

Policy Transmittal Office of Self-Sufficiency Programs



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Manager, Child Care Policy

Authorized signature

Number: SS-PT-20-010
Issue date: 5/7/2020

Topic: Child Care

Due date: 5/7/2020

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

Applies to (check all that apply):

- | | |
|----------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self-Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	Telephonic applications for ERDC; COVID-19		
Policy/rule number(s):	461-135-0440 Temporary Policies for Child Care Benefit Eligibility and Payment (ERDC and TANF); COVID-19	Release number:	
Effective date:	4/1/2020	Expiration date:	To be determined
References:			
Web address:	https://apps.state.or.us/cf1/caf/arm/A/461-135-0440.htm		

Discussion/interpretation:

DHS is now accepting telephonic applications for Employment Related Day Care (ERDC) with narrated verbal signature. This means that families may apply over the

phone if they are unable to apply online with the CAPI application platform, or when submitting a paper application is a hardship, if they have an application on file within the last 18 months – this can be an application for any SSP program using a DHS [415F](#) or DHS [7476](#) form. This follows guidance previously shared from the TANF/REF programs, although ERDC cases are always certified for 12 months.

Implementation/transition instructions:

Program actions:

- **Eligibility worker reviews a prior SSP application on file within the past 18 months (EDMS)** with applicant, reviews and narrates what has changed (as well as what remains the same) since the time of application and determines eligibility. If using a CAPI application, use the 419 as a supplemental document to ensure all ERDC-related questions are addressed.

Important: These narrations both document the information used in place of the application and capture the Department’s decision and the intake process.

- **Eligibility worker reviews** with the applicant **and the applicant verbally agrees** to the following:
 - Your Rights and Responsibilities (DHS [415R](#))
 - Information and Declaration (pages 10-15 of the DHS [415F](#))
- **Department mails** the following forms to the applicant with this [cover letter](#):
 - Your Rights and Responsibilities (DHS [415R](#))
 - Information and Declaration (pages 10-15 of the DHS [415F](#))

Note: Eligibility staff must offer to read the above information aloud, and local offices must develop a process to mail or email the above documents from their local DHS office, even when the eligibility worker is working remotely. *It is important to narrate when and how the information is sent to the applicant.*

- The **applicant’s verbal signature** is clearly **narrated** in case records.

Important: Due to federal requirements, ERDC cases are always certified for 12 months; 6-month certifications are not being done for ERDC despite requirements for other programs when using a narrated telephonic application and signature.

Training/communication plan:

Guidance is being shared with partners and stakeholders the week of April 20, 2020.

The DHS [Child Care Assistance website](#) will be updated as needed.

At the end of the state of emergency period, a separate transmittal will be issued.

An ERDC Analyst Hour (Coffee Chat with Child Care) Skype session will occur on May 26, 2020 from 8:30am-9:30am to discuss the changes to DHS child care assistance due to the COVID-19 pandemic. Interested parties may contact their local leadership for the meeting invitation.

Providers and parents/caretakers may contact DPU with questions at 1-800-699-9074, or:

- For general questions, email Customerservice.dpu@dhsosha.state.or.us
- For submission of billing forms and Child Care Provider Listing forms, email DPU.childcarebilling@dhsosha.state.or.us

DHS field staff should email policy-related questions to ChildCare.Policy@dhsosha.state.or.us.

Local/branch action required:

Refer all questions from families and child care providers to DPU at 1-800-699-9074. Staff should email questions to ChildCare.Policy@dhsosha.state.or.us.

Reminder: Applicants can use a CAPI application to establish a date of request (DOR) over the phone for child care assistance during the CAPI intake. The DHS 419 form, updated April 2020, should be used in conjunction with the phone interview to answer ERDC-specific questions. (Note: The DHS 419 is reviewed with the family over the phone, not sent to the applicant to complete.)

Central office action required:

This transmittal has been sent to Self-Sufficiency Programs staff for review with branch and district leadership. A temporary rule (OAR [461-135-0440](#)) was adopted effective March 16, 2020 with amendments adopted April 17, 2020.

Field/stakeholder review: Yes No

If yes, reviewed by:

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): Child Care Policy	
Phone:	Fax:
Email: ChildCare.Policy@dhsosha.state.or.us	