

A Parent's Guide to Child Care



Things to Remember about DHS Child Care Programs

- ❖ You can get help in choosing good child care from a Child Care Resource and Referral (CCR&R) agency. Call 1-800-342-6712 to find your local agency.
- ❖ Your provider must meet DHS requirements in order to receive payments from DHS child care programs.
- ❖ Your provider needs to have a child care billing form from DHS each month before they provide care for your children.
- ❖ There is a limit to how much DHS will pay for your child care.
- ❖ DHS pays its share of your bill directly to your child care provider.
- ❖ You may be able to have DHS pay for extra care if you need it because of your job schedule. Talk to your worker.
- ❖ If you don't pay your share of your child care bill, you will not be able to stay in the child care program.
- ❖ You will need to turn in report forms to DHS regularly to stay in your child care program.
- ❖ You may be able to get a credit on your state or federal income taxes for the amount you pay for child care.

*For more information on DHS child care programs, you can visit
http://www.DHS.state.or.us/children/child_care*

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Why Should You Read This Booklet?

Good child care is very important. It is a big part of keeping your job. It also helps your child be healthy and happy.

It's up to **you** to find the right child care for your children. This booklet has information on how to do that. When you find child care, you might need help paying for it. This booklet describes how the Department of Human Services (DHS) can help with child care bills.

The booklet also contains information about recognizing and reporting child abuse and getting your children immunized.

For more information, visit our child care website at <http://www.DHS.state.or.us/children/childcare>

Part 1: Finding and Keeping Good Child Care

Good Child Care Means:

- ❖ It is safe for your children.
- ❖ It helps your child grow and learn.
- ❖ You can count on it being there when you need it.

Also, your children need to feel comfortable with the place where they get care. They need to trust the person who takes care of them. They should get the attention they need.

Finding good, steady child care can take time and effort. But it's an important thing for you to do. If you're confident your child is getting good care, you'll feel better about leaving your child while you are at work or participating in DHS-approved activities.

Where Can You Get Help Finding Good Child Care?

Your local Child Care Resource and Referral Agency (CCR&R) is a good place to start. They have names of child care providers in your community. They also have information on how to choose the right care for your children.

More information and a list of the CCR&R's in Oregon is on pages 18-22.

You can also call the Oregon Child Care Resource & Referral Network toll-free at 1-800-342-6712 to find the CCR&R in your area.

There are also other ways to find child care providers:

- ❖ Ask your family and friends for names of good reliable providers.
- ❖ Check with churches, children's clubs, or organizations like the YMCA.
- ❖ Ask at your doctor's office or grade school.
- ❖ Look in newspaper ads and the yellow pages.

The First Step: Learn Who Can Be a DHS Provider

You, the parent, choose the provider who will care for your children. *However, your provider must meet DHS requirements to receive payment from DHS.*

Your child care provider must be at least 18 years old. *The provider must become listed with DHS.* This includes passing a background check and meeting minimum health and safety standards. More information about listing is on page 11.

Keep in mind that some relatives do not qualify as DHS child care providers. A provider cannot be:

- ❖ A parent or step-parent of the child being cared for.
- ❖ A parent of the child's brother or sister when they are all living together.
- ❖ The child's brother or sister, if under 18 and living in the same house.
- ❖ A part of the same TANF "grant" as the child (ask your worker about this).

Next, Decide on the Type of Child Care

There are different kinds of child care you can choose. Six kinds are described below. (For more information about "registered" and "certified," see page 4.)

Child Care Centers

- ❖ They usually care for more than 10 children between 2 and 5 years of age. Some will take babies and school-age children.
- ❖ They are located in a building, not in someone's home.

- ❖ Almost all must be certified by the Child Care Division (CCD) of the Employment Department. Some centers are exempt from CCD certification because they are connected to a school or they primarily offer recreational activities. (CCD can tell you if a center is one that needs to be certified).

Certified Family Homes (formerly called Group Homes)

- ❖ They are located in private homes.
- ❖ They can take care of more than 10 children, depending on CCD approval.
- ❖ All must be certified by the Child Care Division.

Family Child Care

- ❖ These providers are located in private homes.
- ❖ They cannot care for more than 10 children under age 13 (including the provider's own children).
- ❖ They must register with the Child Care Division if they regularly watch more than three children at a time.

Head Start Programs

- ❖ These are education programs for young, low-income children.
- ❖ They also include other services such as medical, dental and counseling.
- ❖ The programs can be used for all or part of a child's care. They can be combined with other child care arrangements.

Pre-school Programs

- ❖ These are education programs for young children.
- ❖ These programs can be used for all or part of a child's care. They can be combined with other child care arrangements.

Before-School or After-School Programs

- ❖ These programs are usually for children age 5 through 12.
- ❖ They usually operate in a school or other place such as a YMCA or Boys and Girls Club.

- ❖ Many of them must be certified by the Child Care Division. CCD can tell you if a certain program needs to be certified.

Definitions of registered and certified: When a provider is “certified” by the Child Care Division of the Employment Department:

- ❖ The site is inspected yearly by the Child Care Division and meets local building, health and safety codes.
- ❖ The provider and other people who are around the children must pass background checks for past criminal and child abuse problems.
- ❖ The provider must have training in how to care for children.
- ❖ The certificate from the Child Care Division must be posted where you can see it.

If a provider is “registered” with the Child Care Division:

- ❖ They must meet health and safety requirements, and the home is inspected by the Child Care Division.
- ❖ The people who work with the children, and adults who live in the provider’s house, must pass criminal and child abuse background checks.

To find out if a provider is currently registered or certified, and whether there are any complaints against them, call the Child Care Division at 503-947-1400 (in the Salem area) or 1-800-556-6616 statewide.

After You’ve Decided on the Type of Care

You need to find providers that fit your needs. (See page 1 if you need help with this.) **Then, you should use the steps on the next two pages to decide which of the providers is best for your family.** →

Remember to ask providers if they are eligible to receive payment from DHS. If they need to be registered or certified, you should call the numbers above to check that they are.

Four Steps to Select Your Child Care Provider

1. Interview Caregivers. Call first and ask....

- ✓ Is there an opening for my child?
- ✓ What hours and days are you open and where are you located?
- ✓ How much does care cost? Is financial assistance available?
- ✓ How many children are in your care? What age groups do you serve?
- ✓ Do you provide transportation?
- ✓ Do you provide meals (breakfast, lunch, dinner, snacks)?
- ✓ Do caregivers have special qualifications or training?
- ✓ When can I come to visit?

Next, visit more than one provider and take the time to look for...

- ✓ Responsive, nurturing, warm interactions between caregiver and children.
- ✓ Children who are happily involved in daily activities and comfortable with their caregiver.
- ✓ A clean, safe, and healthy indoor and outdoor environment, especially napping, eating and toileting areas.
- ✓ A variety of toys and learning materials, such as books, puzzles, blocks, or climbing equipment, that your child will find interesting and that will help their growth and development.
- ✓ Children getting individual attention.

And ask....

- ✓ Can I visit at any time?
- ✓ How do you handle discipline?
- ✓ What do you do if a child is sick?
- ✓ What would you do in case of an emergency?
- ✓ Are all children and staff required to be immunized?
- ✓ Do you have a substitute or back-up caregiver?
- ✓ Where do children nap? Do you know that babies should go to sleep on their backs?
- ✓ What training have you (and other staff and substitutes) had?
- ✓ May I see a copy of your CCD certification or registration?
- ✓ May I have a list of parents who have used your care now and in the past?

If you like what you've seen and heard, make another visit, and continue with Step 2 on the next page.

2. Check References. Ask other parents....

- ✓ Was the caregiver reliable every day?
- ✓ How did the caregiver discipline your child?
- ✓ Did your child enjoy the child care?
- ✓ How did the caregiver respond to you as a parent?
- ✓ Was the caregiver respectful of your values and culture?
- ✓ Would you recommend the caregiver without reservation?
- ✓ If your child is no longer with the caregiver, why did you leave?

Ask the local CCR&R or the state Child Care Division....

- ✓ What regulations should the child care provider meet?
- ✓ Are there complaints about the child care provider I am considering and how do I find out about them?

3. Make the Decision for Quality Care From what you heard and saw, ask yourself....

- ✓ Which child care should I choose so my child will be happy and grow?
- ✓ Which caregiver can meet the special needs of my child?
- ✓ Are the caregiver's values similar to my family's values?
- ✓ Is the care available and affordable, and meets my family's needs and resources?
- ✓ Do I feel good about my decision?

4. Stay Involved. Ask yourself....

- ✓ How can I arrange my schedule so I can:
 - talk to my caregiver every day?
 - talk to my child every day about how the day went?
 - visit and observe my child in care at different times of the day?
 - be involved in my child's activities?
- ✓ How can I work with my caregiver to resolve issues and concerns that arise?
- ✓ How do I stay informed about my child's growth and development while in care?
- ✓ How can I promote good working conditions for my child care provider?
- ✓ How can I network with other parents?

To find the Child Care Resource and Referral Program nearest you, see Page 18. You can reach the Child Care Division at 503-947-1400 (in the Salem area) or 1-800-556-6616 statewide. For more complete guidelines on health and safety in child care, call the National Resource Center for Health and Safety in Child Care at (800) 598-KIDS (5437)

It's important that you take the time to choose your provider wisely. A provider who is listed with DHS has passed background checks, but DHS does not inspect the place where care is given. You need to be sure it's safe. You also need to be sure that people who work there, visit often or have unsupervised contact with children have had a background check. Ask your provider who they included on their DHS "listing form" (see page 11) or call your worker if you have concerns.

After You've Found Child Care

It is important to set up a good relationship with the provider. This depends a lot on good communication:

- ❖ Let your provider know what kind of care you expect for your child. It's a good idea to drop in unexpectedly every so often to be sure you're happy with the care your children are getting.
- ❖ Discuss your work or DHS activity schedule so the provider knows when your child will be there. Be sure to let providers know about changes in your schedule.
- ❖ Ask the provider when you need to pay your co-pay or other charges.
- ❖ Let them know if you no longer qualify for your DHS program.
- ❖ Tell a caregiver in advance when you plan to change providers.

Part 2: DHS Child Care Programs

DHS has four major programs that help pay child care bills:

- ❖ ERDC (Employment Related Day Care): This is for people who are working and earn below a certain income level.
- ❖ TANF Child Care: This serves people who are working and are on Temporary Assistance for Needy Families (TANF).
- ❖ JOBS/OFFSET Child Care: This is for people who are on TANF and in JOBS self-sufficiency activities. It also serves people who receive Food Stamps and are in the Oregon Food Stamp Employment Transition (OFFSET) program.

- ❖ **Child Welfare:** This is for families who are in child welfare programs.

Remember, in any of these programs, DHS does not guarantee all your child care costs will be paid. If the provider you choose charges more than DHS pays, you are responsible for paying the difference.

ERDC (Employment-Related Day Care)

This program helps low-income working families. It helps pay for the child care you need to keep your job. That means:

- ❖ Your time at work.
- ❖ Your meal time while working.
- ❖ Your travel time between child care and work.
- ❖ Days when your child is scheduled to go to child care but cannot because of illness or another reason beyond your control. This is limited to five days a month. (See Absent Days on page 14).

DHS will help pay child care for the number of hours you work plus up to 25% more to cover meal and travel time. (See also “Getting a Higher Limit for Additional Hours” information on page 16.)

The Co-pay in ERDC

Families in the ERDC program must pay a part of their child care bill. This is called the “co-pay.” The amount of the co-pay is based on your income and family size. You’ll be notified what your co-pay is when you enter the ERDC program. You pay that co-pay to your child care provider each month. The co-pay amount is also on the billing form that is sent to your provider.

If you have more than one child care provider, you need to choose a “primary provider” and pay the co-pay to them. Usually, the primary provider is the one who cares for your children the most. DHS can’t send out a billing form until they know who you’ve selected as your primary provider.

You are responsible for paying your co-pay every month. When you pay, you should

get a receipt from the provider. *If you don't take care of your co-pay, you will not be eligible for the program.* You may be able to make other co-pay arrangements with your provider, such as “bartering” (exchanging services for child care). If you do, be sure to get that in writing.

Every three to six months, you'll receive an Anticipated Periodic Review (APR) form from DHS asking you about your income and the hours you work. *You must complete and return this form by the end of the month to continue receiving child care benefits.* We will notify you about your eligibility and your new co-pay amount.

If you do not make co-pay arrangements with your provider or you do not return the APR form, you will no longer get child care benefits.

Other Costs for Parents in the ERDC Program

There are maximum hourly and monthly rates that DHS will pay for child care. To find out the maximum rates for your area, see pages 23-28.

If your provider charges more than these rates, you must pay the extra cost directly to the provider. This is in addition to your co-pay. You must also pay late fees or any special charges included in the agreement you sign with your provider.

For information on the DHS payment process, see page 11.

TANF (Temporary Assistance for Needy Families) Child Care

If you receive TANF and are working, DHS will help pay for the child care you need to keep your job. That covers:

- ❖ Your time at work.
- ❖ Your meal time while working.
- ❖ Your travel time between child care and work.
- ❖ Days when your child is scheduled to go to child care but cannot because of illness or other reason beyond your control. This is limited to five days a month. (See Absent Days on page 14.)

DHS will help pay child care for the number of hours you work plus up to 25% more to cover meal and travel time.

Other Costs for Parents in the TANF program

There is no “co-pay” in the TANF program. However, if you choose a provider who charges more than the DHS maximum limit (see pages 24-27), you must pay the extra cost directly to the provider. Parents also pay late fees and any other special charges in the agreement they sign with their provider.

For information on the DHS payment process, see page 11.

JOBS and OFFSET Child Care

If you are in the JOBS Program or the Food Stamp OFFSET program, you may qualify for child care help. If you need child care help to participate in JOBS or OFFSET programs, ask your worker.

In the JOBS and OFFSET programs, DHS may help pay for the child care you need so you can take part in DHS-approved activities, such as classes or training sessions. That covers:

- ❖ Your time in the activity.
- ❖ Your meal time while in an activity.
- ❖ Your travel time between child care and the activity.
- ❖ Days when your child is scheduled to go to child care but cannot because of illness or other reason beyond your control. This is limited to five days a month. (See Absent Days on page 14.)

If you're in JOBS, the program also can cover child care to allow you to work part-time. JOBS and OFFSET child care will pay for the number of hours you're in activities plus up to 25% more to cover meal and travel time.

Other Costs for Parents in the JOBS and OFFSET Programs

If you choose a provider who charges more than DHS will pay, YOU must pay the extra cost directly to the provider. Parents must also pay late fees, and any

other special charges in the agreement they sign with their provider. *For information on the DHS payment process, see page 11.*

What if I cannot get the child care I need to be in JOBS?

You may have “good cause” for not doing JOBS activities if child care is not available. Child care is not available if both of these things are true:

- ❖ There are no child care providers in your area; *and*
- ❖ Your relatives cannot provide good child care.

You can talk to your case worker about child care. Your case worker will help you find good child care providers. You can ask for a “conciliation” if you think you are not able to work with JOBS because of child care. You can usually ask for a hearing if your TANF grant is reduced because you did not do your JOBS activities. Talk to your case worker if you have questions.

Child Welfare Child Care

If you are in a DHS Child Welfare program, you may qualify for child care payments. Ask your worker for more information.

Part 3: The DHS Payment Process

Listing With DHS

Your provider must be listed with DHS before they will get paid for child care.

When DHS lists a provider, it means:

- ❖ Background checks are made. On their DHS listing form, providers must give the names of everyone age 16 and over who lives in the house or spends unsupervised time with the children in care. DHS makes criminal and child abuse background checks on the provider and the people included on the form.
- ❖ The provider has agreed to meet basic health and safety standards. (However, DHS does **not** inspect child care providers. Parents need to ensure their

children are cared for in a safe place.) DHS minimum standards for health and safety are:

- ✓ Each floor children use has two usable outdoor exits, or there is a written plan for evacuating children in an emergency.
- ✓ The place has water that is safe to drink.
- ✓ There is a working smoke detector on each floor and each area where children nap.
- ✓ Fireplaces, space heaters, electric outlets, woodstoves, stairways and other hazards have barriers to protect children.
- ✓ The building, grounds, toys, equipment and furniture are kept clean and hazard-free.
- ✓ Firearms, ammunition and dangerous items like medicine, drugs, poisons, cleaning supplies, paint and plastic bags are kept out of children's reach.
- ✓ There is a working telephone.

You can find all the DHS requirements for child care providers on page 34-35.

When you enter the ERDC, Food Stamp, JOBS, or TANF child care programs, your worker will give you a *Child Care Provider Listing* form (DHS 7494). You need to give this form to your provider right away. The provider cannot be paid by DHS until they are approved for listing.

When you enter a DHS Child Welfare child care program, your worker will mail a child care provider listing form to your provider.

If you choose a provider who has already been approved for listing, you will not need the listing form. Your worker will give you a letter authorizing your provider to give child care service.

Billing Forms

After your provider is listed with DHS and connected to your case in DHS records, the provider will get a billing form. If they don't get their form, they should ask you to talk to your worker and find out why. As long as you remain eligible for your child care program, the provider should receive a billing form before the beginning of each month.

There are three basic types of billing forms:

- ❖ The Child Care Billing (CCB) is used for parents who need child care because they are working.
- ❖ The JOBS Child Care Billing (JCCB) is used for parents who need child care because they are in the JOBS or OFSET program.
- ❖ Child welfare billing forms are completed by the DHS worker for parents who need child care because they are in Child Welfare programs. The rates paid to providers are different for this program. Ask your worker for more information.

The CCB and JCCB billing forms tell you and the provider:

- ❖ The time period covered by the billing form;
- ❖ The names of the eligible children in the family;
- ❖ The co-pay amount (if any); *and*
- ❖ The number of child care hours that DHS authorizes.

Check the billing form with the provider. If it is not correct, contact your worker immediately to make changes. The incorrect billing form will be canceled and replaced with a corrected form.

After the child care is given, your provider will fill out the form and ask you to sign it. When you sign your provider's DHS billing form, you're agreeing with the charges they've put on it. **DON'T SIGN a blank form.** Be sure it's filled in first.

Check to make sure the number of hours listed on the form are correct. These hours may include up to five absent days (see Absent Days on page 14). If DHS pays your provider for time your child was not really in care, you may have to pay that money back to DHS.

The provider then mails the billing form to DHS, and we pay the provider directly. You'll get a notice telling you how much was paid. **You are responsible for paying your co-pay (if you have one), and any amounts you owe that DHS does not pay.**

Absent Days

Your provider may bill DHS for up to five absent days per month if:

- ❖ The care was authorized on the billing form and scheduled between the parent and the provider, but not used (For example, the child was absent due to illness and the provider did not fill the time slot with another child), *and*
- ❖ It is the provider's policy to bill all of their families for absent days, *and*
- ❖ The provider writes the scheduled hours on their attendance log as an absent day.

Part 4: How Much Will DHS Pay for Child Care

The Child Care Payment Limit

DHS has a maximum payment limit that can be paid each month. The payment limit is based on the number of authorized child care hours and the applicable child care rate. To find the highest amount DHS can pay your provider, you will need to know:

- ❖ The zip code where the child care is provided;
- ❖ The type of child care, such as family or center care (see pages 2-3);
- ❖ The rate the provider receives (Standard or Enhanced, see page 23);
- ❖ The number of authorized hours that are on the billing form for the month; *and*
- ❖ The amount of your co-pay (if you have one).

To find the maximum DHS payment, look at the DHS rate charts on pages 23-28. Please remember, the monthly limits also apply even if your provider bills hourly.

When you have this information you can use the “Child Care Worksheet,” on the next page to get an estimate of how much of your child care bill you will have to pay.

Child Care Payment Worksheet

Fill out this worksheet to get an estimate of your child care costs.

Step 1:

Write down the total amount your provider charges for the month. *(If your provider charges by the hour, multiply the hourly charge by the number of hours to get the monthly charge.)*

Monthly Charge \$ _____

Step 2:

Subtract the DHS maximum rate limit shown later in this booklet. *(Read the directions on pages 23-24 to be sure you use the rate from the correct column for the number of hours authorized by DHS.)*

Subtract DHS payment \$ _____

Subtotal:

This is the difference between your provider's charges and what DHS pays. If your provider charges less than DHS pays, put 0 on this line.

Subtotal \$ _____

Step 3:

Add your co-pay to the subtotal. If you don't have a co-pay, put 0.

Add Co-pay \$ _____

This number is an estimate of the amount you need to pay your provider.

YOUR TOTAL \$ _____

Call your local Child Care Resource and Referral (CCR&R) agency or your DHS worker with questions about this worksheet or the amount you must pay your provider.

Getting a Higher Limit for Additional Hours

When necessary, DHS may be able to authorize a higher payment limit if you need more than 215 child care hours to continue working or participating in a DHS-approved activity. Some examples of when your worker can do this are:

- ❖ Your commute to and from work is longer than two hours per day.
- ❖ You work a split shift and it is not feasible for you to care for your child between shifts.
- ❖ You work an over night shift and you need child care for sleep hours as well as work hours.

There are other situations that may apply. Talk to your worker about this.

Part 5: Other Important Information for Parents

The Parent's Responsibilities in DHS Programs

You are responsible for late fees and other special charges from your provider. This includes the difference between the provider's rates and the DHS payment. Your provider has the right to take legal action if you don't pay the money you owe. This could mean using small claims court or a collection agency. Not paying your co-pay or making arrangements to pay will result in losing your child care benefits.

You are responsible for reporting the following changes to your worker right away:

- ❖ If you change your address.
- ❖ If you stop working or get a new job.
- ❖ A change in your rate of pay (the amount you earn per hour, week, etc.).
- ❖ If someone moves in or out of your home.
- ❖ A change regarding your provider (see the next section for details).

Provider Changes You Must Report

Be sure and let your worker know immediately if you make any of the following provider changes:

- ❖ If you stop using one provider and start using another.
- ❖ If you add another provider to the ones you're already using.
- ❖ If you stop using one provider but keep the others.
- ❖ If you want to change your “primary provider” in the ERDC program.

If you don't report these things, your provider may not get paid by DHS for your children's care. You will then be responsible for paying the provider the total bill.

Tax Credits

If you pay any part of your child care bill, you may be able to get a tax credit on your state or federal return. You can get money back even if you don't have to pay any state taxes. To find out about state credits, call 1-800-356-4222. For information about federal tax credits, call 1-800-829-1040.

What Else Do You Need to Know About DHS Child Care Programs?

Even though DHS makes payments to your child care provider, we are not the “employer” of that provider. As the parent, you selected your child care provider. DHS doesn't withhold taxes for the provider or pay their salaries.

Every month, you'll get a notice from DHS telling you how much we paid your provider. If it looks like the amount is too large, please call the Direct Pay Unit at 503-378-5500 (in the Salem area) or 1-800-699-9074.

DHS wants to be sure your children are well cared for. **If you have a complaint about your child care provider**, please call the DHS Criminal Records Unit at 503-378-5470 (in the Salem area) or 1-888-272-5545.

Part 6: Additional Resources and Information

Child Care Resource and Referral Services

DHS contracts with local Child Care Resource and Referral agencies to provide services to parents and providers. Local Child Care Resource and Referral agencies (CCR&R's) are usually able to:

- ❖ Give information on services available to parents.
- ❖ Help parents find child care in their community.
- ❖ Help parents with the questions to ask child care providers, so they can make the best choice for their families.
- ❖ Help answer questions from providers and parents about the DHS billing and payment system.
- ❖ Recruit and support child care providers.
- ❖ Direct parents to other programs in the community that help with child care.

Check with your local agency to find out what other services they may offer. *A list of the agencies providing these services is shown on the following pages.*

Child Care Resource and Referral Services

County	Agency and Address	Phone
Baker	Child Care Resource & Referral (CCR&R) 3275 Baker Street Baker City, OR 97814	541-963-7942 1-800-956-0324
Benton	Family Connections 6500 SW Pacific Blvd. Albany, OR 97321	541-917-4899 1-800-845-1363
Clackamas	Metro CCR&R/CC Development Services 912 NE Kelly Ave #239 Portland, OR 97030	503-253-5000 1-800-695-6988
Clatsop	Child Care Resource & Referral 10 Sixth St, Suite 205B Astoria, OR 97103	503-325-1053 1-866-504-CARE
Columbia	Child Care Resource & Referral 310 Columbia Blvd. St. Helens, OR 97051	503-397-3511
Coos	Coos Curry Child Care Resource & Referral 1988 Newmark Coos Bay, OR 97420	541-888-7957 1-800-611-7555
Crook	Child Care Resources 2303 SW First St, Suite A Redmond, OR 97756	541-548-2380 x121 English x113 Spanish 1-800-298-2672
Curry	Coos Curry Child Care Resource & Referral 1988 Newmark Coos Bay, OR 97420	541-888-7957 1-800-611-7555
Deschutes	Child Care Resources 2303 SW First St, Suite A. Redmond, OR 97756	541-548-2380 x121 English x113 Spanish 1-888-298-2672
Douglas	Douglas Co. Child Care Resource & Referral 815 SE Oak Roseburg, OR 97470	541-672-7955 1-800-443-0812

Child Care Resource and Referral Services *(continued)*

County	Agency and Address	Phone
Gilliam	Kids First Resource & Referral 110 Main Street #2, PO Box 425 Moro, OR 97039	541-565-3200 1-877-279-8262
Grant	Child Care Resource & Referral 118 Washington Canyon City, OR 97820	541-575-0210 1-800-956-0324
Harney	Child Care Resource & Referral 113 W Jefferson Burns, OR 97720	541-573-6676 1-800-895-0641
Hood River	Child Care Partners 1215 Taylor St. Hood River, OR 97031 (Fridays only)	541-386-6300 x211 1-800-755-1143
Jackson	Child Care Resource Network 673 Market St. Medford, OR 97504	541-776-1234 1-800-866-9034
Jefferson	Child Care Resources 2303 SW First St, Suite A Redmond, OR 97756	541-548-2380 x121 English x113 Spanish 1-800-298-2672
Josephine	Child Care Resource Network 673 Market St. Medford, OR 97504	541-776-1234 1-800-866-9034
Klamath	Klamath/Lake CCR&R 1803 Avalon Street Klamath Falls, OR 97603	1-800-866-9835
Lake	Klamath/Lake CCR&R 1803 Avalon Street Klamath Falls, OR 97603	1-800-866-9034
Lane	Lane Family Connections 4000 E 30th Ave, Building 24 Eugene, OR 97405	541-463-3954 1-800-222-3290

County	Agency and Address	Phone
Lincoln	Family Care Connection 29 SE Second St. Newport, OR 97405	503-585-2491 1-800-289-5533
Linn	Family Connections 6500 SW Pacific Blvd. Albany, OR 97321	541-917-4899 1-800-845-1363
Malheur	Child Care Resource & Referral 190 E Lane Ontario, OR 97914	541-889-7864 1-800-694-4558
Marion	Child Care Information Service 2475 Center St NE Salem, OR 97301	503-585-2491 1-800-289-5533
Morrow	Child Care Resource & Referral 110 NE 4th Street Hermiston, OR 97838	541-564-6878 1-800-559-5878
Multnomah	Metro Child Care Resource & Referral 912 NE Kelly #239 Portland, OR 97030	503-253-5000 x2 1-800-695-6988
Polk	Child Care Information Service 2475 Center St NE Salem, OR 97301	503-585-2491 1-800-289-5533
Sherman	Family Care Resource & Referral 110 Main Street #2, PO Box 425 Moro, OR 97039	541-279-8292 1-877-279-8262
Tillamook	Caring Options 10 Sixth Street Astoria, OR 97103	503-325-1053 1-866-504-CARE
Umatilla	Child Care Resource & Referral 721 SE Third Pendleton, OR 97801	541-278-0770 1-800-559-5878

Child Care Resource and Referral Services *(continued)*

County	Agency and Address	Phone
Union	Child Care Resource & Referral 1916 Island Ave. LaGrande, OR 97850	541-963-7942 1-800-956-0324
Wallowa	Child Care Resource & Referral P.O. Box 85 Enterprise, OR 97828	541-426-4612 1-800-956-0324
Wasco	Child Care Partners 400 E Scenic Dr. The Dalles, OR 97058	541-298-3107 1-800-755-1143
Washington	Child Care Resource & Referral 1001 SW Baseline Hillsboro, OR 97123	971-223-6100 1-800-624-9516
Wheeler	Family Care Resource & Referral 110 Main Street #2, PO Box 425 Moro, OR 97039	541-565-3200 1-877-279-8262
Yamhill	Child Care Information Service 2475 Center St NE Salem, OR 97301	503-585-2491 1-800-289-5533

DHS Child Care Rates for ERDC, TANF, JOBS and OFFSET

The tables on the following pages show maximum DHS child care rates. These are the limits DHS will pay a provider.

There are different rates depending on the age of the child, the type of care, the type of rate, and the zip code where care is provided. Unless your worker authorizes an exception, DHS will not pay more than the authorized hours or the monthly limit, whichever is less. If your provider bills hourly, DHS will not pay more than the authorized hours, the hourly limit, or the monthly limit, whichever is less.

If you are receiving help through a DHS Child Welfare program, these rates may not apply. Call your case worker for information.

Rates for Children With Special Needs: DHS will pay a higher rate to care for children with disabilities or those who need extra attention. This is called the “special needs” rate. If you think your child may need this higher rate, ask your worker.

Standard vs. Enhanced Rates: Providers who meet special requirements can get a higher payment rate from DHS. We call this the “Enhanced” rate. The “Enhanced” rate is about 7% higher than the “Standard” rate that is paid to providers who don’t meet the special requirements.

Child care centers and certified family homes who are licensed by the Child Care Division (CCD) automatically get the enhanced rate. Family providers and center providers who don’t have to be licensed by CCD must meet the special requirements to qualify. To meet the requirements the provider must:

- ❖ Complete at least two hours of training on child abuse and neglect issues;
- ❖ Be currently certified in first aid;
- ❖ Be currently certified in infant and child CPR;
- ❖ Have a current food handlers permit;
- ❖ Agree to complete a minimum eight hours additional training related to child care issues within the next two years;
- ❖ Send proof they’ve completed the first four items, along with an application to be added to the Professional Development Registry.

For providers who receive the Standard rate, DHS has hourly or monthly rates. For providers who receive the Enhanced rate, DHS has hourly, part-time monthly, or full-time monthly rates (see the DHS Child Care Rates tables on pages 25 through 27).

If your provider needs an application for the enhanced rate, or if they have questions about the training requirements, they may call the Professional Development Registry at 1-800-547-8887 ext 8535, or 503-725-8535 in the Portland calling area.

Other Definitions in the Child Care Rate Charts:

Infant: Newborn through 12 months.

Toddler: 13 months through 30 months.

Preschool Child: 31 months through 5 years.

School Child: 6 years through 12 years (through age 17 if child is “special needs” as defined below, is incapable of caring for self, under court supervision, needs supervision due to unique circumstances, or receives foster care).

Special Needs: A child on TANF, SSI or ERDC who needs more costly care due to a physical, behavioral or mental disability.

Center: Child care given in a child care center.

Family: Child care given in a provider’s home, for 10 or less children.

Certified family home: ... Child care given in a provider’s home, for more than 10 children.

To use the rate charts on the following pages, find your zip code and use the rates for that Group Area.

DHS Child Care Rates

Group Area A

STANDARD RATE MAXIMUMS

No. of hours →	Standard Family Rate		Standard Center Rate	
	1-157	158-215	1-157	158-215
	Hourly	Monthly	Hourly	Monthly
Infant	\$2.39	\$393	\$3.29	\$525
Toddler	\$2.12	\$361	\$3.18	\$509
Preschool	\$2.12	\$340	\$2.34	\$372
School	\$2.12	\$340	\$2.34	\$372
Special Need	\$2.39	\$393	\$3.29	\$525

ENHANCED RATE MAXIMUMS

No. of hours →	Enhanced Family Rate			Enhanced Center Rate			Enhanced Group Rate		
	1-62	63-135	136-215	1-62	63-135	136-215	1-62	63-135	136-215
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$2.56	\$315	\$421	\$3.52	\$421	\$562	\$2.85	\$340	\$454
Toddler	\$2.27	\$290	\$386	\$3.40	\$408	\$545	\$2.56	\$307	\$409
Preschool	\$2.27	\$273	\$364	\$2.50	\$299	\$398	\$2.38	\$288	\$384
School	\$2.27	\$273	\$364	\$2.50	\$299	\$398	\$2.27	\$273	\$364
Special Needs	\$2.56	\$315	\$421	\$3.52	\$421	\$562	\$2.85	\$340	\$454

Zip Codes for Group Area A: Portland, Eugene, Corvallis, Monmouth and Ashland areas.

97005	97006	97007	97008	97009	97013	97015	97019	97022	97023
97024	97027	97030	97034	97035	97036	97045	97055	97060	97062
97068	97070	97075	97076	97080	97113	97116	97119	97123	97124
97133	97200	97201	97202	97203	97204	97205	97206	97207	97208
97209	97210	97211	97212	97213	97214	97215	97216	97217	97218
97219	97220	97221	97222	97223	97224	97225	97227	97228	97229
97230	97231	97232	97233	97236	97238	97240	97242	97254	97255
97258	97261	97266	97267	97268	97269	97280	97281	97282	97283
97286	97290	97291	97292	97293	97294	97296	97298	97299	97330
97331	97332	97333	97339	97361	97400	97401	97402	97403	97404
97405	97408	97440	97455	97477	97478	97482	97520		

Group Area C

STANDARD RATE MAXIMUMS

No. of hours →	Standard Family Rate		Standard Center Rate	
	1-157	158-215	1-157	158-215
	Hourly	Monthly	Hourly	Monthly
Infant	\$1.85	\$345	\$2.12	\$392
Toddler	\$1.60	\$318	\$2.12	\$392
Preschool	\$1.60	\$254	\$1.80	\$291
School	\$1.60	\$254	\$1.80	\$291
Special Need	\$1.85	\$345	\$2.12	\$392

ENHANCED RATE MAXIMUMS

No. of hours →	Enhanced Family Rate			Enhanced Center Rate			Enhanced Group Rate		
	1-62	63-135	136-215	1-62	63-135	136-215	1-62	63-135	136-215
	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly	Hourly	Part-time	Monthly
Infant	\$1.98	\$277	\$369	\$2.27	\$315	\$419	\$2.27	\$277	\$369
Toddler	\$1.71	\$255	\$340	\$2.27	\$315	\$419	\$1.98	\$255	\$340
Preschool	\$1.71	\$204	\$272	\$1.93	\$234	\$311	\$2.04	\$246	\$327
School	\$1.71	\$204	\$272	\$1.93	\$234	\$311	\$1.77	\$209	\$278
Special Needs	\$1.98	\$277	\$369	\$2.27	\$315	\$419	\$2.27	\$277	\$369

Zip codes for Group Area C are on the next page.

DHS Child Care Rates *(continued)***Zip Codes for Group Area C: Balance of State, Other State Zips**

97001	97002	97003	97010	97011	97012	97014	97017	97020	97021
97025	97026	97028	97029	97031	97032	97033	97037	97039	97040
97041	97042	97044	97049	97050	97057	97058	97063	97065	97067
97071	97072	97073	97102	97103	97107	97108	97109	97110	97112
97117	97118	97120	97121	97122	97125	97126	97130	97131	97134
97135	97136	97137	97138	97141	97142	97143	97144	97145	97146
97147	97149	97320	97324	97326	97328	97329	97335	97336	97341
97342	97343	97345	97346	97347	97348	97349	97350	97352	97353
97354	97355	97357	97358	97359	97360	97362	97364	97365	97366
97367	97368	97369	97371	97372	97373	97374	97375	97376	97377
97379	97380	97384	97386	97388	97389	97390	97391	97393	97394
97395	97406	97407	97409	97410	97411	97412	97413	97414	97416
97417	97419	97420	97423	97424	97425	97426	97427	97428	97429
97430	97431	97432	97433	97434	97435	97436	97437	97438	97439
97441	97442	97443	97444	97445	97446	97447	97448	97449	97450
97451	97452	97453	97454	97456	97457	97458	97459	97460	97461
97462	97463	97464	97465	97466	97467	97468	97469	97472	97473
97476	97479	97480	97481	97483	97484	97486	97487	97488	97489
97490	97491	97492	97493	97494	97495	97496	97497	97498	97499
97522	97523	97524	97525	97526	97527	97528	97530	97531	97532
97533	97534	97536	97537	97538	97539	97540	97541	97543	97544
97601	97602	97603	97604	97620	97621	97622	97623	97624	97625
97626	97627	97630	97632	97633	97634	97635	97636	97637	97638
97639	97640	97641	97710	97711	97712	97720	97721	97722	97730
97731	97732	97733	97734	97735	97736	97737	97738	97739	97740
97741	97742	97750	97751	97752	97753	97754	97756	97758	97759
97760	97761	97800	97801	97810	97811	97812	97813	97814	97817
97818	97819	97820	97821	97822	97823	97824	97825	97826	97827
97828	97829	97830	97831	97832	97833	97834	97835	97836	97837
97838	97839	97840	97841	97842	97843	97844	97845	97846	97847
97848	97850	97851	97856	97857	97858	97859	97861	97862	97864
97865	97866	97867	97868	97869	97870	97871	97872	97873	97874
97875	97876	97877	97878	97880	97881	97882	97883	97884	97885
97886	97901	97902	97903	97904	97905	97906	97907	97908	97909
97910	97911	97913	97914	97917	97918	97919	97920		

Recognizing and Reporting Child Abuse

Each year in Oregon about 40,000 reports of child abuse are made, with about 8,000 confirmed incidents each year. You can help these children.

Oregon law recognizes these types of abuse:

Physical Abuse

Bruises, welts, burns, cuts, broken bones, sprains, bites, etc. which are deliberately inflicted. *Injuries may:*

- ❖ be in the shape of the article used (electric cord, belt buckle, etc.);
- ❖ not match children's description of how they occurred (fracture from falling off sofa, etc.).

Neglect

Failure to provide food, shelter, medicine, etc. to such a degree that a child's health and safety are endangered. *Children often:*

- ❖ don't want to leave school;
- ❖ are constantly tired;
- ❖ are left alone with no supervision;
- ❖ have unmet physical, emotional or medical needs.

Mental Injury

A *continuing* pattern of rejecting, terrorizing, ignoring, isolating, or corrupting a child, resulting in serious damage to the child. *Children often:*

- ❖ have speech or sleep disorders;
- ❖ fail to grow normally;
- ❖ are very aggressive or withdrawn;
- ❖ show an abnormal need for emotional support.

Sexual Abuse and Sexual Exploitation

Any sexual contact in which a child is used to sexually stimulate another person is

illegal. This may be anything from rape to fondling to involving a child in pornography. *Children often have:*

- ❖ difficulty walking or sitting; pain or itching in genital area; torn, stained or bloody underclothing;
- ❖ poor peer relationships; fantasy or infantile behavior; fear of being left with someone;
- ❖ inappropriate interest in, knowledge of, or acting out, of sexual matters;
- ❖ any of the behavioral problems listed under “Mental Injury.”

Threat of Harm

Any action, statement, written, or non-verbal message which is serious enough to make a child believe he is in danger of being abused. *Children may exhibit* any of the behaviors listed for other types of abuse.

Reporting Child Abuse

Under Oregon law, child care providers must report child abuse to authorities. That means if they suspect a child they are caring for is being abused, they must report it. To report it, they must contact the police or the local DHS Child Welfare office (see the next pages for contact information).

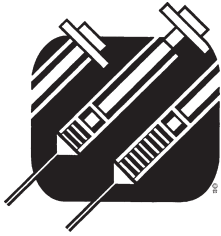
As a parent, you should also report child abuse if you suspect it is happening to any child. *You could be the only hope the child has of getting away from a harmful situation.* We’ve included a list of signs of possible child abuse on the previous page.

Your report will be confidential—only a court can order your name to be released.

Department of Human Services Offices for Child Abuse Reporting

County	Phone	County	Phone
Baker	541-523-6423	Klamath	541-883-5570
Toll Free	800-646-5430	Lake	541-947-2273
Benton	541-757-4121	Toll Free	888-811-4201
Clackamas	503-657-2112	Lane	541-686-7555
Toll Free	800-628-7876	Toll Free	866-300-2782
Mandatory Reporter		Lincoln	541-265-8557
Hotline.503-657-6802	Toll Free	800-305-2850
Clatsop	503-325-9179	Linn	541-967-2085
Toll Free	800-643-4606	Toll Free	800-358-2208
Columbia	503-397-3292	Malheur (Mtn Time Zone)	541-889-9194
Toll Free	800-428-1546	Toll Free	800-445-4273
Coos	541-756-5500 x250	Marion	503-378-6704
Toll Free	800-500-2730	Toll Free	800-854-3508 x2402
Crook	541-447-6207	Morrow	541-481-9482
Curry	541-756-5500 x250	Multnomah	503-731-3100
Toll Free	800-257-1385	Toll Free	800-509-5439
Deschutes	541-388-6161	Polk	503-623-8118 x266
Toll Free	866-249-9263	Tillamook	503-842-5571
Douglas	541-440-3373	Toll Free	877-317-9911
Toll Free	800-305-2903	Umatilla (Hermiston/Pendleton)	
Gilliam-Wheeler	541-384-4252	541-276-9220
Grant	541-575-0728	Union	541-963-8571 x286
Toll Free	877-877-5081	Wallowa	541-426-4558
Harney	541-573-2086	Wasco/Sherman	541-298-5136
Toll Free	877-877-5450	Toll Free	800-388-7787
Hood River	541-386-2962	Washington	503-681-6917
Jackson	541-776-6120	Toll Free	800-275-8952
Jefferson	541-475-2292	Yamhill	503-472-4634 x240
Josephine	541-474-3120	Toll Free	800-822-3903
Toll Free	800-930-4364		

Immunization Information



Children need immunizations to protect them from dangerous diseases. By law, children in school and in child care must be immunized. Child immunization is also a require-

ment to receive child care benefits from DHS. This means that children have had all the required shots, or they are in the process of getting them. This doesn't apply if there are religious or medical reasons not to get the shots.

Immunizations start soon after birth, and 80% should be completed by age two. If your child does not have the proper immunizations, you need to talk with your doctor or the county health department to see about getting them. The Certificate of Immunization Status form from the Health Department explains what to do if there are religious or medical reasons for your child not to have the shots. On the next page is a list of county health department phone numbers. You can also call 1-800-SAFENET for clinic locations.

Here is the Recommended Childhood Immunization Schedule as of December 2002:

2 Months	4 Months	6 Months	12-15 Month	4-6 Years	11-12 Years
Hep B	Hep B	Hep B	Var	DTaP	Hep B*
DTaP	DTaP	DTaP	DTaP	Polio	Td
Polio	Polio	Polio	Polio	MMR	MMR*
Hib	Hib	Hib	Hib		Var*
PVC	PVC	PVC	MMR PVC		

* Indicates vaccines to be assessed and given as necessary during the early adolescent visit.

DTaP	Diphtheria, Tetanus, and Pertussis
HepB	Hepatitis B
Hib	H. Influenza Type B
MMR	Measles, Mumps, and Rubella
Td	Tentanus and Diphtheria toxoids for age seven and older
Var	Varicella
PCV	Pneumococcal

NOTE: Recommended ages are flexible, and some doctors may use slightly different schedules.

For help in getting a child immunized, contact a physician or the local county health department in your area. See the following page for list of county health department phone numbers, or call 1-800-SAFENET for clinic locations.

Local County Health Department Phone Numbers

Baker County Health Department	Baker City	541-523-8211
Benton County Health Department	Corvallis	541-766-6835
Clackamas County Health Department	Oregon City	503-655-8430
Clatsop County Health Department	Astoria	503-325-8500
Columbia County Community Health	St. Helens	503-397-4651
Coos County Health Department	North Bend	541-756-2020 x510
Crook County Health Department	Prineville	541-447-5165
Curry County Health Department	Gold Beach	541-247-7011 ext.265
Deschutes County Health Department	Bend	541-322-7400
Douglas County Health Department	Roseburg	541-440-3500
Gilliam County Medical Center	Condon	541-384-2061
Grant County Health Department	Canyon City	541-575-0429
Harney County Health Department	Burns	541-573-2271
Hood River County Health Dept.	Hood River	541-386-1115
Jackson County Health Department	Medford	541-774-8209
Jefferson County Health Department	Madras	541-475-4456
Josephine County Health Department	Grants Pass	541-474-5325
Klamath County Health Department	Klamath Falls	541-882-8846
Lake County Health Department	Lakeview	541-947-6045
Lane County Health Department	Eugene	541-682-4041
Lincoln County Health Department	Newport	541-265-4112
Linn County Health Department	Albany	541-967-3888
Malheur County Health Department	Ontario	541-889-7279
Marion County Health Department	Salem	503-588-5357

Morrow County Health Department	Heppner 541-676-5421
Multnomah County Health Dept.	Portland 503-988-3674
Polk County Health Department	Dallas 503-623-8175
Tillamook County Health Department	Tillamook 503-842-3900
Umatilla County Health Department	Pendleton 541-278-5432
Union County Health Department	LaGrande 541-962-8801
Wallowa County Health Department	Enterprise 541-426-4848
Wasco-Sherman County Health Dept.	The Dalles 541-296-4636
Washington County Health Dept.	Hillsboro 503-846-8881
Wheeler County Health Office	Asher Clinic, Fossil 541-763-2725
Yamhill County Health Department	McMinnville 503-434-7525

Requirements for Provider Listing With DHS

To be listed with DHS:

- ❖ A provider must be certified or registered with the Child Care Division of the Employment Department, if it is required.
- ❖ The provider, everyone age 16 or older who lives in the home and anyone who spends unsupervised time with children in care, must pass a background check for both criminal and child abuse problems.
- ❖ A provider must be age 18 or older and be physically and mentally healthy enough to safely care for children.

A provider must agree to:

- ❖ Not charge more for DHS families than is normally charged other families.
- ❖ Keep daily attendance records for at least 12 months that show when each child is being cared for.

- ❖ Allow DHS to review their attendance records upon request.
- ❖ Cooperate with an investigation into a complaint, including allowing visits to the premises during the time care is being provided.
- ❖ Let DHS know of any arrests, conviction, or involvement with DHS Child Welfare for the provider or anyone living with them.
- ❖ Let DHS know of changes in their name or address, and any changes in the people who live with them.
- ❖ Give DHS their Social Security Number (SSN) or federal tax I.D. number.
- ❖ Meet the DHS minimum standards for health and safety. These are:
 - ✓ Each floor that children use has two usable outdoor exits, or there is a written plan for evacuating children in an emergency.
 - ✓ The location has water that is safe to drink.
 - ✓ There is a working smoke detector on each floor and each area where children nap.
 - ✓ Fireplaces, space heaters, electric outlets, woodstoves, stairways and other hazards have barriers to protect children.
 - ✓ The building, grounds, toys, equipment and furniture are kept clean, sanitary and hazard-free.
 - ✓ Firearms, ammunition and dangerous items like medicine, drugs, poisons, cleaning supplies, paint and plastic bags are kept out of children's reach.
 - ✓ There is a working telephone.

Department of Human Services (DHS) will not discriminate against anyone. This means DHS will help all who qualify. DHS will not deny help to anyone based on age, race, color, national origin, sex, religion, political beliefs or disability. You can file a complaint if you think DHS has discriminated against you because of any of these reasons.
