



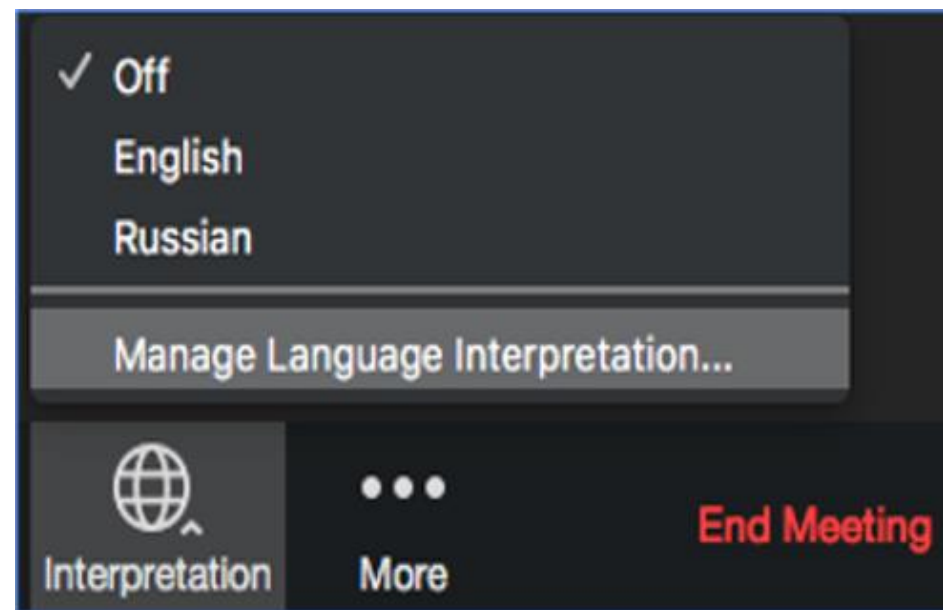
Provider Information Session

March 20, 2025

The webinar will start shortly

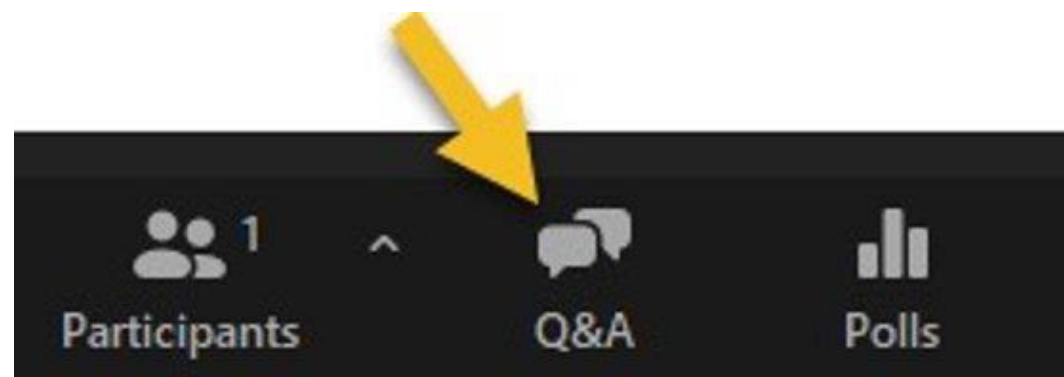
Interpretation available

- Click the globe icon to select your language. You can find it in the bottom right corner.
- Presione el icono del mundo para a seleccionar su idioma. Lo puede encontrar en la esquina derecha 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.




March Agenda

- DELC Customer Service Survey Results
- 2025 Legislative Session
- Agency and Program Updates



DELIC Customer Service Survey Results





DELC Customer Service Survey 2024

Why was it done?

- All state agencies
- Quality customer service is essential for achieving DELC's Mission and Vision
- Growing Oregon Together Strategic Plan – Foundations and Relationships
- Survey measures DELC's efforts to achieve these goals

DELC Customer Service Survey 2024

What was it?

- Required customer service-related questions
- More questions to inform DELC's continuous improvement efforts
- Questions to describe participants and their relationship with DELC
- Questions specific to customers' interactions with CCLD

Survey was open from:
August 1 to August 30, 2024



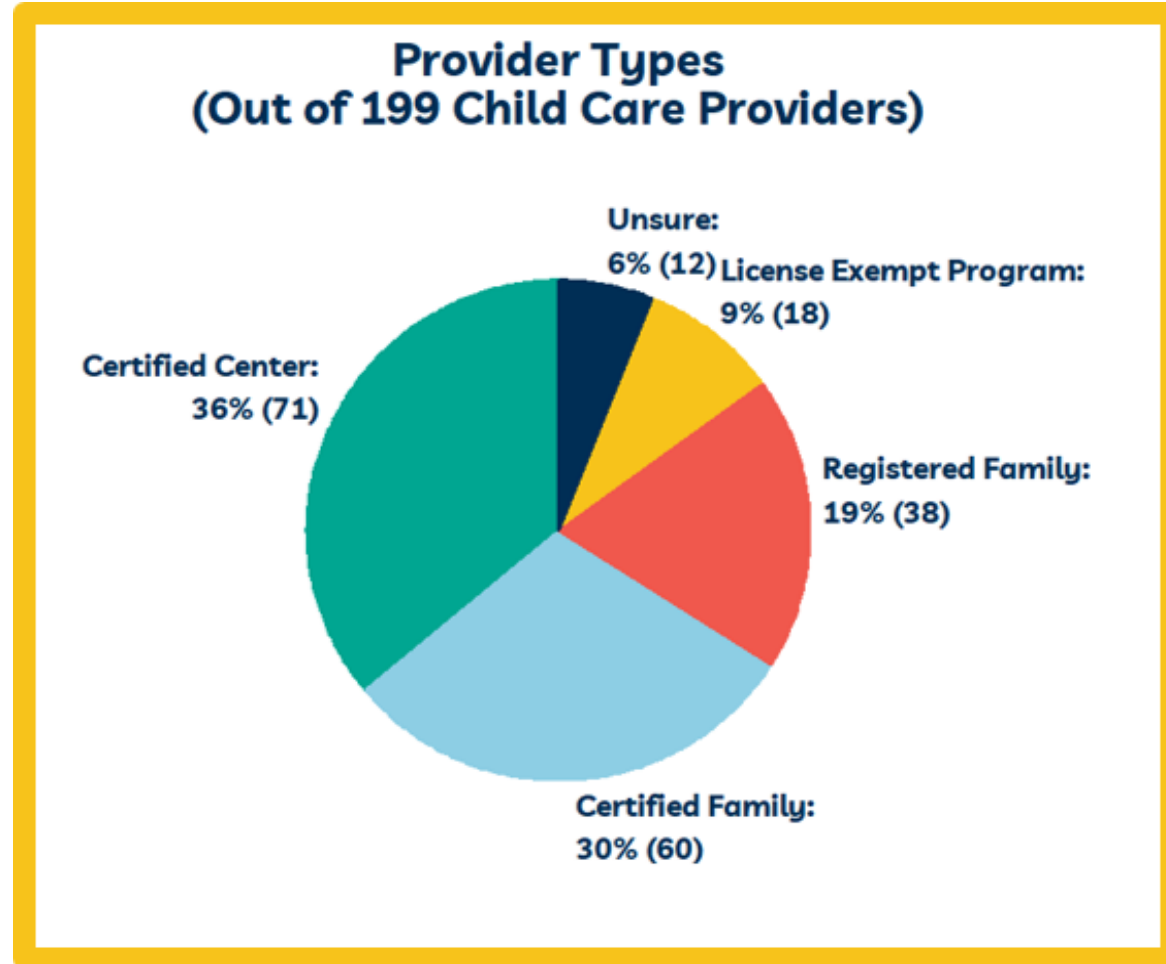
Thank you!

Nearly 400 people took the survey!

296 had been in contact with DELC staff within
the last year

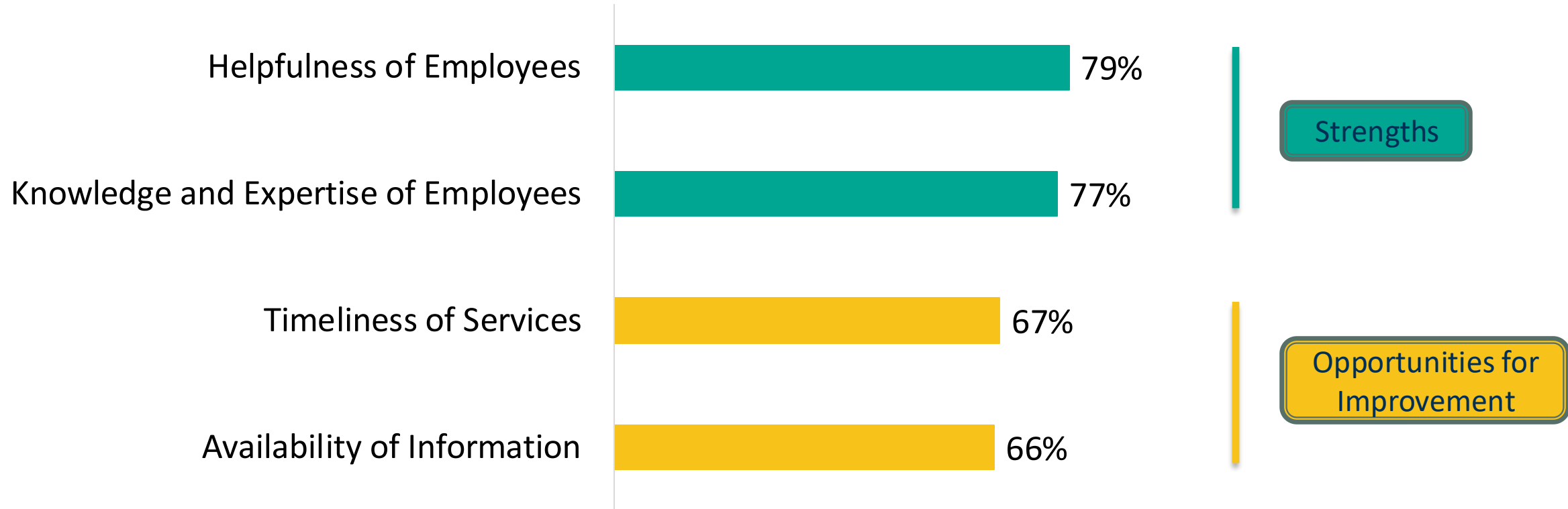
199 Direct Care Providers

Providers who participated



Most common programs included ERDC (163) and Preschool Promise (92)

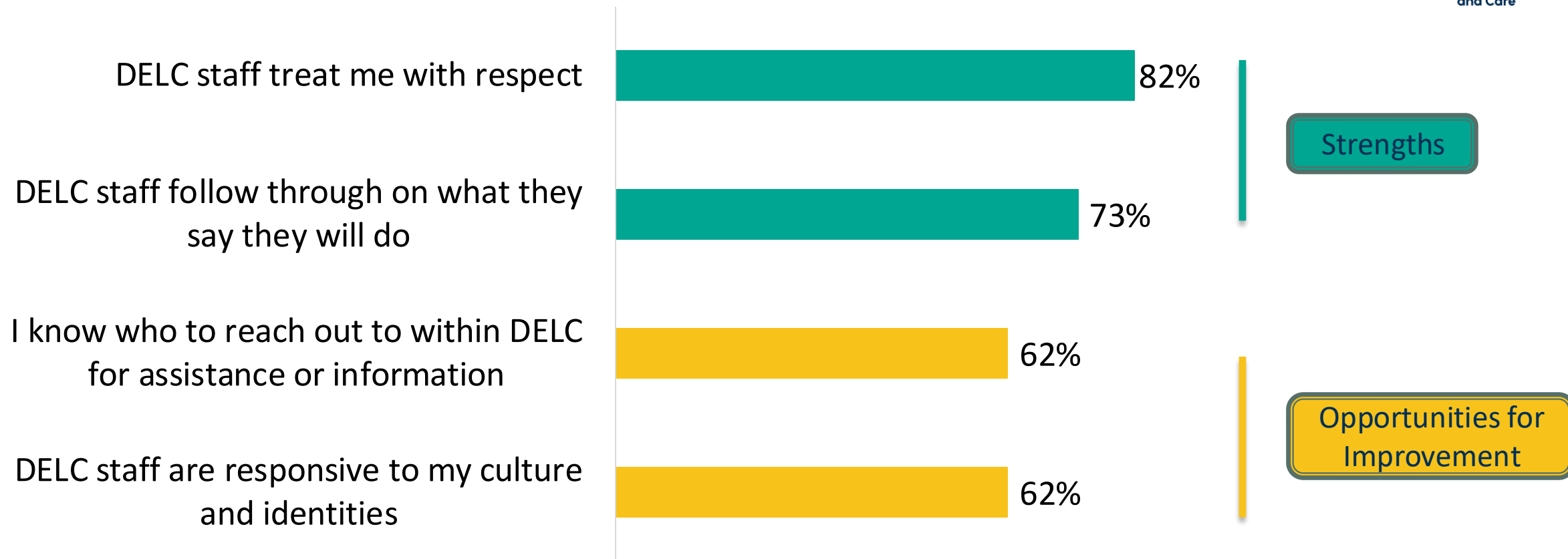
Customer ratings of 'Good' and 'Excellent'



The graph includes two **strengths** (higher ratings) and two **opportunities for improvement** (lower ratings). Rating options included 'Poor', 'Fair', 'Good', and 'Excellent'.

Target: 75%
'good' or
'excellent'

Levels of Customer Agreement



The graph includes two **strengths** (higher ratings) and two **opportunities for improvement** (lower ratings).

Ratings were on a 5-point agreement scale (strongly disagree to strongly agree).

Percentages includes 'agree' and 'strongly agree' responses.

Strengths

Opportunities to Improve



Customer Service Survey 2024: Using the Results

Done So Far:

- Shared and discussed results with DELC Leadership teams
- Launched *Policies, Processes, & Procedures* Project
 - DELC's first Customer Service Policy targeted for completion this March/April
- Developed new trainings that relate to supporting inclusive customer service
 - Newly required for DELC staff

Coming This Spring:

- Share results with all interested DELC staff
- DELC business teams that interact with the most customers will engage in additional planning and establish measurable goals
- Focus will be:
 - Website improvements
 - Contact center improvements



**For More
Customer
Service
Survey
2024 Info**



- Go to the [Customer Service Survey Webpage](#) to learn more!

DELC Feedback Anytime



In addition to the Customer Service Survey, feedback can be given in many ways:

- [CCLD Inspection Feedback Form](#)
- Contacting CCLD's Customer Service team: cld.customerservice@delc.oregon.gov
- [Contacting DELC Field Offices](#)

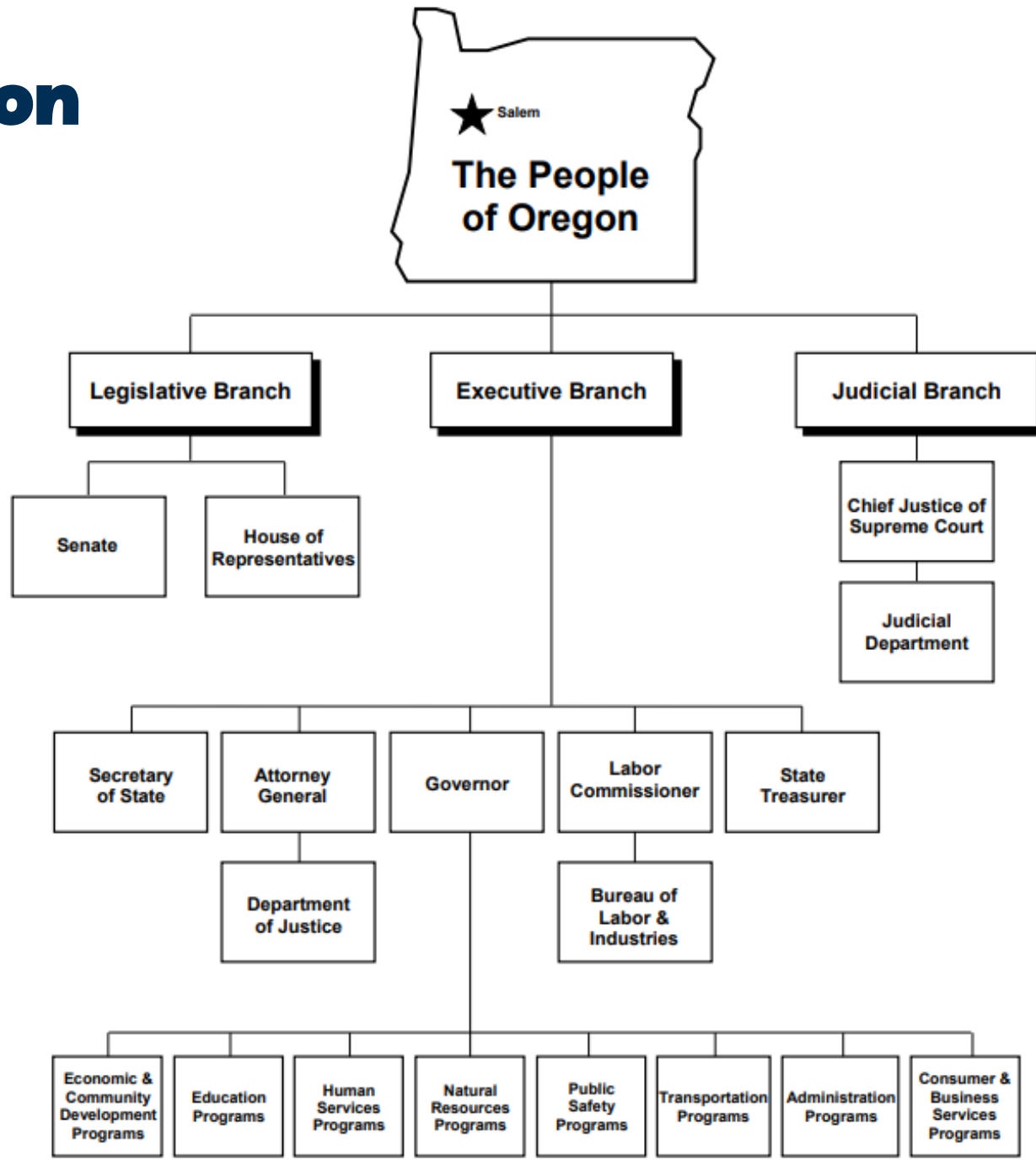
Customer Service Survey 2025:

- Another Customer Service Survey Coming this Summer



2025 Legislative Session

State of Oregon Organization



Legislative Composition

- Democratic supermajority in both chambers
- 16 new legislators
- Leadership
 - Senate President, Rob Wagner
 - * Senate Majority Leader, Kayse Jama
 - *Senate Minority Leader, Daniel Bonham
 - *Speaker of the House, Julie Fahey
 - * House Majority Leader, Ben Bowman
 - *House Minority Leader, Christine Drazen
- *new to role in the 2025 Session



Our Role as a State Agency

- Advocate for DELC's Priorities
 - First through Agency Request Budget – 1% cap this time (\$6 million for DELC)
 - Session advocacy limited to what is outlined in the Governor's Recommended Budget
 - Able to answer questions, provide information to legislators, partners
 - Some information may be provided through the Public Records Request process if it requires a large portion of time
- Conduct Bill & Fiscal Analyses
 - Monitor bill drops and assign to internal Subject Matter Experts
 - Provide analysis on relevant bills (over 60 identified with a potential impact to DELC), including fiscal, rulemaking impacts
- Partner Engagement
 - Provide regular updates to lobbyists and other partners

Legislative Dates



2025 Session Calendar

Session

- 1/21: First day of Session
- 3/3-3/6: [DELC Budget Hearings](#)
- 3/21: Work Session posting deadline
- 4/9: Bills must have had a Work Session or they die
- 5/14: May Revenue Forecast
- 5/23: Bills must have had second Work Session or they die
- 6/18: Target end of session
- 6/29: Required end of session

MARCH						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10 Begin Daily Floor	11	12	13	14	15
16	17	18	19	20	21 Post Work Session	22
23/30	24/31	25	26	27	28	29

APRIL						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9 First chamber deadline	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9 Post Work Session	10
11	12	13	14 Revenue Forecast	15	16	17
18	19	20	21	22	23 Second Chamber Deadline	24
25	26 Memorial Day	27	28	29	30	31

JUNE						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18 Target Sine Die	19 Juneteenth	20	21
22	23	24	25	26	27	28
29 Constitutional Sine Die	30					

[For the full calendar: 2025SessionCalendar.pdf](#)

DELC's Legislative Agenda



HB 2811: Imagination Library of Oregon Program

Formalizing the statewide Imagination Library of Oregon Program at DELC, a book gifting program that mails free, high-quality, age-appropriate books to children from birth to age five, regardless of family income. The bill reintroduces HB 2872A from the 2023 session with small adjustments to align DELC's current contract with the Dollywood Foundation. *Funding was also included in the Governor's Recommended Budget

HB 2814: Licensing Statute Alignment

There is inconsistency in the statutory requirements by license type, often presenting unnecessary obstacles for providers and preventing DELC from responding flexibly to provider needs. The bill includes technical fixes to align licensing statutes among provider types.

DELC's Legislative Agenda



HB 2815: Tribal Early Learning Plan and Fund

Centering the Tribal sovereignty and self-determination to support language and culture revitalization, professional development, to meet Tribal early learning and child care goals. The Tribal Advisory Committee (TAC) recommends additional funding* for the Tribal Early Learning Fund to center Tribal sovereignty and expand access to early learning and care activities within Tribal nations. (*in GRB)

HB 3818: Early Childhood Suspension & Expulsion Prevention

Shifting the focus of enforcement to focusing on required inclusive practices in child care licensing. This bill will require all licensed and DELC-funded programs to contact the Prevention Program and receive services before removing a child from care.

Overall Impacts to DELC

- Goals: Expand early literacy and establish Oregon as a predictable funder of early learning.
- \$1.5 billion total recommended budget
 - Over \$25M in new investments
- Stable funding – no reductions to programs or operations
- Additional \$117M General Fund to backfill federal ARPA investments in ERDC
- Higher services & supplies budget to account for increased operating costs (i.e., laptops)
- Inflationary adjustments increased total funds by \$78M

DELC Impacts: Additional Funding



- Goals: Expand early literacy and establish Oregon as a predictable funder of early learning.
- POP 101: Operational Support (\$4.7M / 14 FTE)
 - Ensure DELC has the operational support needed to serve children and families across the state.
- POP 580: Birth Through Five Literacy (\$12.5M)
 - Ensure a full 24 months of funding for 2024 Birth Through Five Literacy Plan (\$10M)
 - Ensure Dolly Parton's Imagination Library can serve 65% of eligible children across the state (\$2.2M)
 - Ensure families and educators have a blueprint for developmentally appropriate early literacy practices through the Early Learning and Kindergarten Guidelines (\$0.3M)

DELC Impacts: Additional Funding



- Goals: Expand early literacy and establish Oregon as a predictable funder of early learning.
- POP 105 – Child Care Licensing Division Staffing (\$3.1M/13 FTE)
 - Align DELC licensing caseloads closer to national best practice
 - Allow DELC to better meet the customer service, language, federally reported response times and compliance needs of licensed child care providers in Oregon

DELC Impacts: Additional Funding



- Goals: Expand early literacy and establish Oregon as a predictable funder of early learning.
- Tribal Early Learning Fund (**\$4.7M**)
 - Honor Tribal Sovereignty and ensure the nine federally recognized Tribes within Oregon's borders have access to dedicated resources for early learning and child care. (HB 2815)
- Infant Early Childhood Mental Health Consultation (**\$4.3M**)
 - Continue Oregon's commitment to prevent suspension and expulsion in early childhood programs by increasing access to services



Agency and Program Updates

Family Child Care Rule Implementation



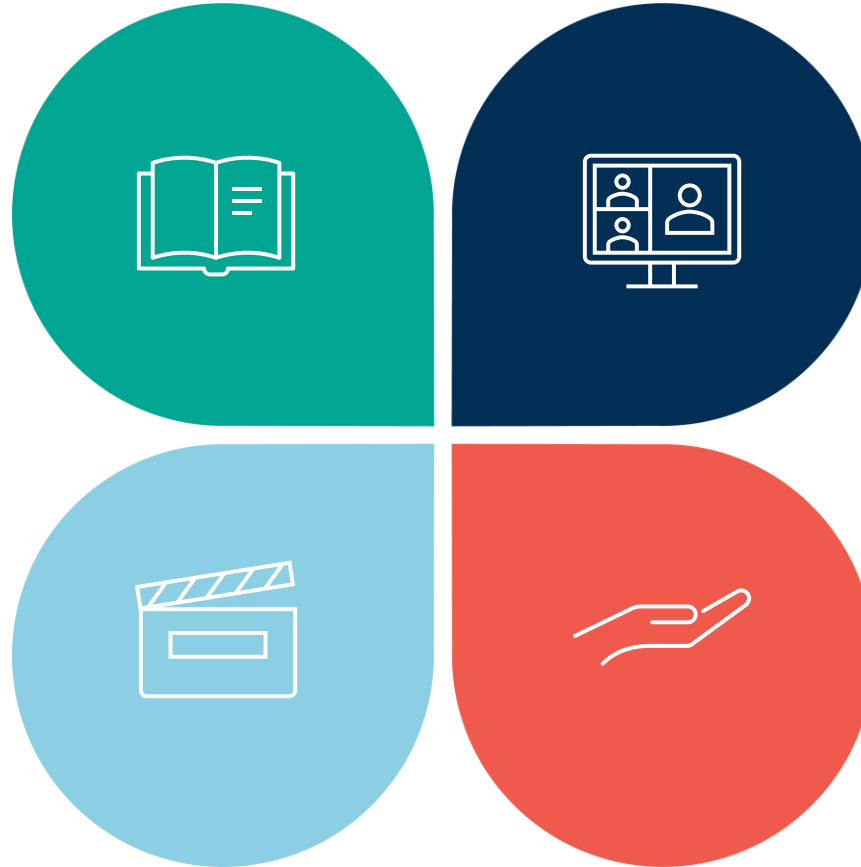
Communications

Rule books will be mailed to providers soon.

Translations: At DELC, we work to ensure translated materials are high quality. Recently, we learned that a job for rule book translations did not meet these standards. Another vendor was procured and is quickly working to rectify the situation. We aim to have these materials publicly available soon..

Video Series

There will be a series of videos available on YouTube for providers with an overview of the main rule changes.



Webinars

We will offer live webinars to review the main rule changes for CF and RF providers.

Certified Family Webinar on May 13th

Registered Family Webinar on May 15th

Interpretation will be available.

Registration for the webinars will be open April 7th – 25th.

Other Supports

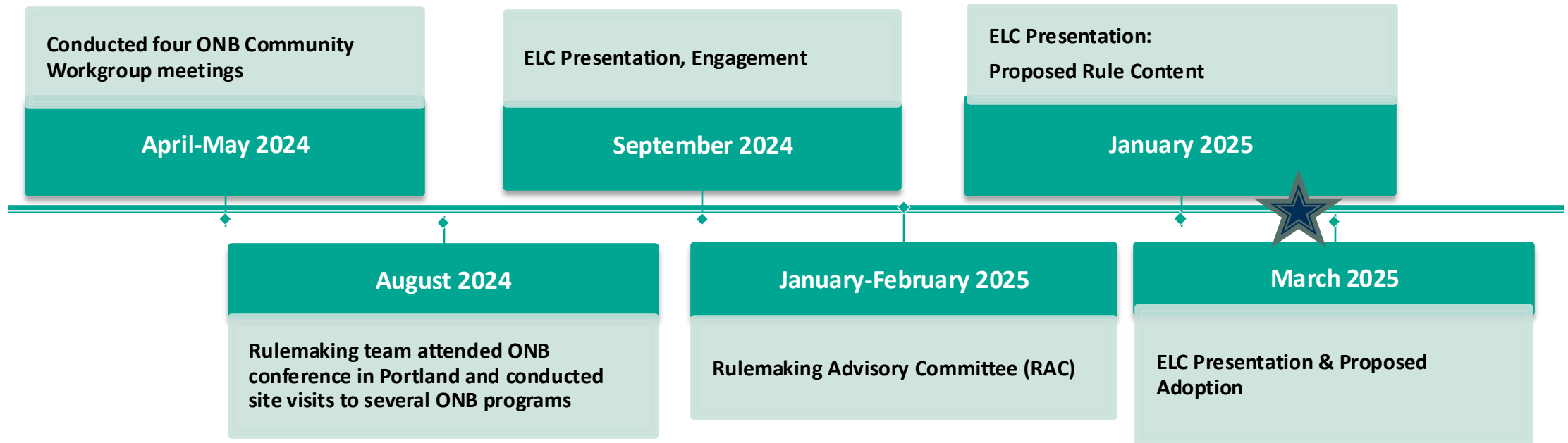
- Updated documents that align with the new rules.
- Reach out to your licensing specialist with ongoing questions.

Stay tuned for timelines of these supports.

Outdoor Nature Based Rule Development Timeline and Engagement Milestones



During the 2023 legislative session, House Bill 2717 passed and required DELC to create a pathway for licensing child care programs that serve children in outdoor-only settings.



Effective date of rules July 1, 2025

CCLD Inspection Feedback Form



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

The CCLD Inspection Feedback Form is available on our website.
For Providers > Provider Resources > Child Care Licensing Division

A screenshot of a website interface for the "Child Care Licensing Division (CCLD) Inspection Feedback Form". The background is a light blue color. At the top, the title "Child Care Licensing Division (CCLD) Inspection Feedback Form" is displayed in a dark blue font. Below the title, a paragraph of text explains the purpose of the 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." Below this text, there are five white, rounded rectangular buttons arranged in two rows. The top row contains three buttons labeled "English", "Spanish", and "Russian". The bottom row contains two buttons labeled "Chinese" and "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

Every Child Belongs

(Formerly known as the Early Childhood Suspension and Expulsion Prevention Program)



- Early Childhood Suspension and Expulsion Prevention Program is now known as **Every Child Belongs (ECB)**.
- ECB supports early childhood educators in building healthy learning environments for children ages six weeks to five years.
- ECB supports include: professional development, coaching, and consultation on anti-bias practices, social-emotional development, infant and early childhood mental health, and strategies to handle challenging situations with children.
- ECB supports aim to decrease disparities in order to keep young children connected and supported in caring environments where they can grow, learn, and thrive.
- Some regional ECB support services will begin as early as **July 2025**
- ECB aligns with a new law effective **July 2026** that prohibits suspensions and expulsions in early learning settings.

ERDC Provider Payment Engagement



The Department of Early Learning and Care (DELIC) is drafting policies necessary to comply with new rules from the federal Child Care and Development Fund (CCDF) regarding child care subsidy payments. In Oregon, this subsidy program is called Employment Related Day Care (ERDC).

It is important to us that we hear from child care providers who would be impacted by the way Oregon implements these changes.

Please complete [this feedback form](#) to share your thoughts.

The form will be open until April 20, 2025 at 11:59 PM

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/>

