







July 1 Changes to ERDC for Families




	What's Staying the Same on July 1?	What's Changing on July 1?
 <p>Processes & Policies</p>	<ul style="list-style-type: none"> • No change in how families apply for ERDC: Families will still go to one.Oregon.gov, call the ONE Customer Service Center (1-800-975-6999), or visit their local ODHS office to apply for child care benefits • Families will still need to select a child care provider who is approved to receive ERDC payments • Families and providers will still be able to receive and submit the provider listing form to their local ODHS office or through the mail to DPU 	<ul style="list-style-type: none"> • New policies will allow families to receive cash and child care assistance at the same time, and there will be less reasons ERDC cases can close • Families receiving TANF can ask their family coach for ERDC • DELC will be in charge of making changes to the ERDC program • More opportunities for families to engage earlier in DELC's process to change policies and rules
 <p>Connection Points</p>	<ul style="list-style-type: none"> • Families will still call or visit their local ODHS office to speak to a family coach or eligibility worker about their benefits • Direct Pay Unit hours, PO box, and phone number will stay the same (1-800-699-9074) • Office of Child Care will have the same phone number (1-800-556-6616) 	<p>Nothing changes!</p>
 <p>Systems, Tools, & Resources</p>	<ul style="list-style-type: none"> • Families can still report changes and manage benefits through their ONE account at one.Oregon.gov • Families will continue using 211 to search for child care providers in their area • Families will be able to access child care facility information on the DELC website 	<ul style="list-style-type: none"> • ERDC will be added to the DELC website, with a list of online forms and resources • New "Quick Tips for Families" resource available on DELC website to support families participating in ERDC

July 1 Changes to ERDC for Providers

	What's Staying the Same on July 1?	What's Changing on July 1?
 <p>Processes & Policies</p>	<ul style="list-style-type: none"> Families and providers will be able to receive and submit provider listing forms to their local ODHS offices or by mail to DPU The process to submit billing forms to DPU and receive payment from ODHS will stay the same Hearings and overpayments will be done through ODHS Office of Child Care (OCC) will still do health and safety checks for Regulated Subsidy providers OCC's child care provider licensing process is not changing Background checks will still be performed by the Central Background Registry at DELC (since Sept. 2022) 	<ul style="list-style-type: none"> Billing forms will go to DPU.childcarebilling@delc.Oregon.gov - don't worry, emails to the old address will forward until 2024! New policies will allow families to receive cash and child care assistance at the same time, and there will be less reasons ERDC cases can close There will no longer be a separate TANF child care program, since ERDC will provide families receiving TANF with more flexible child care assistance DELC will be in charge of making changes to the ERDC program More opportunities for providers to engage earlier in DELC's process to make changes to policy and rules, ERDC rules will be in OAR Division 175 of Chapter 414
 <p>Connection Points</p>	<ul style="list-style-type: none"> DPU's hours, PO box address, fax number, automated system numbers, and phone number will stay the same (1-800-699-9074) OCC will have the same phone number and hours (1-800-556-6616) Providers will continue connecting with ERDC and other DELC staff using established meetings like the Provider Information Sessions and union quarterly meetings 	<ul style="list-style-type: none"> Listed providers who receive subsidy payments through ERDC will be called "ERDC providers" instead of "DHS-listed providers" ERDC emails will change to end with @delc.Oregon.gov – don't worry, emails sent to old addresses will forward until 2024! <i>This includes ERDC staff, the child care policy box, DPU email boxes, OCC customer service email box</i>
 <p>Systems, Tools, & Resources</p>	<ul style="list-style-type: none"> Forms and resources like the Provider Listing Form and ERDC Child Care Provider Guide will still be available online Access to trainings through Oregon Registry Online (ORO) and technical support from CCR&Rs for providers will stay the same ERDC landing page will remain on the ODHS website, linking to the new DELC page for the program 	<ul style="list-style-type: none"> ERDC will be added to the DELC website, with a list of online forms and resources, including the Provider Guide New "Quick Tips for Families" resource available on DELC website for providers to share with their families who receive ERDC

Future Change: Within the next two years, DELC will implement a new Provider Management System that will create more efficient systems for provider licensing and payment

July 1 Changes to ERDC for Partners

	What's Staying the Same on July 1?	What's Changing on July 1?
 <p>Processes & Policies</p>	<ul style="list-style-type: none"> • Families will still go to one.Oregon.gov, call the ONE Customer Service Center at 1-800-975-6999, or visit their local ODHS office to apply for child care benefits • The process for providers to submit billing forms to DPU and receive payment from ODHS will stay the same • Child care provider licensing process will stay the same • Background checks will still be performed by the Central Background Registry at DELC (since Sept. 2022) 	<ul style="list-style-type: none"> • New policies will allow families to receive cash and child care assistance at the same time, and there will be less reasons ERDC cases can close • DELC will be in charge of making changes to the ERDC program • More opportunities for partners to engage earlier in DELC's process to make changes to policy and rules, ERDC rules will be in OAR Division 175 of Chapter 414
 <p>Connection Points</p>	<ul style="list-style-type: none"> • Partners will connect with ERDC and other DELC staff using existing meetings like the Provider Information Sessions, biweekly Advocate Calls, and Early Learning Equity Committee meetings • ERDC and other DELC staff will continue attending partner meetings like Self-Sufficiency Programs, Early Learning Hub, and CCR&R monthly meetings 	<ul style="list-style-type: none"> • ERDC emails will change to end with @delc.Oregon.gov – don't worry, all emails sent to old addresses will forward until 2024! <i>This includes ERDC staff, the child care policy box, and DPU email boxes</i>
 <p>Systems, Tools, & Resources</p>	<ul style="list-style-type: none"> • The Oregon Programs Eligibility Notebook (OPEN) will still be available on the ODHS website • Partners may continue to work with DELC staff using their existing collaboration tools, like Google documents 	<ul style="list-style-type: none"> • ERDC will be added to the DELC website, with a list of online forms and resources including the ERDC Child Care Provider Guide and a new "Quick Tips for Families" document • New logo and branding across DELC materials – partners will be asked to rebrand materials that refer to ELD • New DELC website will have information on DELC's programs and services – ELD website links will automatically redirect