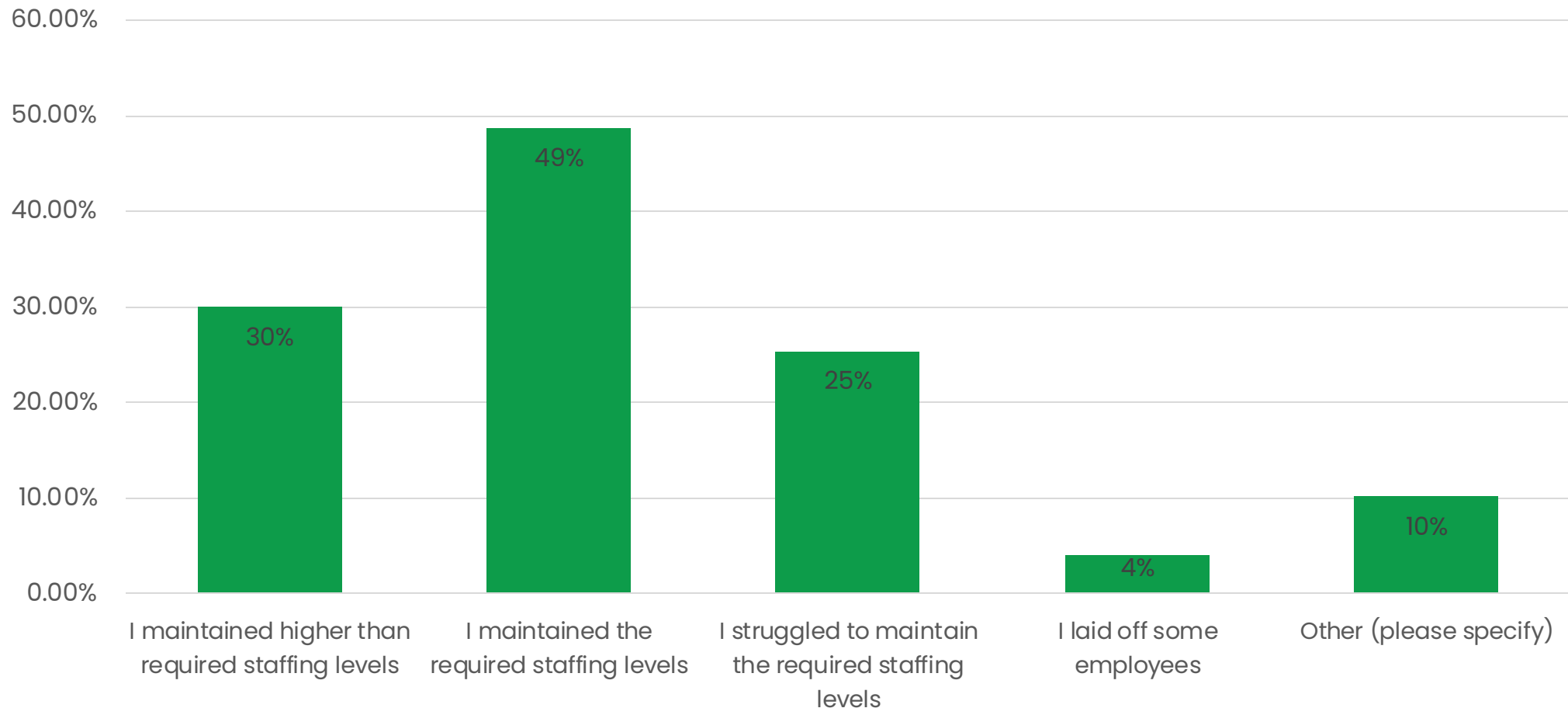


Staffing



54% of providers reported at least one open teaching position.

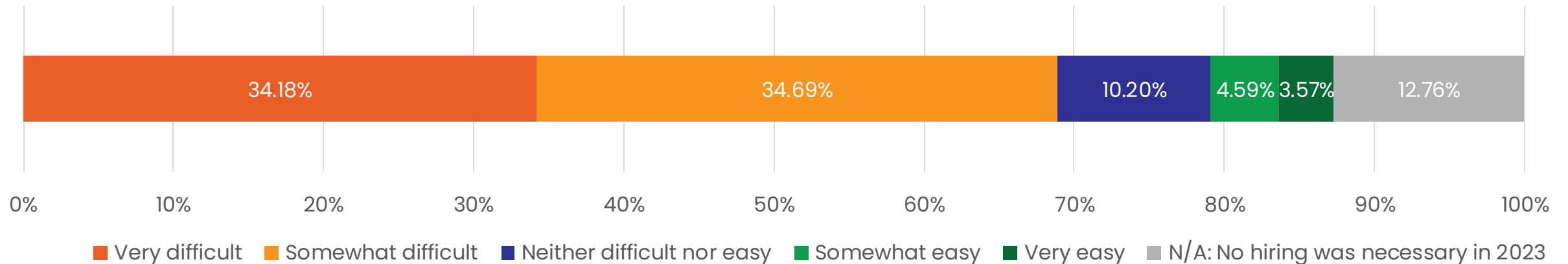
Which of the following describes your staffing situation during 2023? (Select all that apply) (n=197)



Certified Centers (81%) were significantly more likely to report hiring challenges.



When hiring in 2023, how easy or difficult was it to find qualified employees?
(n=196)





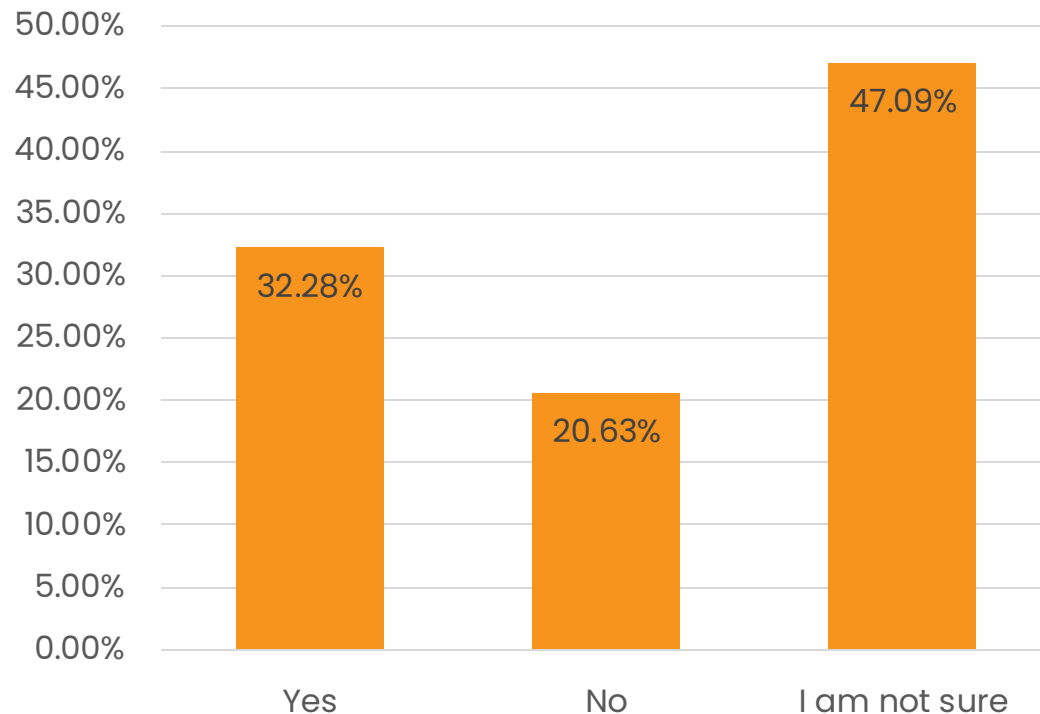
Over 600 slots were reported as unfilled due to a lack of staff.

Age Range	Certified Centers	Certified Family	Registered Family
Infants	1	1	0
Toddlers	1	0	1
Preschoolers	3	1	0
School-aged	2	0	0



The most commonly offered benefits were paid time off (77%) and increased hourly wages (74%)

If you increased wages or offered other incentives to attract or retain employees during 2023, will you be able to sustain those increased costs in the future?
(n=189)



Open Responses:

- I raised staff wages this year but had to lower my own. I will operate at a deficit in 2024 to maintain a high-quality staff!
- I am working on increasing the tuition, but I am not able to break even. My sustainability is at stake.
- We have funding deficits and that is the primary reason we have not opened other classrooms even though we have the licensing.
- Not without raising fees again this year.
- Enrollment is extremely unstable. I add a kid and unexpectedly lose two. It is a very strange trend.
- This year we are working with a very tight budget. We don't know if we can retain staff for the next hiring. This could change if families reduce or cancel care. We will have to let someone go. *(Spanish translation)*
- Tough to stay competitive with new hires and not fall behind with current employee pay.
- We have given good pay to all of our staff, but not sure how it works in terms of cost vs enrollment due to the constraint of our center's floor plan that limits efficiency.

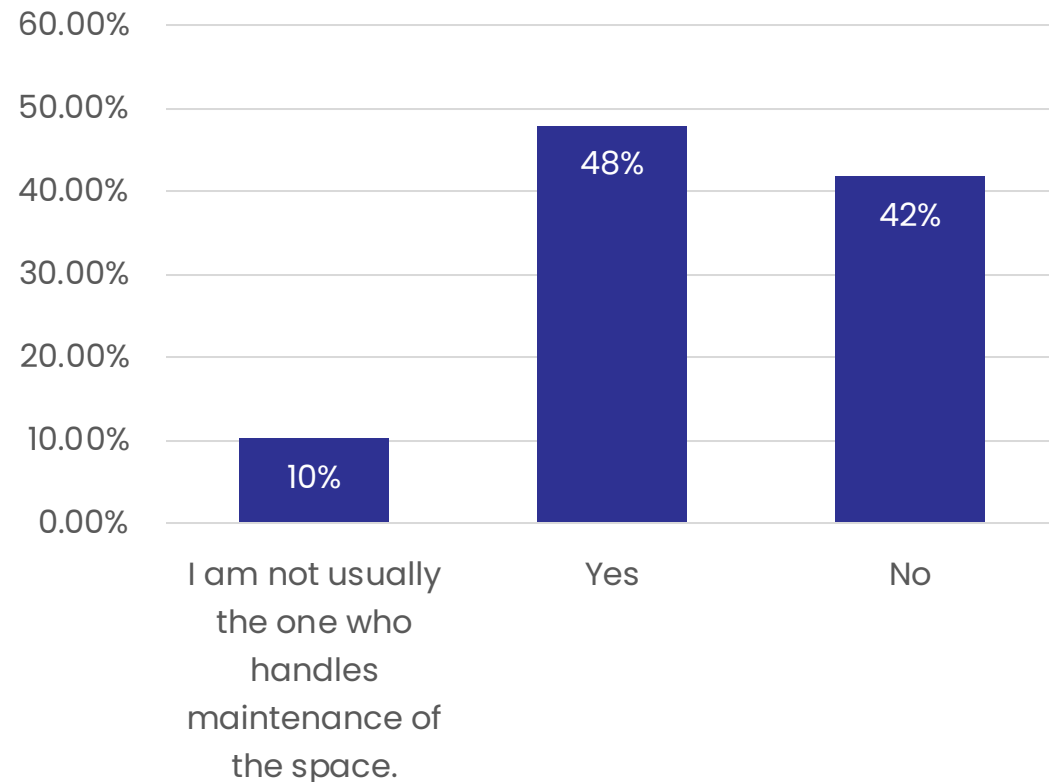


Facilities



63% of Certified Family providers reported deferring maintenance.

During 2023, did you have a facility maintenance or repair issue arise that you have chosen to delay fixing? (n=323)



Open response comments that described a specific facility issue:

- Our outdoor bike path and our porch.
- Addition of insulation to a building addition
- Leak in the basement classroom and doors to the same classroom due to water damage
- It's a leak in the garage roof that the warranty refused to pay because it was going to be over 8k. I haven't contacted State Farm yet, but now that I have been reminded, that's next on my list.
- Not enough money for a roof
- Outside: Broken concrete slabs and lack of shelter for children's activities. Inside: our old HVAC system needs an urgent upgrade.
- Cost – The HVAC unit malfunctioned, causing extensive damage.
- In need of new paint throughout the facility that we currently can't afford.
- Too expensive: roof

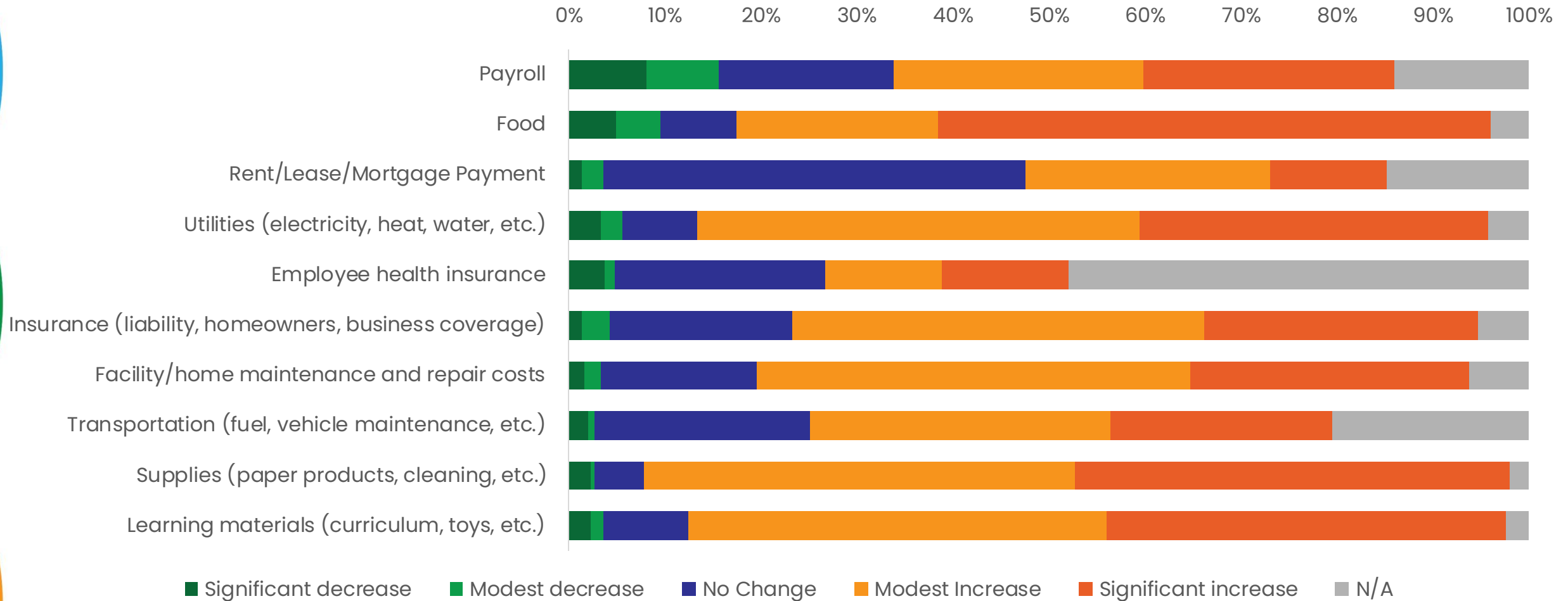


Expenses



Change in Costs

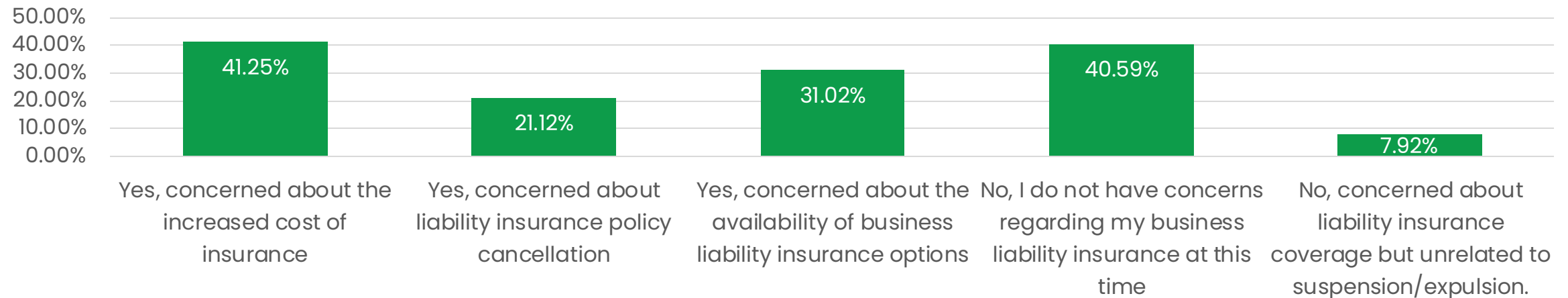
For each category below, indicate how your expenses have changed during calendar year 2023. (n=309)





Liability Insurance

Are you concerned about managing your business liability insurance due to the recent ban on suspension/expulsion? (Select all that apply)(n=303)



Selected open response:

- It has been more and more challenging every year to find a company to insure us at a much higher premium. :- (
- Hard to find companies that will offer home insurance even though I have a commercial policy for the business. It forces me to stay with Farmer's and pay a higher price.
- Significant increases seem to be the trend in this field, and it is very alarming and concerning.
- My insurance costs are high because we are a Preschool Promise program and are required to carry high levels of insurance. I have never expelled a student, though, and it has not affected my insurance.
- Liability insurance companies are no longer providing coverage in OR.
- Why would I be concerned about this? Will it change my insurance?
- I can not even get companies to call me back to purchase insurance.
- Insurance agencies don't offer 24/7 protection anymore.
- I signed the whole thing a little absurd since insurance really protects itself and not the business it's supposed to be protecting.

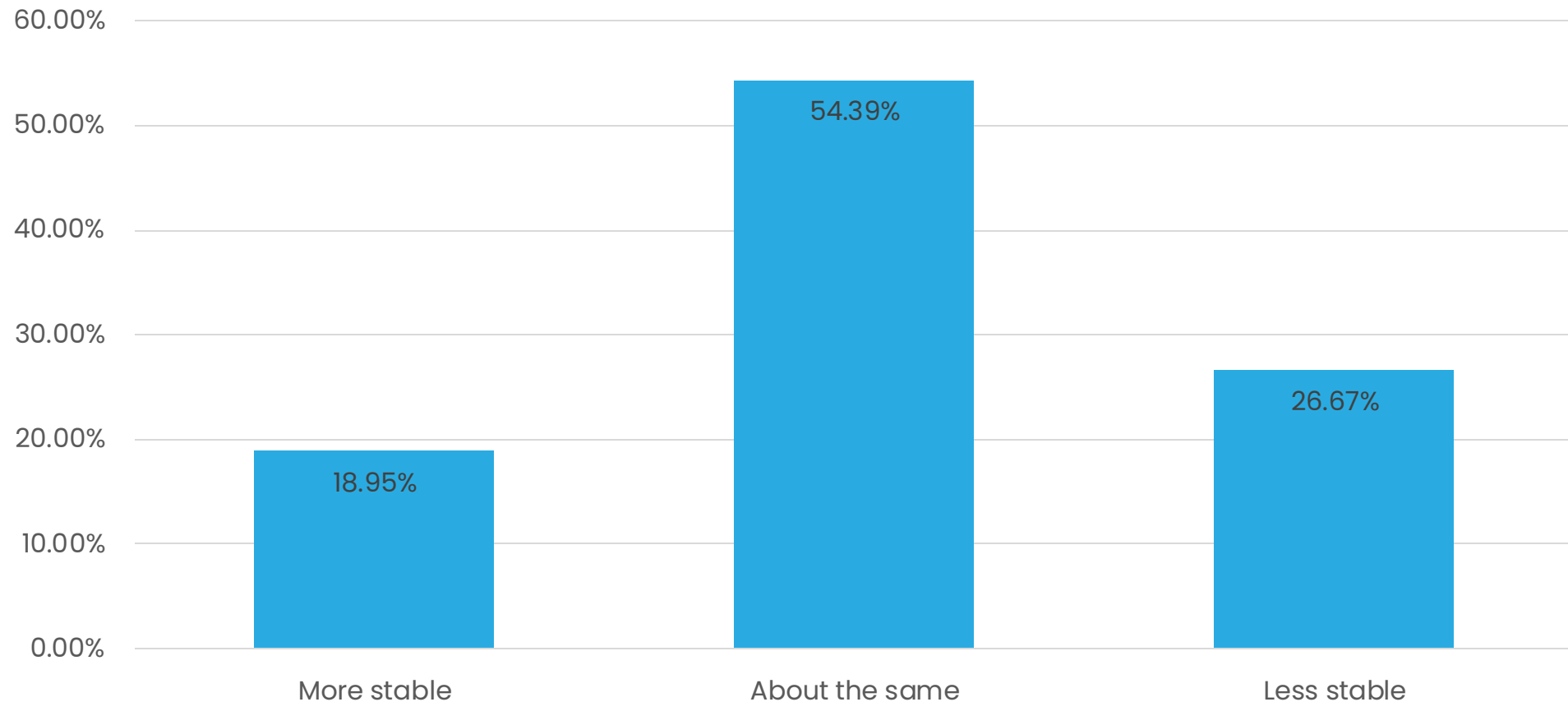


Sustainability



Financial Stability

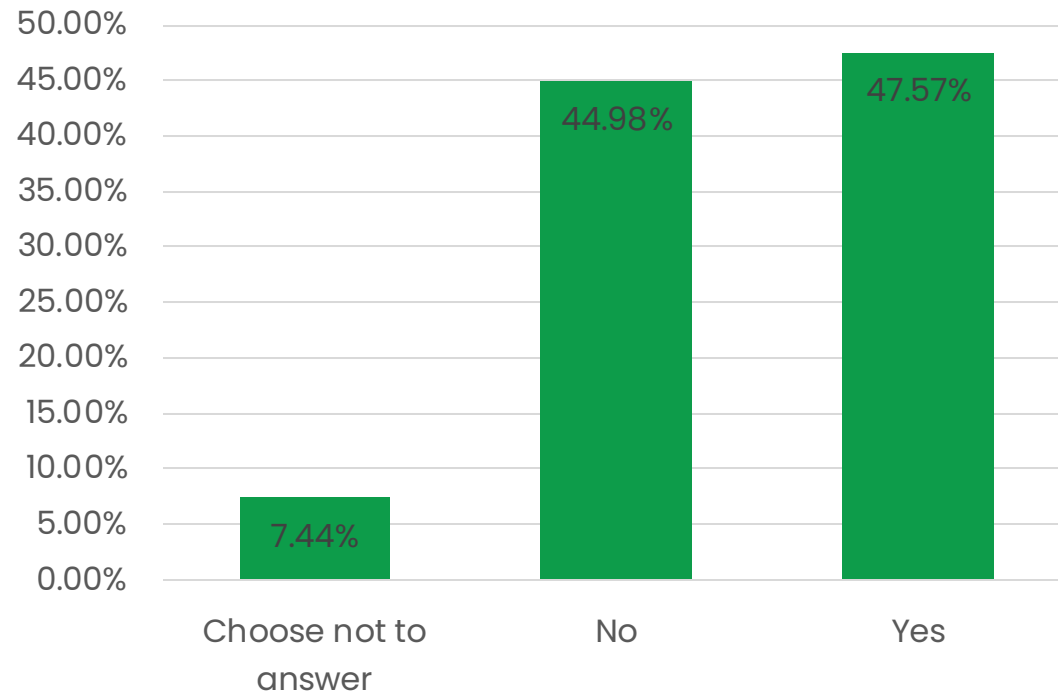
Overall, how would you describe the financial stability of your child care business in 2023 compared to 2022? (n=285)





Household Income

Has your household income been impacted by financial losses to your child care business during the past year? (n=309)



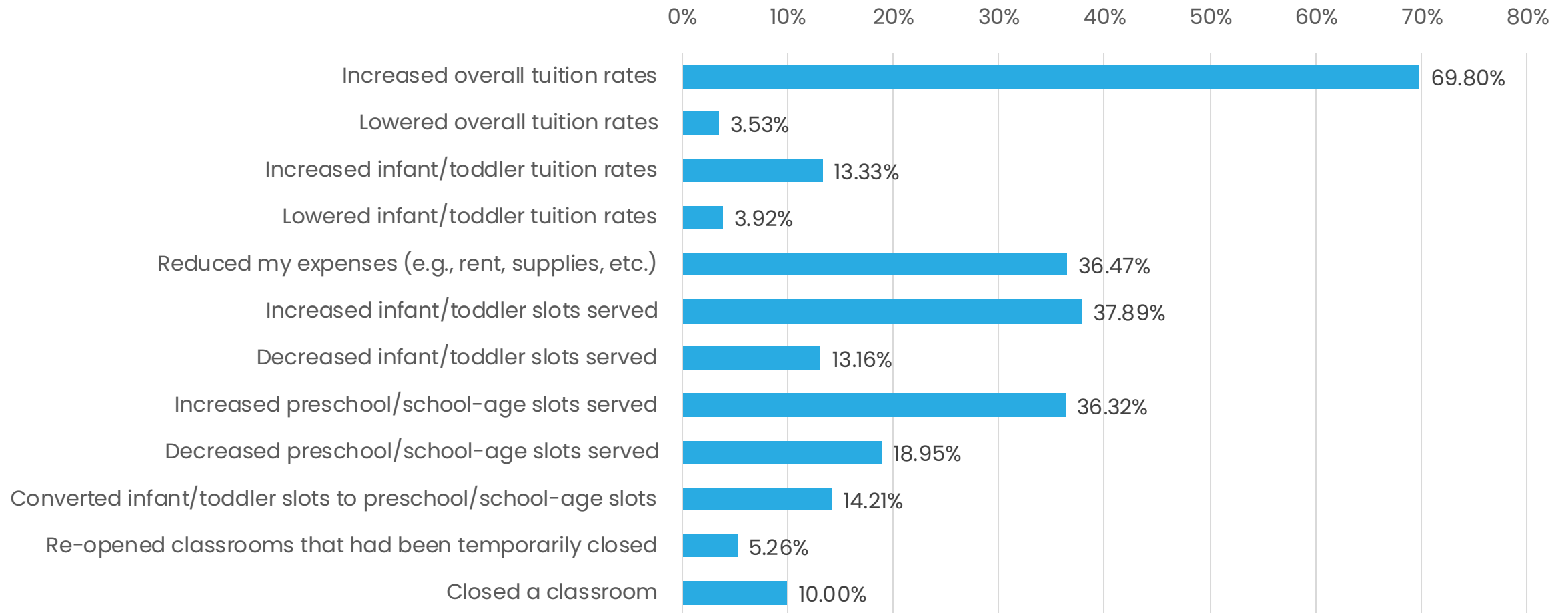
Selected open response:

- Typically offset the cost-of-living, we raise our rates every year, but because the cost-of-living has increased substantially over the past few years, we chose not to, which impacts our bottom dollar
- Not because of a financial loss, but chose to pay my staff better wages over paying myself a decent wage.
- My sustainability is at stake right now
- There are some months where I can't pay myself in order to keep running.
- I am not the breadwinner, so we are fine.
- I don't get a salary because I have to cover operating expenses. My family has been affected because I have not contributed to the family expenses yet. [Spanish translation]
- We have pulled \$35,000 from our personal savings and opened a \$160,000 HELOC to put down to purchase the property for the daycare. And I have not personally pulled a paycheck since opening.
- Not enough enrollments, grants are picking and choosing new bigger programs for funding.
- There are a few months I couldn't pay myself because I had to pay staff.



Enrollment, Tuition, and Cost Decisions

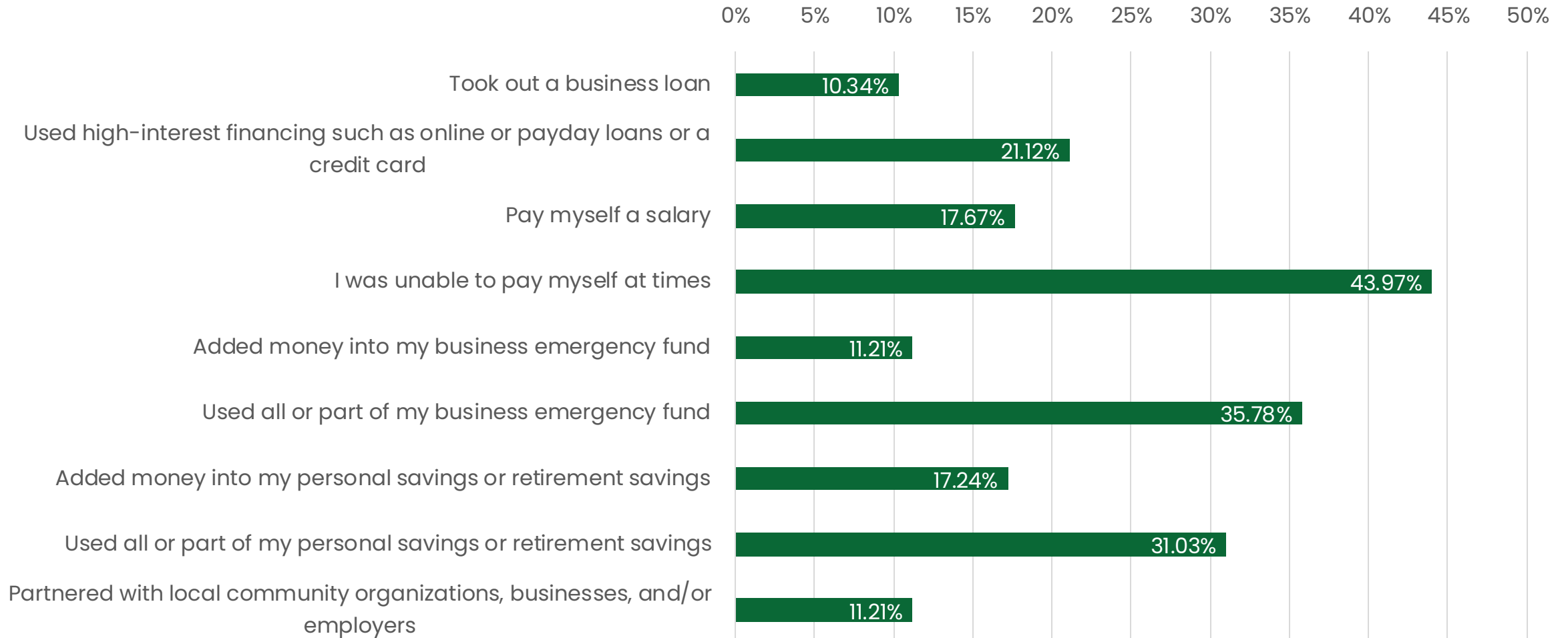
Did you take any of the following actions to manage your business during 2023? (Select all that apply)





Financial Decisions

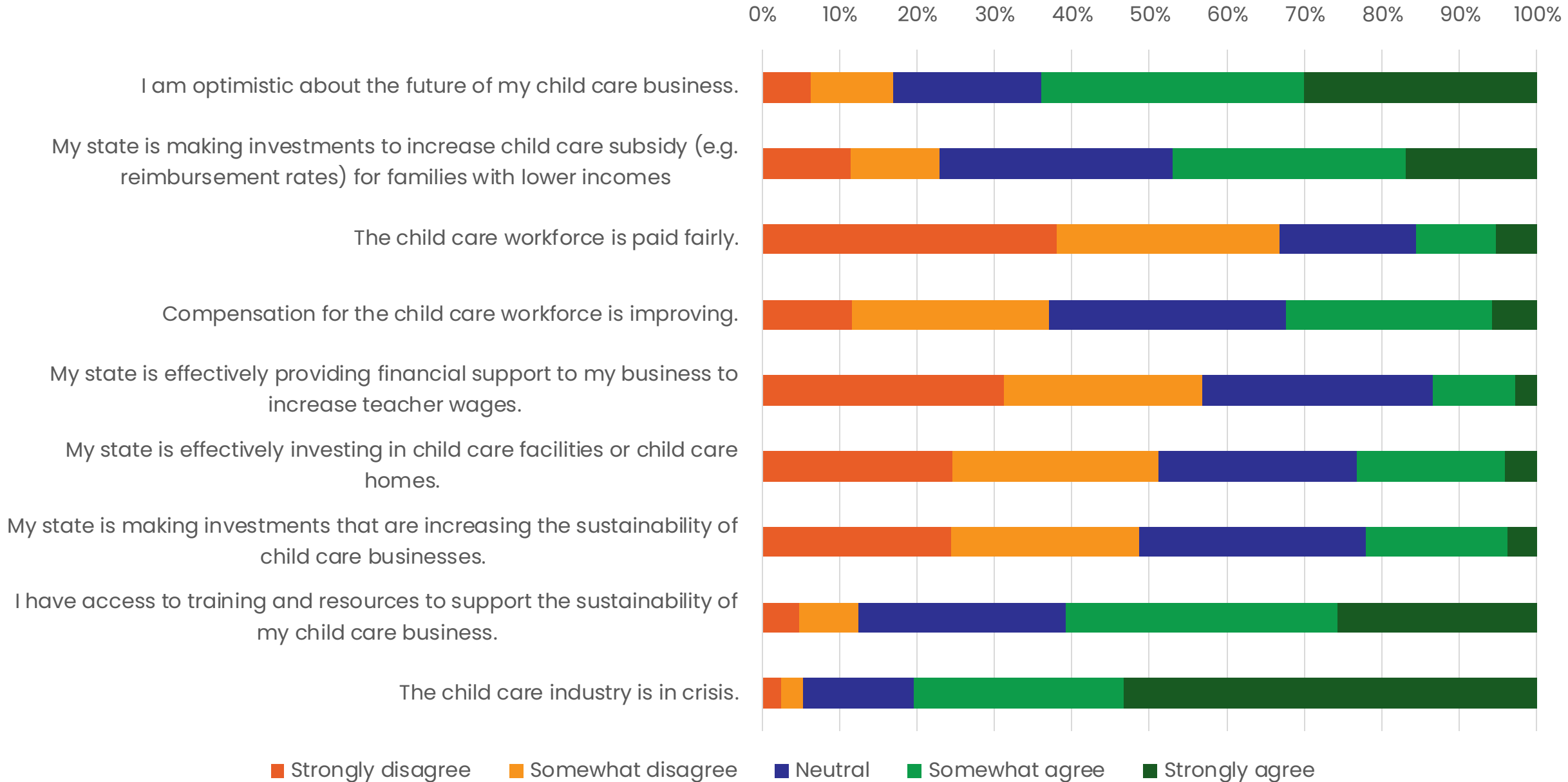
Did you take any of the following actions to manage your business during 2023? (Select all that apply.) (n=232)



Respondent Perspectives



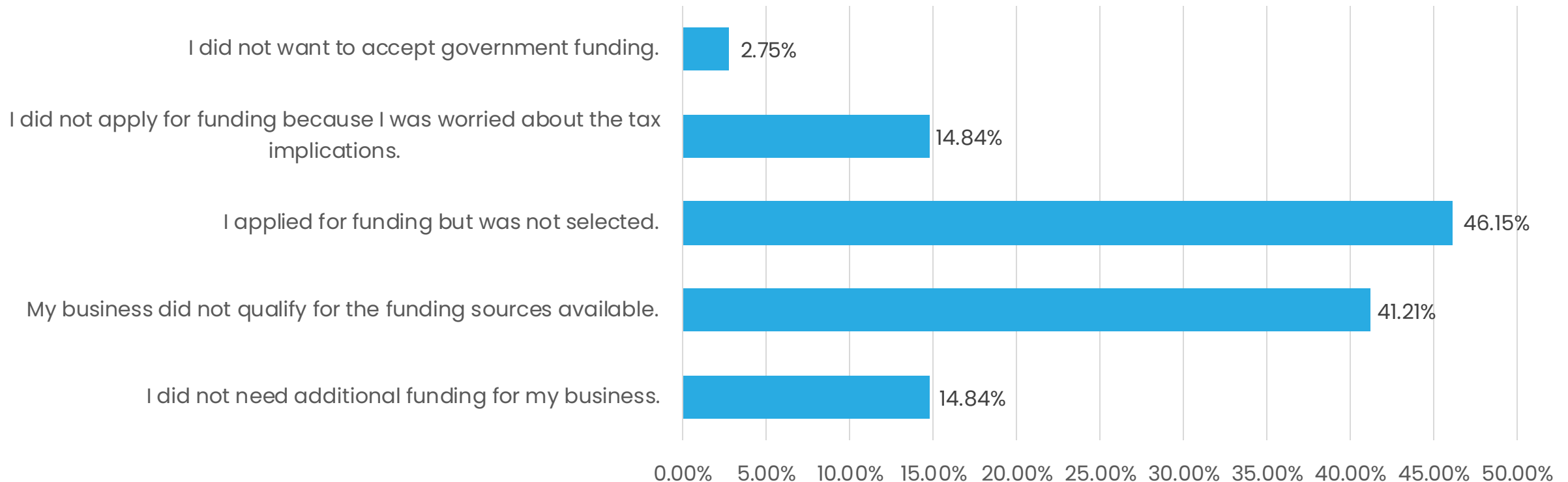
Please indicate the degree to which you agree with the following statements. (n=291)





Access Public Funding Sources

If you did not access any public funding sources, please explain why. (Select all that apply.) (n=182)





Business Practices and Support Needs

Access to Business Support



What types of support would be particularly beneficial for your child care business? (Select all that apply) (n=288)





Next Steps

- **Survey webinar, slides, and report available on FCF website soon!**
<https://www.firstchildrensfinance.org/oregon/>
- **Data used to inform supports and services for child care business owners across Oregon**
- **Oregon Child Care Business Sustainability Survey 2025**
- **Join us for trainings and Business Leadership Cohorts (application due January 9, 2025 at 5pm PST)**



Connect With Us!



To connect with FCF for further assistance, child care providers can contact:

Oregon State Office

InfoOregon@firstchildrensfinance.org

<https://www.firstchildrensfinance.org/oregon/>

Have questions about the survey? Contact:

Taijha Harden

Child Care Systems Coordinator

TaijhaH@firstchildrensfinance.org



Agency & Program Updates



Family Child Care Rule Revision Implementation Supports

Effective Date:

July 1, 2025



Translation of rules



Update or develop new guidance documents



Templates for new policies



Provider information sessions



Online video series





CCLD Inspection Feedback Form

Please provide feedback to Child Care Licensing Division (CCLD) in order to improve our processes and training efforts!

The CCLD Inspection Feedback Form is now available on our website.

For Providers > Provider Resources > Child Care Licensing Division

Child Care Licensing Division (CCLD) Inspection Feedback Form

Please provide feedback to Child Care Licensing Division (CCLD) in order to improve our processes and training efforts. The purpose of this form is to gather feedback from you on CCLD processes or procedures. Staff names should NOT be used on this form; this form is not to be used for complaints about specific staff. If you have a concern about a specific CCLD staff, please call your local CCLD regional manager or customer service line at 1-800-556-6616.

[English](#) [Spanish](#) [Russian](#)

[Chinese](#) [Vietnamese](#)

Staff names should NOT be used on this form; this form is not to be used for complaints about specific staff. If you have a concern about a specific CCLD staff, please call your local CCLD regional manager or customer service line at 1-800-556-6616

Employment Related Day Care (ERDC) Rulemaking Advisory Committee (RAC)

DELC will be amending Oregon Administrative Rules (OARs) for the Employment Related Day Care (ERDC) program. They are amending a specific list of rules.

- **The RAC application is open until January 24, 2025 at 5pm.**
- The application and additional information can be found on our website:
<https://www.oregon.gov/delc/about-us/pages/rule-making.aspx>
- The RAC Meeting will be virtual, and held on Tuesday, February 4, 2025 from 6-7pm



Thank you for joining us!

Please complete our survey to share your feedback and ideas for future information sessions.

You can subscribe to the **Child Care Update** newsletter and receive the latest information from us:

<https://delcnews.org/child-care-update/>

