

PART 2

CCDF SUBSIDY PROGRAM ADMINISTRATION

2.1 Administration of the Program

The Lead Agency has broad authority to administer (i.e., establish rules) and operate (i.e., implement activities) the CCDF program through other governmental, non-governmental, or other public or private local agencies as long as it retains overall responsibility for the administration of the program. (658D(b), §98.11(a))

2.1.1. Which of the following CCDF program rules and policies are set or established at the State/Territory versus the local level? Identify the level at which the following CCDF program rules and policies are established.

Eligibility rules and policies (e.g., income limits) are set by the:

State/Territory

Local entity.

If checked, provide the name(s) of the local entity:

Employment Related Day Care eligibility rules and policies are established by the Department of Human Services (DHS) The Employment Department, Child Care Division (Lead Agency), uses the eligibility rules, income limits, and payment rates that are established by DHS.

For migrant/seasonal child care subsidies, which are administered by the Lead Agency, eligibility was established according to federal guidelines and rules were put into place in 1991. Payment rates are based on Group Area A for the state (ERDC rates) for certified centers, but the provider cannot charge a higher rate to just the migrant family if the provider is in a lower Group payment tier.

Other.

Describe:

N/A

Sliding fee scale is set by the:

State/Territory

Local entity.

If checked, provide the name(s) of the local entity:

N/A

Other.

Describe:

N/A

Payment rates are set by the:

State/Territory

Local entity.

If checked, provide the name(s) of the local entity:

N/A

Other.

Describe:

N/A

2.1.2. How is the CCDF program operated in your State/Territory? In the table below, identify which agency(ies) performs these CCDF services and activities.

Implementation of CCDF Services/Activities

Who determines eligibility?

Note: If different for families receiving TANF benefits and families not receiving TANF benefits, please describe:

N/A

Agency (Check all that apply)

CCDF Lead Agency

TANF agency

Other State/Territory agency.

Describe:

The TANF lead agency is the Oregon Department of Human Resources. Eligibility and determination for child care subsidies is done in local field offices of DHS. The Oregon Council on Developmental Disabilities, which is under DHS, does eligibility and determination for providers of care for children with disabilities.

Local government agencies such as county welfare or social services departments

Child care resource and referral agencies

Community-based organizations

Other.

Describe:

One child care resource and referral organization, which is a local government, assists the local Department of Human Services field office with eligibility and determination for family, friend, and neighbor providers of care. The Oregon Community Development Corporation and two other community-based organizations do eligibility and determination for migrant and seasonal farmworker families needing child care.

Who assists parents in locating child care (consumer education)?

Agency (Check all that apply)

CCDF Lead Agency

- TANF agency
- Other State/Territory agency.

Describe:

Both the Employment Department (Child Care Division) and the Department of Human Services, through joint contracts with all 13 child care resource and referral agencies, assist parents in locating appropriate child care and provide comprehensive consumer education.

- Local government agencies such as county welfare or social services departments
- Child care resource and referral agencies
- Community-based organizations
- Other.

Describe:

The child care resource and referral (CCR&R) organizations in 13 service delivery areas across the state are the primary state-funded resource for child care referrals. Many community-based organizations also provide information on the CCR&R services available in the local service delivery area.

Who issues payments?

Agency (Check all that apply)

- CCDF Lead Agency
- TANF agency
- Other State/Territory agency.

Describe:

Payments are made directly to child care providers from either the Employment Department (Child Care Division) for targeted populations or the Department of Human Services for Employment Related Day Care.

- Local government agencies such as county welfare or social services departments
- Child care resource and referral agencies
- Community-based organizations
- Other.

Describe:

N/A

Describe to whom is the payment issued (e.g., parent or provider) and how are payments distributed (e.g., electronically, cash, etc)

Payments are distributed by electronic deposit or check directly to child care providers by the Employment Department (Child Care Division) for targeted populations subsidies or the Department of Human services for Employment Related Day Care subsidies. No payments are given to parents for disbursement to their child care provider.

Other. List and describe:

N/A

2.2. Family Outreach and Application Process

Lead Agencies must inform parents of eligible children and the general public of the process by which they can apply for and potentially receive child care services. (658D(b)(1)(A), 658E(c)(2)(D) & (3)(B), §§98.16(k), 98.30(a)-(e). **Note** - For any information in questions 2.2.1 through 2.2.10 that differs or will differ for families receiving TANF, please describe in 2.2.11.

2.2.1. By whom and how are parents informed of the availability of child care assistance services under CCDF? (658E(c)(2)(A), §98.30(a)) Check all agencies and strategies that will be used in your State/Territory.

- CCDF Lead Agency
- TANF offices
- Other government offices
- Child care resource and referral agencies
- Contractors
- Community-based organizations
- Public schools
- Internet

(provide website): <http://www.oregon.gov/DHS/children/childcare/> OR www.childcareinoregon.org
OR www.oregonchildcare.org

- Promotional materials
- Community outreach meetings, workshops or other in-person meetings
- Radio and/or television
- Print media
- Other.

Describe:

Consumer Education materials used for the Employment Related Day Care subsidy program are translated from English into Spanish, Russian, and Vietnamese. The Department of Human Services website also has translated web pages that are accessible to non or limited English speaking Spanish, Russian, and Vietnamese clients. All offices have access to Language Line. All child care resource and referral agencies distribute materials in alternate languages and also have access to Language Line through the Child Care Division account.

ERDC Orientations and Child Care Provider Overviews are also offered in the three alternate languages.

2.2.2. How can parents apply for CCDF services? Check all application methods that your State/Territory has chosen to implement.

- In person interview or orientation
- By mail
- By Phone/Fax
- Through the Internet

(provide website):

- By Email
- Other.

Describe:

2.2.3. Describe how the Lead Agency provides consumer education to parents applying for CCDF assistance to promote informed choices about the quality of care provided by various providers.

Lead Agencies must certify that the State/Territory will collect and disseminate to parents of eligible children and the general public, consumer education information that will promote informed child care choices (658E (c)(2)(G), §98.33).

For example, memorandums of understanding with resource and referral agencies to provide consumer education to families applying for CCDF assistance, providing parents with provider lists showing licensing history and/or Quality Rating and Improvement System (QRIS) ratings, or informational brochures that address importance of quality and different care options available.

Through performance-based contracts, the Child Care Division and Department of Human Services require the Oregon Child Care Resource and Referral Network (non-profit) and the thirteen (13) local resource and referral agencies to provide comprehensive consumer education to parents and providers.

2.2.4. Describe how the Lead Agency will support child care programs to increase the likelihood that CCDF-served children receive higher quality care as defined in your State/Territory.

For example, methods used to promote upward movement in quality rating and improvement system, methods used to encourage high quality programs to participate in the subsidy program such as tiered reimbursement, or incentives used to support high quality programs in rural, suburban, urban, and low-income communities.

Enhanced Subsidy Rates: applies to child care provided in a licensed-exempt center whose staff meet the training requirements of the Oregon Registry Online, which are established by the Oregon Center for Career Development in Childhood Care and Education, Portland State University.

Oregon Program of Quality: contracts for child care subsidy slots will be executed with child care facilities achieving OPQ designation in the age group(s) or hard to find care category(ies) the facility serves.

2.2.5. How will the Lead Agency promote access to the CCDF subsidy program? Check the strategies that will be implemented by your State/Territory.

- Provide access to program office/workers such as by:
- Providing extended office hours
- Accepting applications at multiple office locations
- Providing a toll-free number for clients
- Other.

Describe:

N/A

- Using a simplified eligibility determination process such as by:
- Simplifying the application form (such as eliminating unnecessary questions, lowering the reading level)
- Developing a single application for multiple programs
- Developing web-based and/or phone-based application procedures
- Coordinating eligibility policies across programs.

List the program names:

- Streamlining verification procedures, such as linking to other program data systems
- Providing information multi-lingually
- Including temporary periods of unemployment in eligibility criteria for new applicants (job search, seasonal unemployment).

Length of time: 30 days

Other.

Describe:

N/A

Other.

Describe:

N/A

None

2.2.6. Describe the Lead Agencies policies to promote continuity of care for children and stability for families. Check the strategies, if any, that your State/Territory has chosen to implement.

- Provide CCDF assistance during periods of job search.

Length of time: 30 days if jobless within the ERDC subsidy program.

Establish two-tiered income eligibility to allow families to continue to receive child care subsidies if they experience an increase in income but still remain below 85% of State median income (SMI)

- Synchronize review date across programs

List programs:

Employment Related Day Care (ERDC), Temporary Assistance for Needy Families (TANF); Supplemental Nutrition Assistance Program (SNAP); Medicaid; and, State Child Healthcare Insurance Program (SCHIP).

Longer eligibility re-determination periods (e.g., 1 year).

Describe:

For ERDC cases that have a companion SNAP benefit, a longer eligibility redetermination period of one (1) year is allowed. If there is no SNAP companion benefit, then the ERDC eligibility determination period is six (6) months.

Extend periods of eligibility for families who are also enrolled in either Early Head Start or Head Start and pre-k programs.

Describe:

N/A

Extend periods of eligibility for school-age children under age 13 to cover the school year.

Describe:

N/A

Minimize reporting requirements for changes in family's circumstances that do not impact families' eligibility, such as changes in income below a certain threshold or change in employment

Targeted case management to help families find and keep stable child care arrangements

Using non-CCDF Funds to continue subsidy for families who no longer meet eligibility, such as for children who turn 13 years of age during the middle of a program year

Other.

Describe:

74 percent (74%) of ERDC cases qualify for simplified federal reporting. Targeted case management applies to the TANF JOBS, which has a tiered system of families of instability risk. This means that families are categorized based on instability risk; for example, teen parents are a higher priority - meaning they have a higher risk of instability.

None

2.2.7. How will the Lead Agency provide outreach and services to eligible families with limited English proficiency? Check the strategies, if any, that your State/Territory has chosen to implement.

Application in other languages

Informational materials in non-English languages

Training and technical assistance in non-English languages

- Website in non-English languages
- Lead Agency accepts applications at local community-based locations
- Bilingual caseworkers or translators available
- Other.

Describe:

The Oregon Helps website, funded in part by Department of Human Services, is a screening and program information tool for over 30 assistance programs throughout the state. The site provides all information in English, Russian, Spanish, and Vietnamese. It is continually revised to keep current with program updates and add information on other benefit packages. The website is located at <http://oregonhelps.org>.

The Child Care Division, Department of Human Services, and other contracted child care partners, both state and local, have bilingual staff to assist families and providers, and access to interpretive services and the Language Line. Vital documents required to access services (applications and information) are translated into federal essential languages.

None

(Optional) If the Lead Agency checked any option above related to providing information or services in other non-English languages, please describe the languages offered :

Spanish, Russian, Vietnamese.

2.2.8. How will the Lead Agency overcome language barriers with providers? Check the strategies, if any, that your State/Territory has chosen to implement.

- Informational materials in non-English languages
- Training and technical assistance in non-English languages
- CCDF health and safety requirements in non-English languages
- Provider contracts or agreements in non-English languages
- Website in non-English languages
- Bilingual caseworkers or translators available
- Other.

Describe:

None

(Optional) If the Lead Agency checked any option above related to providing information or services in other non-English languages, please describe the languages offered:

Spanish, Russian, Vietnamese.

2.2.9. Describe how the Lead Agency documents and verifies applicant information using the table below. (§98.20(a))

Check the strategies that will be implemented by your State/Territory. **Attach** a copy of your parent application for the child care subsidy program(s) as **Attachment 2.2.9** or provide a web address, if available: <http://www.oregon.gov/DHS/children/childcare/>

The Lead Agency requires documentation of:	Describe how the Lead Agency documents and verifies applicant information:
<input checked="" type="checkbox"/> Applicant identity	Subsidy agency checks applicant identity only if it appears questionable through photo identification, wage stubs, birth certificate, or other documentation.
<input checked="" type="checkbox"/> Household composition	Subsidy agency checks household composition only if it appears questionable through photo identification or identification card, voter registration card, birth certificate, wage stubs, letter of custody, adoption papers, or other documentation.
<input checked="" type="checkbox"/> Applicant's relationship to the child	Subsidy agency checks applicant's relationship to the child only if it appears questionable through birth certificate, letter of custody, baptismal certificate, military service papers, immigration papers, school records, social security card or records, or other documentation.
<input checked="" type="checkbox"/> Child's information for determining eligibility (e.g., identity, age, etc.)	Immigration status; child must be a citizen. If questionable, subsidy agency will check birth certificate, lawful permanent status card, or other documentation.
<input checked="" type="checkbox"/> Work, Job Training or Educational Program	Work and /or job training is verified by paystubs, employer letter, W-2 forms, online sources. Education does not apply to the Employment Related Day Care program unless it is work study verified by wage stubs and financial aid letter.
<input checked="" type="checkbox"/> Income	Pay stubs, award letters, employer info, online sources.
	Family may be eligible for subsidy if the second parent is unable to work and cannot provide child care for the working parent. The family must document the physical or mental disability that prevents ability to provide care. DHS field staff will pursue additional information if any document appears questionable or is unverifiable. JOBS child care clients have already met the TANF eligibility requirement before they can participate. TANF eligibility and verification requirements are more stringent than ERDC requirements.
<input checked="" type="checkbox"/> Other. Describe:	

2.2.10. Which strategies, if any, will the Lead Agency use to assure the timeliness of eligibility determinations upon receipt of applications?

Time limit for making eligibility determinations.

Describe length of time 45 days, but can be extended for client specific needs.

Track and monitor the eligibility determination process

Other.
Describe

None

2.2.11. Are the policies, strategies or processes provided in questions 2.1.1. through 2.1.10 different for families receiving TANF? (658E(c)(2)(H) & (3)(D), §§98.16(g)(4), 98.33(b), 98.50(e))

Yes.

If yes, describe:

Application process - For TANF families, the client is required to have a face-to-face interview with an intake worker. For Employment Related Day Care, the interview can be done over the phone if a face-to-face interview is not practical.

No.

2.2.12. Informing parents who receive TANF benefits about the exception to the individual penalties associated with the TANF work requirement.

The regulations at §98.33(b) require the Lead Agency to inform parents who receive TANF benefits about the exception to the individual penalties associated with the work requirement for any single custodial parent who has a demonstrated inability to obtain needed child care for a child under 6 years of age. Lead Agencies must coordinate with TANF programs to ensure, pursuant that TANF families with young children will be informed of their right not to be sanctioned if they meet the criteria set forth by the State TANF agency in accordance with section 407(e)(2) of the Social Security Act. In fulfilling this requirement, the following criteria or definitions are applied by the TANF agency to determine whether the parent has a demonstrated inability to obtain needed child care. **NOTE:** The TANF agency, not the CCDF Lead Agency, is responsible for establishing the following criteria or definitions. These criteria or definitions are offered in this Plan as a matter of public record.

a) Identify the TANF agency that established these criteria or definitions:

State/Territory TANF Agency Oregon Department of Human Services

b) Provide the following definitions established by the TANF agency.

- "appropriate child care": (a) both the provider and the place where care is provided meet the Department of Human Services health, safety and provider requirements defined in administrative rules; (b) the care accommodates the parents work schedule; and (c) the care meets the specific needs of the child, such as age and special needs requirements.

- "reasonable distance": the parents total travel time from home to the child care provider and the

workplace or JOBS activity will be no more than one hour either way unless a longer commute time is customary in the community.

- "unsuitability of informal child care": the Department of Human services uses the same standards for informal care as for regulated care. Care that does not meet the criteria in appropriate child care would be considered unsuitable.

- "affordable child care arrangements": are those where the expense to the parent(s) is less than ten percent of family income.

c) How are parents who receive TANF benefits informed about the exception to individual penalties associated with the TANF work requirements?

- In writing
- Verbally
- Other.

Describe:

2.3. Eligibility Criteria for Child Care

In order to be eligible for services, children must (1) be under the age of 13, or under the age of 19 if the child is physically or mentally disabled or under court supervision; (2) reside with a family whose income is less than 85 percent of the State's median income for a family of the same size; and (3) reside with a parent or parents who is working or attending job training or an educational program; or (4) be receiving or needs to receive protective services. (658P(3), §98.20(a))

2.3.1. How does the Lead Agency define the following eligibility terms?

residing with -

Child shall reside with a parent, who is the person responsible for the care, control, and supervision of the child. Parent means a parent by blood, marriage or adoption, legal guardian, or other person standing in loco parentis.

in loco parentis -

In place of the parent; may include, but is not limited to a step-parent, guardian, or legal guardian.

2.3.2. Eligibility Criteria Based Upon Age

a) The Lead Agency serves children from birth weeks to under 13 years (maximum age under

age 13).

b) Does the Lead Agency allow CCDF-funded child care for children age 13 and above but below age 19 years who are physically and/or mentally incapable of self-care? (658E(c)(3)(B), 658P(3), §98.20(a)(1)(ii))

Yes, and the upper age is 17

Provide the Lead Agency definition of *physical or mental incapacity* -

A child or youth under age 18 who may require a level of care above the norm for his/her age due to disabilities, emotional or behavioral disorders, or special health care needs. Same as *special needs child*.

No.

c) Does the Lead Agency allow CCDF-funded child care for children age 13 and above but below age 19 years who are under court supervision? (658P(3), 658E(c)(3)(B), §98.20(a)(1)(ii))

Yes, and the upper age is 17

No.

2.3.3. Eligibility Criteria Based Upon Work, Job Training or Educational Program

a) How does the Lead Agency define "working" for the purposes of eligibility? Provide a narrative description below, including allowable activities and if a minimum number of hours is required.

Reminder - Lead Agencies have the flexibility to include any work-related activities in its definition of working, including periods of job search and travel time. (§§98.16(f)(3), 98.20(b))
working-

Employment in an occupation which provides earned income and requires periodic absence from, or an inability to care for a dependent child. Earned income includes a) compensation for services performed, b) income from on-the-job training or other paid work experience, c) in-kind income in exchange for work performed, d) income from self-employment, or e) flexible benefits that the employee has the option of taking in cash.

Employment normally means working that results in earned income. This includes paid work experience and paid practicum assignments. For ERDC, this also includes work study as part of an education program.

At least one caretaker (see OAR 461-001-000) must receive income from employment (other than self-employment) through a work-study program. There is no required minimum work hours; however, child care need must be determined by comparing the amount of subsidy payment to the parent's co-pay amount. If the co-pay amount is larger than the subsidy payment, there is no child care need and,

therefore, no eligibility.

b) Does the Lead Agency provide CCDF child care assistance to parents who are attending job training or an educational program? (§§98.16(g)(5), 98.20(b))

Yes.

If yes, how does the Lead Agency define "attending job training or educational program" for the purposes of eligibility? Provide a narrative description below.

Reminder - Lead Agencies have the flexibility to include any training or education-related activities in its definition of job training or education, including study time and travel time.

attending job training or educational program -

The ERDC program does allow child care assistance to parents needing child care for job training that is mandatory for new employment or to maintain current employment. Child care assistance is provided to parents attending higher education if the parent is receiving work/study hours. ERDC covers only those hours of care the parent is actually participating in the work/study program.

There are student-parents accessing child care subsidies through the Inclusive Child Care (ICC) program contracted by the Employment Department, Child Care Division, and administered by the Oregon Council for Developmental Disabilities. These parents have to meet the eligibility guidelines for the program and the child has to meet the state definition for 'special needs'.

For student-parents that meet eligibility for the ICC program, 'attending a job or educational program' means training or education that leads to a degree or certificate completion. Student-parents must be attending at least six (6) hours per work.

No.

2.3.4. Eligibility Criteria Based Upon Receiving or Needing to Receive Protective Services

a) Does the Lead Agency provide child care to children in protective services? (§§98.16(f)(7), 98.20(a)(3)(ii)(A) & (B))

Yes.

If yes, how does the Lead Agency define "protective services" for the purposes of eligibility? Provide a narrative description below.

Reminder - Lead Agencies have the flexibility to define protective services beyond formal child welfare or foster care cases. Lead Agencies may elect to include homeless children and other vulnerable populations in the definition of protective services.

Note - If the Lead Agency elects to provide CCDF-funded child care to children in foster care whose foster care parents are not working, or who are not in education/training activities for CCDF purposes these children are considered to be in protective services and should be included in this definition.

protective services

Children who have either experienced abuse or neglect or are at risk of abuse or neglect as a result of parent/primary caregiver's use and/or abuse of alcohol or other drugs. CCDF dollars are not used for children in protective services or under the care of the Department of Human Services, Children's Services Division.

No.

b) Does the Lead Agency waive, on a case-by-case basis, the co-payment and income eligibility requirements for cases in which children receive, or need to receive, protective services? (658E(c)(3)(B), 658P(3)(C)(ii), §98.20(a)(3)(ii)(A))

Yes,

No.

2.3.5. Income Eligibility Criteria

a) How does the Lead Agency define "income" for the purposes of eligibility? Provide the Lead Agency's definition of "income" for purposes of eligibility determination. (§§98.16(g)(5), 98.20(b))

income -

Countable income includes all income received by the immediate family members living in the household except transfer income or earned income of children. There are no income deductions.

b) Which of the following sources of income, if any, will the Lead Agency exclude from calculations of total family income for the purposes of eligibility determination? Check any income the Lead Agency chooses to exclude, if any.

Adoption subsidies

Foster care payments

Alimony received or paid

Child support received

Child support paid

Federal nutrition programs

Federal tax credits

State/Territory tax credits

Housing allotments, Low-Income Energy Assistance Program (LIHEAP) or energy assistance

Medical expenses or health insurance related expenses

- Military housing or other allotment/bonuses
- Scholarships, education loans, grants, income from work study
- Social Security Income
- Supplemental Security Income (SSI)
- Veteran's benefits
- Unemployment Insurance
- Temporary Assistance for Needy Families (TANF)
- Worker Compensation
- Other types of income not listed above:

N/A

None

c) Whose income will be excluded, if any, for purposes of eligibility determination? Check anyone the Lead Agency chooses to exclude, if any.

- Children under age 18
- Children age 18 and over - still attending school
- Teen parents living with parents
- Unrelated members of household
- All members of household except for parents/legal guardians
- Other.

Describe:

N/A

None

d) Provide the CCDF income eligibility limits in the table below. **Complete** columns (a) and (b) based upon maximum eligibility initial entry into the CCDF program. Complete Columns (c) and (d) **ONLY IF** the Lead Agency is using income eligibility limits lower than 85% of the SMI.

Reminder - Income limits must be provided in terms of State Median Income (SMI) (or Territory Median Income) even if federal poverty level is used in implementing the program. (§98.20(a)(2)). FY 2011 poverty guidelines are available at <http://aspe.hhs.gov/poverty/11poverty.shtml>.

			IF APPLICABLE Income Level if lower than 85% SMI
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Family Size	(a) 100% of State Median Income (SMI)(\$/month)	(b) 85% of State Median Income (SMI)(\$/month) [Multiply (a) by 0.85]	(c) \$/month	(d) % of SMI [Divide (c) by (a), multiply by 100]
1				
2	3830	3256	2268	59
3	4432	3767	2857	64
4	5634	4789	3446	61
5	6535	5555	4035	62

e) Will the Lead Agency have "tiered eligibility" (i.e., a separate income limit at re-determination to remain eligible for the CCDF program)?

Yes.

If yes, provide the requested information from the table in 2.3.5d and **describe below**:

Note: This information can be included in the table below.

N/A

No.

Family Size	(a) 100% of State Median Income (SMI) (\$/month)	(b) 85% of State Median Income (SMI) (\$/month)[Multiply (a) by 0.85]	IF APPLICABLE Income Level if lower than 85% SMI	
			(c) \$/month	(d) % of SMI[Divide (c) by (a), multiply by 100]
1				
2				
3				
4				
5				

f) SMI Year 2010 and SMI Source <http://liheap.ncat.org/profiles/povertytables/FY2011/orsmi.htm>

g) These eligibility limits in column (c) became or will become effective on:
February 1, 2011

2.3.6. Eligibility Re-determination

a) What is the re-determination period upon initial authorization of CCDF services for most families?

- 6 months
- 12 months
- 24 months
- Other.

Describe:

- Length of eligibility varies by county or other jurisdiction.

Describe:

b) Is the re-determination period the same for all CCDF eligible families?

- Yes.
- No. If no, check the categories of families for whom authorizations are different and describe the redetermination period for each.

- Families enrolled in Head Start and/or Early Head Start Programs.

Re-determination period:

- Families enrolled in pre-kindergarten programs.

Re-determination period:

- Families receiving TANF.

Re-determination period:

- Families who are very-low income, but not receiving TANF.

Re-determination period:

- Other.

Describe:

SNAP (food stamps) companion cases in Simplified Reporting may be certified for up to 12 months.

c) Does the Lead Agency use a simplified process at re-determination?

- Yes.

If yes, describe:

- No.

2.3.7. Waiting Lists

Describe the Lead Agency's waiting list status. Select **ONE** of these options.

- Lead Agency currently does not have a waiting list and:
 - All eligible families *who apply* will be served under State/Territory eligibility rules
 - Not all eligible families *who apply* will be served under State/Territory eligibility rules
- Lead Agency has an active waiting list for:
 - Any eligible family who applies when they cannot be served at the time of application
 - Only certain eligible families.

Describe those families:

- Waiting lists are a county/local decision.
Describe:

- Other.
Describe:

2.3.8. Appeal Process for Eligibility Determinations

Describe the process for families to appeal eligibility determinations:

A hearing is a formal proceeding leading to a final decision regarding a client's right to benefits when the client has filed a hearing request and disputed a decision made by branch staff. The hearings process provides a second look to ensure the Department of Human Services (DHS) has followed its policy. Administrative Law Judges from the Office of Administrative Hearings (OAH) preside over each hearing, and DHS's position in the hearing is explained by the DHS representative, usually a Compliance Specialist. The hearing is conducted in accordance with state statute and the administrative rules for hearings of DHS and OAH.

Most, but not all, hearings are requested after a client has received a notice that benefits will be denied, reduced or closed. A person also has a right to a hearing when DHS claims an overpayment, when it

denies a listing requested by a child care provider, and when DHS claims the client committed an intentional program violation.

Branch staff usually become involved in the hearing process in support of a Compliance Specialist. A Compliance Specialist represents DHS in most hearings, but branch staff are responsible in some cases. For instance, expedited hearings are often handled by branch staff. All staff need to be alert to a client's need for translated material(s), for documents in alternative formats, and for an interpreter. OAH obtains the interpreters for hearings.

DHS staff assist clients in completing a hearing request as necessary; e.g., providing the client the correct form, accepting a written request or notifying the appropriate case manager that the client needs assistance making the request.

Any request for a hearing received by a local office must be forwarded promptly to the local Compliance Specialist. While some requests can be resolved without a hearing, DHS must comply with required processes and document its compliance. The Compliance Specialists are trained to understand and follow the required processes to address hearing requests.

When DHS becomes aware that a client has legal representation, that representative must be involved for the duration of the process. This includes sending the legal representative copies of decision notices and amended decision notices sent to the client.

If a client contacts branch staff or the Compliance Specialist about access and interpreter needs or the client's need to have a subpoena issued for a witness, the client is referred to OAH. Most hearings are conducted by telephone and handled by a Compliance Specialist. The Compliance Specialist may ask branch staff to provide support.

A client may contact DHS and request to use the office for the telephone hearing. Branch staff assist by making a room available for the hearing and directing the client, the client's representative, and witnesses to the hearing room. Some hearings, most often expedited hearings, are handled by branch staff rather than a Compliance Specialist. Clients are entitled to an expedited hearing (within five working days) if a JOBS support service request, including one for child care, is denied.

The final order issued after a hearing is sent to the DHS representative and to the branch so that appropriate action can be taken. If it is not clear to branch staff what action to take, the Compliance Specialist or a Program Analyst can assist.

2.4. Sliding Fee Scale and Family Contribution

The statute and regulations require Lead Agencies to establish a sliding fee scale that varies based on income and the size of the family to be used in determining each family's contribution (i.e., co-payment) to the cost of child care (658E(c)(3)(B) §98.42).

2.4.1. Attach a copy of the sliding fee scale as Attachment 2.4.1.

The attached sliding fee scale was or will be effective as of: February 1, 2011.

2.4.2. Will the attached sliding fee scale provided as Attachment 2.4.1. be used in all parts of the State/Territory?

- Yes
- No.

If no, attach other sliding fee scales and their effective date(s) as **Attachment 2.4.2a, 2.4.2b**, etc.

2.4.3. What income source and year will be used in creating the sliding fee scale? (658E(c)(3)(B)) Check only one option.

State Median Income,
Year:

Federal Poverty Level,

Year: 2011

Income source and year varies by geographic region.

Describe income source and year:

Other.

Describe income source and year:

2.4.4. How will the family's contribution be calculated and to whom will it be applied? Check all that the Lead Agency has chosen to use. (§98.42(b))

Fee as dollar amount and

Fee is per child with the same fee for each child

Fee is per child and discounted fee for two or more children

No additional fee charged after certain number of children

Fee per family

Fee as percent of income and

Fee is per child with the same percentage applied for each child

Fee is per child and discounted percentage applied for two or more children

No additional percentage applied charged after certain number of children

Fee per family

Contribution schedule varies by geographic area.

Describe:

Other.

Describe:

If the Lead Agency checked more than one of the options above, describe:

2.4.5. Will the Lead Agency use other factors in addition to income and family size to determine each family's contribution to the cost of child care? (658E(c)(3)(B), §98.42(b))

Yes,
and describe those additional factors:

No.

2.4.6. The Lead Agency may waive contributions from families whose incomes are at or below the poverty level for a family of the same size. (§98.42(c)). Select ONE of these options.

Reminder - Lead Agencies are reminded that the co-payments may be waived for only two circumstances - for families at or below the poverty level or on a case-by-case basis for children falling under the definition of "protective services" (as defined in 2.3.4.a).

ALL families, including those with incomes at or below the poverty level for families of the same size, ARE required to pay a fee.

NO families with income at or below the poverty level for a family of the same size ARE required to pay a fee.

The poverty level used by the Lead Agency for a family of 3 is:

SOME families with income at or below the poverty level for a family of the same size ARE NOT required to pay a fee. The Lead Agency waives the fee for the following families:

The Lead Agency waives the fee for the following families:

Families transferring from TANF to the ERDC subsidy program are not required to pay a fee. Co-payments are waived for families enrolled in the TANF program who require child care subsidies in order to participate in employment or JOBS program activities.

2.5. Prioritizing Services for Eligible Children and Families

At a minimum, CCDF requires Lead Agencies to give priority for child care assistance to children with special needs, or in families with very low incomes. Prioritization of CCDF assistance services is not limited to eligibility determination (i.e., establishment of a waiting list or ranking of eligible families in priority order to be served). Lead Agencies may fulfill priority requirements in other ways such as higher payment rates for providers caring for children with special needs or waiving co-payments for families with very low incomes (at or below the federal poverty level). (658E(c)(3)(B), §98.44)

2.5.1. How will the Lead Agency prioritize child care services to children with special needs or in families with very low incomes? (658E(c)(3)(B), §98.44) Lead Agencies have the discretion to define *children with special needs* and *children in families with very low incomes*. Lead Agencies are not limited in defining *children with special needs* to only those children with physical or mental disabilities (e.g., with a formal Individual Education Plan (IEP) required under the Individuals with Disabilities Education Act (IDEA)). Lead Agencies could consider children in the child welfare system, children of teen parents, or homeless children as examples of *children with special needs*.

Children with special needs

Provide the Lead Agency definition of *Children with Special Needs*:

A child or youth under age 18 who may require a level of care above the norm for his/her age, due to disabilities, emotional or behavioral disorders, or special health care needs.

Describe:

Families with special needs that do not qualify for the income-based ERDC program are served through the Inclusive Child Care Program, which is also statewide and serves all types of care.

Children in families with very low incomes

Provide the Lead Agency definition of *Children in Families with Very Low Incomes*:

Children in families with incomes at 150 percent of the Federal Poverty Level.

Describe:

N/A

How will the Lead Agency prioritize CCDF services for:	Eligibility Priority (Check only one)	Is there a time limit on the eligibility priority or guarantee?	Other Priority Rules

Children with special needs	<input type="checkbox"/> Priority over other CCDF-eligible families <input type="checkbox"/> Same priority as other CCDF-eligible families <input type="checkbox"/> Guaranteed subsidy eligibility <input checked="" type="checkbox"/> Other.	<input type="checkbox"/> Yes. The time limit is: <input type="text"/> <input checked="" type="checkbox"/> No	<input type="checkbox"/> Different eligibility thresholds. Describe: <input type="text" value="N/A"/> <input checked="" type="checkbox"/> Higher rates for providers caring for children with special needs requiring additional care <input type="checkbox"/> Prioritizes quality funds for providers serving these children <input type="checkbox"/> Other. Describe: <input type="text" value="N/A"/>
Children in families with very low incomes	<input type="checkbox"/> Priority over other CCDF-eligible families <input checked="" type="checkbox"/> Same priority as other CCDF-eligible families <input type="checkbox"/> Guaranteed subsidy eligibility <input type="checkbox"/> Other.	<input type="checkbox"/> Yes. The time limit is: <input type="text"/> <input checked="" type="checkbox"/> No	<input type="checkbox"/> Different eligibility thresholds. Describe: <input type="text" value="N/A"/> <input checked="" type="checkbox"/> Waiving co-payments for families with incomes at or below the Federal Poverty Level <input type="checkbox"/> Other. Describe: <input type="text" value="N/A"/>

2.5.2. How will CCDF funds be used to provide child care assistance to meet the needs of families receiving Temporary Assistance for Needy Families (TANF), those attempting to transition off TANF through work activities, and those at risk of becoming dependent on TANF? (658E(c)(2)(H), Section 418(b)(2) of the Social Security Act, §§98.50(e), 98.16(g)(4)) **Reminder** - CCDF requires that not less than 70 percent of CCDF Mandatory and Matching funds be used to provide child care assistance for families receiving Temporary Assistance for Needy Families (TANF), those attempting to transition off TANF through work activities, and those at risk of becoming dependent on TANF.

- Use priority rules to meet the needs of TANF families (describe in 2.5.1 or 2.5.3.)
 - Waive fees (co-payments) for some or all TANF families who are below poverty level
 - Coordinate with other entities (i.e. TANF office, other State/Territory agencies, and contractors)
 - Other.
- Describe:

2.5.3. List and define any other eligibility conditions, priority rules and definitions that will be established by the Lead Agency. (658E(c)(3)(B), §98.16(g)(5), §98.20(b))
Reminder - Lead Agencies are reminded that any eligibility criteria and terms provided below must comply with the eligibility requirements of §98.20 and provided in section 2.2. Any priority rules provided must comply with the priority requirements of §98.44 and provided in section 2.4.1.

Term(s) - Definition(s)

Describe:

None

2.6. Parental Choice In Relation to Certificates, Grants or Contracts

The parent(s) of each eligible child who receives or is offered financial assistance for child care services has the option of either enrolling such child with a provider that has a grant or contract for the provision of service or receiving a child care certificate.
(658E(c)(2)(A), §98.15(a))

2.6.1. Child Care Certificates

a) When is the child care certificate (also referred to as voucher or authorization) issued to parents? (658E(c)(2)(A)(iii), 658P(2), §98.2, §98.30(c)(4) & (e)(1) & (2))

- Before parent has selected a provider
- After parent has selected a provider
- Other.

Describe:

b) How does the Lead Agency inform parents that the child care certificate permits them to choose from a variety of child care categories, including child care centers, child care group homes, family child care homes, and in-home providers? (§98.30(e)(2))

- Certificate form provides information about choice of providers
- Certificate is not linked to a specific provider so parents can choose provider of choice
- Consumer education materials (flyers, forms, brochures)
- Referral to child care resource and referral agencies
- Verbal communication at the time of application
- Public Services Announcement
- Agency

Website: <http://www.oregon.gov/DHS/children/childcare/>

- Community outreach meetings, workshops, other in person activities
- Multiple points of communication throughout the eligibility and renew process
- Other.

Describe:

c) What information is included on the child care certificate? **Attach a copy of the child care certificate as Attachment 2.6.1.** (658E(c)(2)(A)(iii))

- Authorized provider(s)
- Authorized payment rate(s)
- Authorized hours
- Co-payment amount
- Authorization period
- Other.

Describe:

Name of child(ren), age, rate category(ies).

d) What is the estimated proportion of services that will be available for child care services through certificates?

Although 100 percent of services are available through certificates, approximately 97.5 % of subsidies are issued through certificates. A lower percentage will be available as more subsidies are available through contracts.

2.6.2. Child Care Services Available through Grants or Contracts

a) In addition to offering certificates, does the Lead Agency provide child care services through grants or contracts for child care slots? (658A(b)(1), 658P(4), §§98.16(g)(1), 98.30(a)(1) & (b)). **Note:** Do not check "yes" if every provider is simply required to sign an agreement in order to be paid in the certificate program.

- Yes.

If yes, **describe** the type(s) of child care services available through grants or contracts, the process for accessing grants or contracts, and the range of providers that will be available through grants or contracts:

Starting in November 2011, child care providers that are state-designated Oregon Program of Quality facilities will be eligible for subsidy contracts with the Employment Related Day Care program. All type of

licensed facilities that are OPQ designated will qualify based on type of care offered. As part of the application process for OPQ, providers must be willing to provide services for subsidy-eligible families.

No.

b) Will the Lead Agency use grants or contracts for child care services to achieve any of the following? Check the strategies, if any, that your State/Territory chooses to implement.

- Increase the supply of specific types of care
- Programs to serve children with special needs
- Wrap-around or integrated child care in Head Start, Early Head Start, pre-k, summer or other programs
- Programs to serve infant/toddler
- School-age programs
- Center-based providers
- Family child care providers
- Group-home providers
- Programs that serve specific geographic areas
- Urban
- Rural
- Other.

Describe:

N/A

- Support programs in providing higher quality services
- Support programs in providing comprehensive services
- Serve underserved families.

Specify:

Oregon Programs of Quality are available to all families in the geographic region located. There is a concerted effort to ensure OPQ programs are available (although on a limited basis for 2012 because this is a pilot program moving to a statewide rollout).

Other.

Describe:

N/A

c) Are child care services provided through grants or contracts offered throughout the State/Territory? (658E(a), §98.16(g)(3))

Yes.

No,
and **identify** the localities (political subdivisions) and services that are not offered:

N/A

d) How are payment rates for child care services provided through grants/contracts determined?

All contracted payment rates are based on 1) the type of care offered and 2) the geographic region of the state (Areas A, B and C).

e) What is the estimated proportion of direct services that will be available for child care services through grants/contracts?

Beginning in FFY 2012, approximately 2.5 percent (2.5%) of direct services will be available through contracts. This percentage will increase as more facilities achieve Oregon Program of Quality designation and the state moves toward more contracted slots rather than payment based on hours of care only.

2.6.3. How will the Lead Agency inform parents and providers of policies and procedures for affording parents unlimited access to their children whenever their children are in the care of a provider who receives CCDF funds? (658E(c)(2)(B), §98.31)) Check the strategies that will be implemented by your State/Territory.

- Signed declaration
- Parent Application
- Parent Orientation
- Provider Agreement
- Provider Orientation
- Other.

Describe:

State licensing regulations.

2.6.4. The Lead Agency must allow for in-home care (i.e., care provided in the child's own home) but may limit its use. (§§98.16(g)(2), 98.30(e)(1)(iv)) Will the Lead Agency limit the use of in-home care in any way?

- No
- Yes. If checked, what limits will the Lead Agency set on the use of in-home care?
Check all limits the Lead Agency will establish.
- Restricted based on minimum number of children in the care of the provider to meet

minimum wage law or Fair Labor Standards Act

- Restricted based on provider meeting a minimum age requirement
- Restricted based on hours of care (certain number of hours, non-traditional work hours)
- Restricted to care by relatives
- Restricted to care for children with special needs or medical condition
- Restricted to in-home providers that meet some basic health and safety requirements
- Other.

Describe:

All child care providers and other adults in contact with children must pass criminal and child protective services background checks.

2.6.5. Describe how the Lead Agency maintains a record of substantiated parental complaints about providers and makes substantiated parental complaints available to the public on request. (658E(c)(2)(C), §98.32)

The Child Care Division investigates all serious complaints received against licensed child care providers. Subject to confidentiality laws, compliant dispositions are open public records. The Child Care Division also maintains a file of program and provider complaint information that is available to the public upon request. A facility complaints history is online for public access at: <http://www.employment.oregon.gov/EMPLOY/CCD/complaints.shtml> .

2.7. Payment Rates for Child Care Services

The statute at 658E(c)(4) and the regulations at §98.43(b)(1) require the Lead Agency to establish adequate payment rates for child care services that ensure eligible children equal access to comparable care.

2.7.1. Provide a copy of your payment rates as Attachment 2.7.1.

The attached payment rates were or will be effective as of: October 1, 2007

2.7.2. Are the attached payment rates provided in Attachment 2.7.1 used in all parts of the State/Territory?

- Yes.
- No. If no, attach other payment rates and their effective date(s) as **Attachment 2.7.2a, 2.7.2b, etc.**

2.7.3. Which strategies, if any, will the Lead Agency use to ensure the timeliness of payments?

Policy on length of time for making payments.

Describe length of time: Three to five business days.

Track and monitor the payment process

Other.

Describe:

None

2.7.4. Market Rate Survey

Lead Agencies must complete a local Market Rate Survey (MRS) no earlier than two years prior to the effective date of the Plan (no earlier than October 1, 2009). The MRS must be completed prior to the submission of the CCDF Plan (see Program Instruction CCDF-ACF-PI-2009-02

<http://www.acf.hhs.gov/programs/ccb/law/guidance/current/pi2009-02/pi2009-02.htm> for more information on the MRS deadline).

a) Provide the month and year when the local Market Rate Survey(s) was completed (§98.43(b)(2)): 12/2010

b) Attach a copy of the **MRS instrument** and a **summary of the results** of the survey as **Attachment 2.7.4**. For Lead Agencies that use an administrative provider database, provide a copy of the intake form as the instrument. The summary should include a description of the sample population, data source, the type of methodology used, response rate, description of analyses, and key findings.

2.7.5. Will the Lead Agency use the local Market Rate Survey identified in 2.7.4a (i.e., the most recent MRS) to set its payment rates?

Yes

No.

If no, list the MRS year that the payment rate ceiling is based upon: 2008

2.7.6. At what percentile of the most recent local MRS are or will payment rates be set? Provide the percentile for your payment rate ceiling in relation to the most recent survey and describe:

Note: Identify the percentile where payment rates fall according to the most recent local MRS (identified in 2.7.4a) regardless of whether or not you use the most recent survey to set rates. If the percentile(s) varies across categories of care (e.g., different for centers and family child care homes), regions or ages of children, provide the range of the highest and lowest percentile in relation to the most recent survey.

n/a

2.7.7. Will the Lead Agency provide any type of tiered reimbursement or differential rates on top of its base reimbursement rates for providing care for children receiving CCDF subsidies? Check which types of tiered reimbursement, if any, the Lead Agency has chosen to implement.

Differential rate for nontraditional hours.

Describe:

Differential rate for children with special needs as defined by the State/Territory.

Describe:

Differential rate for infants and toddlers.

Describe:

Oregon's subsidy payment rates reflect a higher amount for infant and toddler care compared to preschool and school-age care. These enhanced rates are based on the type of care (registered family, certified family, or center-base); geographic location (Areas A, B, and C based on zipcode); and licensed or license-exempt. License-exempt care that meets a higher standard of health & safety through additional training can also receive an enhanced rate for infant and toddler care.

Differential rate for school-age programs.

Describe:

Differential rate for higher quality as defined by the State/Territory.

Describe:

Other differential rate.

Describe:

None.

2.7.8. Will the Lead Agency allow providers to charge parents any additional fees?

Check the policies, if any, the Lead Agency has chosen to establish regarding additional fees.

Providers are allowed to charge the difference between the maximum reimbursement rate and their private pay rate

Providers are allowed to charge registration fees

Providers are allowed to charge for transportation fees

Providers are allowed to charge for meals.

Providers are allowed to charge additional incidental fees such as field trips or supplies

Policies vary across region, counties and or geographic areas.

Describe:

No, providers may not charge parents any additional fees

Other.

Describe:

EXCEPTION: Under Targeted High Risk populations only, providers are not allowed to charge parents the difference between maximum reimbursement rates and their private pay rate or a one-time registration fee. These parents are in the high-risk category because they cannot afford to pay this difference and stay in the program. The only 'fee' parents pay is the co-payment if applicable.

None

2.7.9. Describe how payment rates are adequate to ensure equal access to the full range of providers based on the Market Rate Survey.

CCDF regulations require the Lead Agency to certify that the payment rates for the provision of child care services are sufficient to ensure equal access for eligible families to child care services comparable to those provided to families not eligible to receive CCDF assistance. To demonstrate equal access, the Lead Agency shall provide at a minimum a summary of facts describing: (§98.43(a))

a) How a choice of the full range of providers, e.g., child care centers, family child care homes, group child care homes and in-home care, is made available (§98.43(a)(1)):

Oregon's Market Price Study identifies child care prices or rates and the geographic distribution of these rates across the state. Rates vary by several factors including the age of child served, type of care (family child care, center, certified family care), the local supply and demand for child care, and providers' perceptions of the capacity of families to pay for care.

The rates vary depending on the type of care and the area of the state in which the care is provided. The Oregon Market Price Study examines geographic patterns in the rates charged by providers by age of child served, type of care, and reporting modes (hourly, monthly, etc). This study fulfills the federal requirement that the state complete a market rate survey every two years.

Oregon supports a strong child care resource and referral system that educates and encourages families to make informed choices about child care and helps them access care that meets their particular need. Oregon has invested more heavily in the Child Care Resource and Referral system than many other states. For the 2011-13 biennium, the subsidy program will pay \$2.6 million to CCR&Rs for enhanced services to DHS clients and providers who participate in the subsidy system. Many CCR&R staff specialize in helping subsidy parents find care, including hard to find care such as infant and odd hour care.

The state utilizes the very large CCR&R provider database which includes all family, friend and neighbor care providers that access state subsidies. Odd hour care or care in non-traditional hours (before 6 a.m./after 6 p.m.) is one of the most requested types of care by low-income working families. This need results in the heavy use of family, friend and neighbor care, which allows families the flexibility to choose the type of care provider that meets their needs.

CCR&R staff help child care providers serving subsidy clients by offering technical assistance with subsidy questions, troubleshooting payment problems, and advocating with the client and caseworker on behalf of the provider. This also includes additional funding through the current child care training system to help license-exempt family, friends and neighbor child care providers meet DHS enhanced rate requirements. Family, friend and neighbor care broadens the availability of care and increases access to the subsidy system by low-income families.

Oregon has a reliable provider payment system. Once a provider is entered on the provider pay system, payments are typically received within a week after the provider bills DHS for the care they provided. Billing forms are sent to the provider in advance of the care being provided and the provider can be certain they will be paid for the authorized care they provide. Providers, particularly in low-income areas, report that an advantage to caring for children on the subsidy is that they can count on at least the subsidy portion of the child care bill being paid. They can't always do that with families who are not receiving the subsidy. DHS also has Direct Deposit available to child care providers.

b) How payment rates are adequate based on the most recent local MRS (§98.43(a)(2)):

Oregon's maximum payment rates currently equal the 62th percentile of market prices observed in the 2010 Oregon Child Care Market Price Study. The Employment Related Day Care income limit is currently at 185 percent of the Federal Poverty Level. The 2011-13 budget includes additional funding through the current child care training system to help license-exempt family, friends, and neighbor child care providers meet DHS enhanced rate requirements (tiered reimbursement).

c) How family co-payments based on a sliding fee scale are affordable (§98.43(a)(3)):

The sliding fee scale is based on income and size of the family. Co-payments are waived for families enrolled in the TANF program who require child care subsidies in order to participate in employment or JOBS program activities.

Families eligible for the Employment Related Day Care program and earning less than 100 percent of Federal Poverty Level (for their family size) are responsible for a co-payment that is ten percent or less of their incomes. Those families earning more than 100 percent of Federal Poverty Level are responsible for a co-payment that is 7.5 percent of their income.

Teen parents in high school completion programs and parents in state-approved alcohol and drug treatment programs who are at or below poverty levels are exempt from the co-payment and thus are eligible for fully subsidized care.

d) Any additional facts the Lead Agency considered to determine that its payment rates ensure equal access:

Oregon supports a strong child care resource and referral system that educates and encourages families to make informed choices about child care and helps them access quality care that meets their particular need. According to the Oregon Child Care Resource and Referral Network, over 80 percent (80%) of the child care providers on their database accept or are willing to accept CCDF subsidies.

2.7.10 Goals for the next Biennium -

In this section, Lead Agencies are asked to identify at least one goal for the upcoming biennium. Lead Agencies are encouraged to include measurable and achievable goals. Lead Agencies may include existing goals (e.g., already identified in a State strategic plan or established by the Governor for a Lead Agency). ACF will target technical assistance efforts to help Lead Agencies achieve their goal(s). What are the Lead Agency's goals for the administration of the CCDF subsidy program in the coming Biennium? For example, what progress does the State/Territory expect to make on continuing improved services to parents and providers, continuity of care for children, improving outreach to parents and providers, building or expanding information technology systems, or revising rate setting policies or practices):

Many elements of the ERDC program goals are already addressed in this plan under program integrity and quality projects.

The Department of Human Services created a Key Performance Measure (KPM) for the Oregon quality benchmarks for ERDC. The KPM is tied to a steady increase in the percentage of children receiving care either from a license-exempt provider receiving the enhanced rate or from a licensed provider. This increased from 39.4 percent in 2006 to 51.4 percent in 2010. From July 2009 to July 2010, more than 420 family, friend, and neighbor providers completed the training required to receive the enhanced rate.

In July 2011, DHS plans to implement an automated Child Care Billing and Attendance tracking system.

Features of the system will include the following:

- Child care providers will have access to a web-based system to submit billing, view attendance and payment history information.
- Providers will be able to verify billing through a SIVR (Speech Integrated Voice Response) communication system or call center as an alternative to a Point of Service (POS) machine.
- Providers will receive more timely and accurate electronic payments.
- Parents will have the capability to view eligibility status, child care attendance and payment history through a web-portal.

In July 2011, the results of three separate and very comprehensive studies completed over the course of four years (by Oregon State University and the federal government) were released. The studies asked about all subsidy or assistance benefits families receive. A database allows statistical analysis to definitively identify the important factors. These surveys include both statistical information and detailed personal stories from extensive follow-up interviews. Subsidy providers will use this comprehensive data to inform all actions on child care programs.

In summary, goals for the Employment Related Day Care subsidy program are as follows:

1. Build upon mandatory orientations of family, friends and neighbors who care for subsidy children
2. Expand training using the family, friend, and neighbor literacy kits.
3. Continue efforts to provide free training, plus travel stipends, to FFN providers to increase the supply of quality care.
4. Improve ERDC and TANF/JOBS policy to:
 - Provide incentives for quality child care settings that promote school readiness; and
 - Minimize disruption to children's development and learning by promoting continuity of care.

The High Risk Targeted Populations subsidy program provides child care subsidies to families that do not qualify for ERDC, as are as follows:

1. Teen parents working on high school diplomas or general education degrees.
2. Alcohol and drug treatment programs.
3. Children with disabilities.
4. Migrant and seasonal farmworkers

Goals for these subsidy programs are:

1. Complete review and revision of administrative rules for all four programs.
2. Expansion of programs to serve more families, as funding allows.
3. Increase Teen Parent subsidy programs to ensure students are not at risk of leaving school due to lack of child care.

Additional goal:

Implement the Oregon Program of Quality initiative to increase access to quality care placements for low-income families.