



Oregon Department of  
**Early Learning  
and Care**

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**House Committee on Early  
Childhood and Human Services**

September 27, 2023

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# DELC Overview

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The Department of Early Learning and Care (DELC) was created to **unify and strengthen** Oregon's early learning and child care system so that families with young children have access to early learning services, supports and information they need to thrive.





# Mission & Vision

## Mission

The Department of Early Learning and Care fosters coordinated, culturally appropriate, and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals.

## Vision

All children, families, early care and education professionals, and communities are supported and empowered to thrive.





# DELC Services to Families and Early Learning Workforce Development

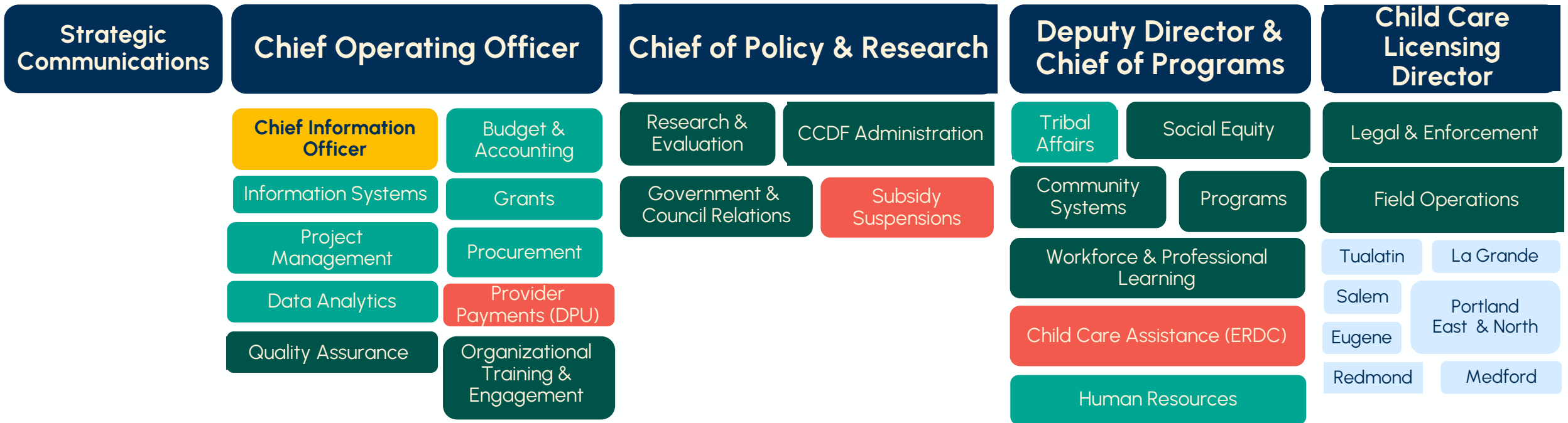
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- Baby Promise
- Child Care Licensing & Compliance
- Child Care Resource & Referral entities
- Early Childhood Equity Fund
- Early Learning Hubs
- Employment Related Day Care
  - Inclusive Partners
  - Teen Parent Program
- Healthy Families Oregon
- Kindergarten Partnership & Innovation Fund
- Oregon Prenatal to Kindergarten
- Parenting Education
- Preschool Promise
- Professional Learning for the ECE Workforce
- Relief Nurseries
- Suspension & Expulsion Prevention



# DELC Organizational Structure

## Early Learning System Director



■ New DELC functions

■ Functions previously at ODHS

■ Field Offices



# Goals for DELC Launch

- 1 Program grantees receive funding by July 1.
- 2 DELC employees are paid accurately and on time.
- 3 Families and child care providers can contact DELC staff.



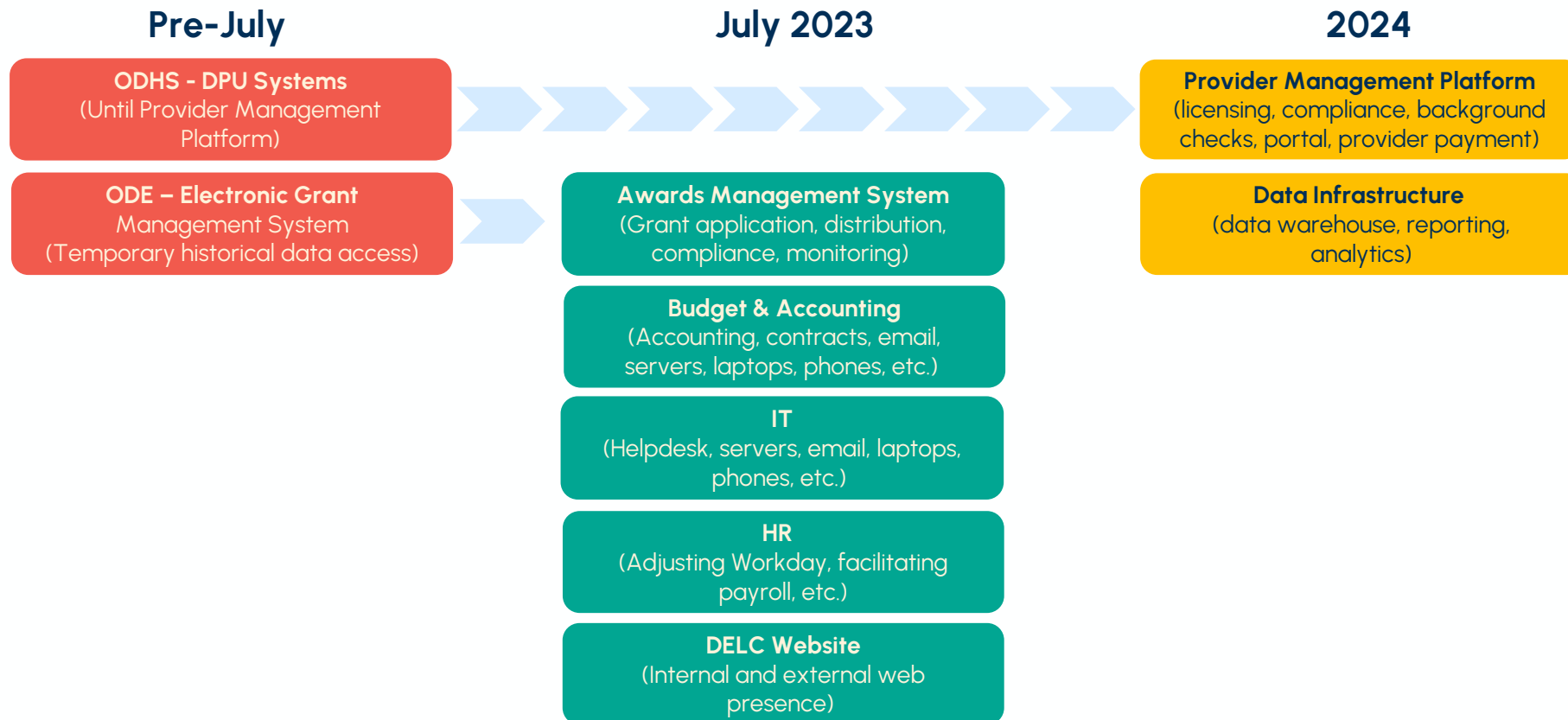
# Goals for DELC Launch

- 1** Program grantees receive funding by July 1.  
100% of grant agreements out the door in July (compared with ~20% in 2022)
  - \$370 million in early learning services
    - Includes Oregon Prenatal to Kindergarten, Relief Nursery, Teen Parent, and Early Childhood Equity Fund
- 2** DELC employees are paid accurately and on time.  
DELC staff (ELD & migrating ODHS) paid on time
- 3** Families and child care providers can contact DELC staff.  
DELC email addresses migrated 6/9/23, ODHS migrating staff operational 7/3/23



# Moving Pieces

The creation of DELC required nimble technology implementations and business responsive solutions. This work included both acquiring new systems and facilitating access to existing systems.

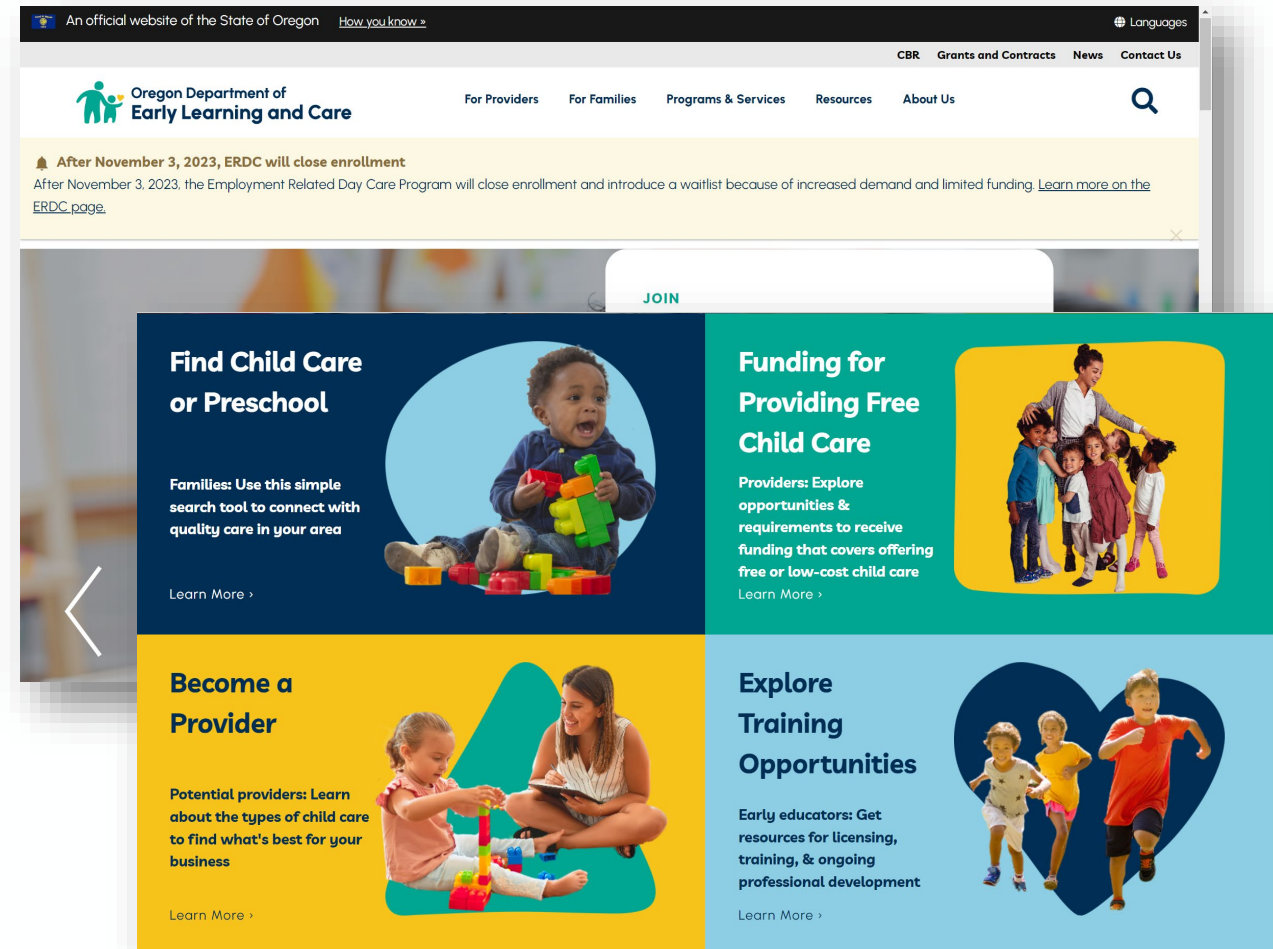






# Customer Communications

- Launched new DELC website: [oregon.gov/DELC](https://oregon.gov/DELC)
- Dedicated customer service lines for CCLD & DPU
- Linked Child Care Licensing Division and Direct Pay Unit customer service phone lines





# Central Background Registry Updates (CBR)

Applications	August 2022	January 2023 (peak of backlog)	August 2023
Total Received	2,731	2,783	3,491
Approved w/in 4 Weeks (0-28 days)	65.63%	26.92%	83.59%

2023:

Background Specialists: 20 positions – 2 unfunded LD positions ending 6/30/24

Customer Service and Intake: 20 positions– 4 unfunded LD

positions ending 6/30/24



# Provider Management Platform

## Function

Implementation of a Provider Management Platform to include current provider payment capabilities for Employment Related Day Care (ERDC) and licensing capabilities supported by the Child Care Regulatory Information System (CCRIS).

## Accomplishments

Scoped system requirements

Selected vendor (*by Sept. 30*)

## Next Steps

### Scope Refinement & Management

Vision/Scope sessions, Integration with ONE, Broad Steering Committee

### Build, Test & Implement

Training, Change Management, Operational by Dec 2024



# Ongoing Work

- Program Enrollment (data available end of October)
- Operational realities
  - Refining organizational structure
  - Internal policies, processes and procedures
  - Change management and organizational culture
- Secretary of State Audit
  - Real-time audit on the governance and internal controls of DELC



# Employment Related Day Care (ERDC)

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# How does ERDC work?

ERDC helps families with the cost of child care by making payments on their behalf to their chosen child care provider.

Family applies for subsidy via the ONE system and is determined eligible

Family reports their chosen child care provider to the Direct Pay Unit or their eligibility worker

Billing forms are sent at the beginning of each month to the family's chosen child care provider

Provider submits billing form to Direct Pay Unit for payment on family's behalf

Payments are made up to state maximum child care rates based on child age, family's eligible hours/provider's billed hours, region of the state, and child care provider type



# ERDC by the Numbers (Dec. 2022)

Over 17,000  
children

Over 9,000  
families

Over 3,000  
providers

Avg. cost per  
case: \$1,538

Avg. copay  
per family:  
\$14.51/month



# ERDC by the Numbers (Aug. 2023)

Over 23,000  
children

Over 14,000  
families

Over 3,300  
providers

Avg. cost per  
case: \$1,530

Avg. copay  
per family:  
\$10.20/month





# HB 3073 (2021) ERDC Policy Changes

Over the last two years, Oregon has made significant strides in making the ERDC program work better for families and providers.

## 2021:

- ✓ Co-pays reduced to below 7% of household income
- ✓ Provider payment based on enrollment, not attendance

## January 2023:

- ✓ Expanded student eligibility
- ✓ Part time/full time child care hours authorizations
- ✓ Expanded authorized medical leave
- ✓ Sleep hours for two-caretaker households

## July 2023

- ✓ Protected 12-month eligibility
- ✓ Categorical eligibility for TANF families

## Spring 2024 (tentative):

- Eligibility for children regardless of legal/citizenship status

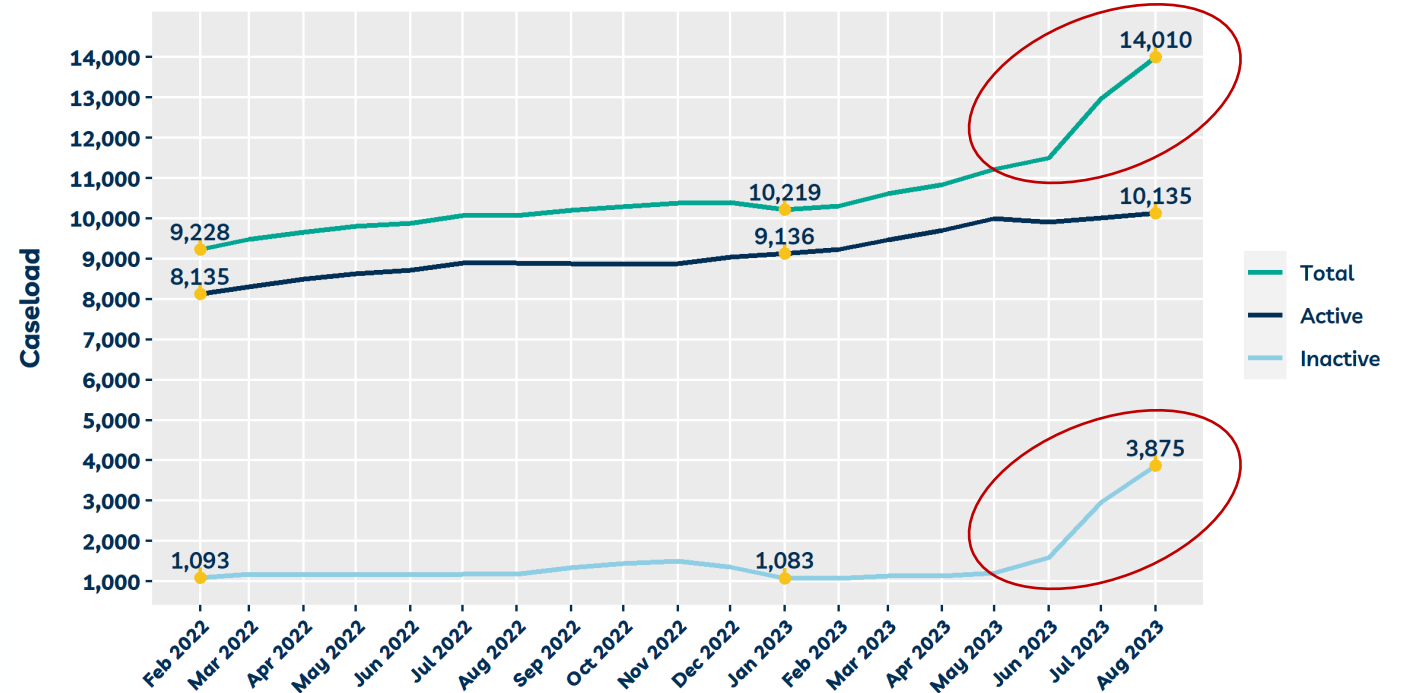


# ERDC Caseload Trends

- There are 14,000 families enrolled in ERDC statewide. In the last biennium, ERDC grew by 52%.
- ERDC grew by 22% from June to August 2023 alone.
- This rapid growth demonstrates that new eligibility expansions and program improvements are helping ERDC better serve families.

**Total, Active, and Inactive Caseload Over Time**

*February 2022 to August 2023*



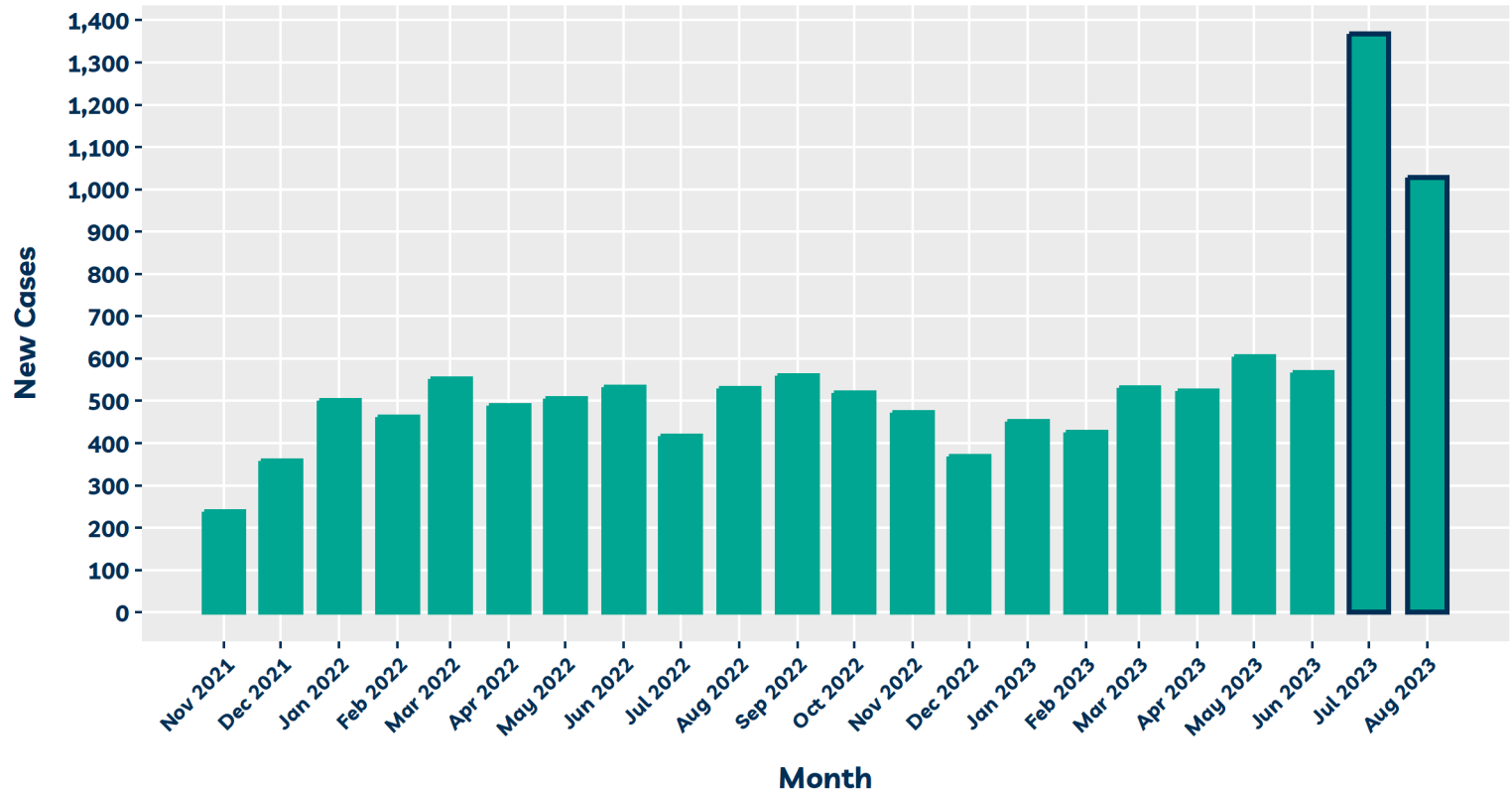


# ERDC Caseload Trends

- Prior to the July 2023 changes, ERDC gained about 500 new cases a month
- The numbers of new cases for July and August 2023 were more than double typical caseload growth

## Number of New Cases by Month

*November 2021 to August 2023*





# ERDC Waitlist Starting after Nov. 3

More families are benefiting from ERDC, but there is not enough program funding to support ERDC's growth.

- Due to increased demand and limited funding, **there will be a waitlist for most new families applying to ERDC after November 3, 2023.** This will not impact families currently receiving ERDC or exempt populations.
- Anyone who **applies for ERDC by 11:59pm on November 3, 2023, can be screened for ERDC eligibility as usual** and will not be subject to the waitlist.
- Current budget means it will be unlikely any families come off the waitlist this biennium.



# ERDC Waitlist: How it Works

*In 2022, 12 states had waitlists or froze intake for their federally funded child care assistance programs.*

When enrollment is closed, no new families will be able to enroll in ERDC until the caseload drops, unless they are part of an exempt population

Caseload will drop through attrition (families leaving the program)

- The new 12-month eligibility rules will slow the rate of attrition

Families outside of exempt populations will wait until ERDC caseload drops to a sustainable level to be evaluated for eligibility

- Families will be selected to be evaluated for ERDC based on the date that they were screened for initially, with the first to apply as the first selected
- When families are selected, they are invited to re-apply to ERDC within 45 days
- After they re-apply, their eligibility will be evaluated



# Some Families Bypass the Waitlist

The groups below will be able to enroll in ERDC **even when a waitlist is in place.**

- **Families already on ERDC:** At the end of their certification period, families will have a two-month window to recertify. If their case closes before they recertify, they can request ERDC within two months after the case closes.
- **Families recently receiving TANF or TA-DVS:** Those who are receiving TANF will continue to be eligible to enroll to receive benefits. Families transitioning out of TANF or have received a TANF/TA-DVS (domestic violence survivor) grant in the last 3 months will also be able to enroll to receive benefits.
- **Families referred by Child Welfare:** Child Welfare can refer families who need child care to ERDC for three reasons: (1) to keep the child from being removed from the home, (2) to allow the child to return home, or (3) to allow a child to be placed with a known adult. Families referred by child welfare can continue to enroll in ERDC to receive benefits.
- **Families placed in a contracted slot:** Families also will be able to enroll in ERDC if they are currently being placed in a contracted slot for Head Start.



# ERDC Communication & Partnerships

- Comprehensive communication plan
  - ERDC Waitlist Landing Page ([oregon.gov/DELC/ERDC](https://oregon.gov/DELC/ERDC))
  - Family Resource Guides to connect families to affordable child care and other support services
  - Direct communications with families and providers
  - Partner toolkit with talking points, FAQs, & resources for CCR&Rs, Hubs, and other partners
- Continued partnership and collaboration with Oregon Department of Human Services and Oregon Eligibility Partnership
  - Tailored talking points for eligibility workers, family coaches, support staff, child welfare workers, and call center staff
  - Leveraging data available in the ONE eligibility system to understand demand for ERDC and connect families to resources

**Oregon Department of Early Learning and Care** **Get Support Paying for Child Care**

The Employment Related Day Care program is using a waitlist after November 3, 2023, but there are resources to support you while the program is closed.

**211 and Early Learning Hubs can assist you in learning more about child care resources available in your area.**

Contact 211 by:

- ♥ Dialing 211 or 1-866-698-6155
- ♥ Texting your zip code to 898211
- ♥ Emailing [children@211info.org](mailto:children@211info.org) – response within 24 hours

**Find contact information for your local Early Learning Hub at:**

The Department of Early Learning and Care (DELC) offers several affordable, high-quality early learning and care programs. Income-eligible families with children under 5 years old may be able to get support paying for child care through:

- Preschool Promise (PSP):** PSP is a high-quality preschool program available to Oregon families with 1 child in a child care setting.
- Oregon Prenatal to Kindergarten (OPK):** OPK, also called Head Start, provides high-quality early care and education for children from birth to age 5.

Resources	Description
<a href="#">Waitlist Talking Points for Support Staff</a>	Talking points specific to support staff
<a href="#">Waitlist Talking Points for Eligibility Workers</a>	Talking points specific to eligibility workers
<a href="#">Waitlist Talking Points for Family Coaches</a>	Talking points specific to family coaches
<a href="#">Waitlist Talking Points for Child Welfare staff</a>	Talking points specific for child welfare staff
<a href="#">ERDC Waitlist Slide Deck</a>	This Power Point provides information related to the ERDC Waitlist implementation with resources and materials to share with families.
<a href="#">ERDC Waitlist FAQs for Staff</a>	Frequently asked questions about the ERDC waitlist for staff.
<a href="#">Family Resource Guide</a>	This guide provides additional information and resources to support families in paying for child care, including connecting them to affordable child care programs other than ERDC.
<a href="#">Waitlist One Pager</a>	This one-pager describes how the ERDC waitlist will work, when it begins, and how to apply to ERDC before the waitlist goes into effect.



# Connection to Families on Waitlist

- **OEP Communications to Families**
  - The ONE system is built to automatically send out ERDC denial notices if a family does not meet the exemption criteria noted above.
  - DELC has initiated the change process to update the language in the notices to include information on the exemption criteria and direct families to 21info, Early Learning Hubs, and the DELC website for more resources.
- **DELC Communications to Families**
  - In addition to the ONE system generated notices, DELC will send quarterly communications to families on the waitlist.
  - These messages will increase transparency by communicating that families are still on the waitlist. Additionally, they will provide options for families to connect with 21info, Early Learning Hubs, and other state-funded programs in case they can meet their family's needs.



# Resources for Families

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**Families can learn more about the waitlist and other programs they might be eligible for at [oregon.gov/DELIC/ERDC](https://oregon.gov/DELIC/ERDC).**

- The Department of Early Learning and Care (DELIC) offers several programs that help families pay for early learning and care.
- Families who need support paying for child care may benefit from one of DELIC's affordable, high-quality child care programs, like [Preschool Promise](#) or [Oregon Prenatal to Kindergarten \(OPK\)](#).

**211 and Early Learning Hubs can support families in accessing different programs and benefits when they can't immediately receive ERDC.**

- Families can reach out to their local Early Learning Hubs to learn more about child care resources available in their area. Find their local Hub at [oregon.gov/delic/programs/pages/hubs.aspx#CurrentHubs](https://oregon.gov/delic/programs/pages/hubs.aspx#CurrentHubs).
- Families can contact [211Info](#) for assistance with their child care needs. Families can get support by dialing 211 or texting the keyword "children" to 898211.





# Appendix: Ongoing Work

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# Certified Center Rule Revision

On June 28, 2023, the Early Learning Council adopted new rules that apply to certified child care centers.

Though adopted, these rules won't go into effect until January 1, 2024. At this time, certified child care centers will continue to follow the current rules.

It is recommended that certified child care centers begin to review the new requirements in preparation for upcoming changes.



# Certified Center Rule Revisions

## Key Changes Include:

- Changes to position qualifications and duties\*
- Addition of staff-to-child ratio table for mixed-age groups for groups of 16 children or less
- Micro-center model
- Reduction in duplicative requirements for programs in public schools
- Flexibility in facility requirements to allow for caring for younger age groups

\*Exception requests are available to programs that wish to operate using new position qualifications and duties.



# Certified Center Rule Revision

More information is available:

- On the DELC website: <https://www.oregon.gov/delc/providers/Pages/child-care-rules.aspx>
  - Copy of the new rules
  - Position qualifications and duties exception request resources
- Via CCLD Licensing Specialist
- Information sessions coming this November





# ERDC Waitlist: National Context

- DELC researched national context and learned Oregon is not alone in making difficult decisions to close the child care subsidy program due to budget allocations not keeping pace with recent policy changes.
- Waitlists for child care programs are commonly used by states to help direct child care subsidy funds to priority populations.
- In 2022, eleven states had waitlists for their federally funded child care assistance programs including:
  - California, Colorado, Florida, Indiana, Louisiana, Massachusetts, Minnesota, New York, North Carolina, Texas, and Virginia
- In 2022, one state, Georgia, had frozen intake.
  - Freezing intake is a less common practice in which states turn away eligible families without adding their names to a waitlist.



# ERDC Waitlist Comms Plan

Last Updated 9/26/23

**Key**

Universal Communication	Targeted Communication
<i>Italics = tentative</i> , ★ = milestone	

	September			October				November			
Families		Family Resource Guide ★	Family FAQs on landing page	Social Media	Letter to ERDC Families	ONE Portal Static Notice	Social Media	DELIC Notice to Waitlisted Families	Postcard to TANF families		
Providers		Provider Info Sess.; Alert to Providers	Child Care Update	Letter to ERDC Providers	Child Care Update		Child Care Update		Child Care Update	Provider Info Session	Child Care Update
Community Partners	Hub Assoc. Meeting	Partner Briefings (Head Start, 21I, ADRC, CCR&Rs, Advocates) ★	Partner toolkit with FAQs + Family Guide; Question form ★	Answer questions at partner recurring meetings		Partner convening		Partner emails (Nov. 3 waitlist activation reminder)			
Interagency	Share info with DAS	Share info with LFO	Press release or news article; Web page updates; Social media; One-Pager ★	Early Learning Council							
Advocates			Question form		Advocate call		Advocate Call		Advocate . Call		Advocate . Call
Legislators, Gov's Office	Report to Gov Office, Brief Speaker	Connect with Budget Co-Chairs	ERDC deck at leg. days	ERDC waitlist blurb for constituent comms							Nov. leg days
ODHS Staff, Leadership		Transmittal; ONE Weekly; Talking points tailored for staff groups; Toolkit ★	Coffee Chat; Present in recurring meetings; Quick Reference Guides; Question form	Add ERDC flyers to forms server		QRGs, OPEN Update	Coffee Chat; TT4T	ONE Weekly & Discover article			
DELIC Staff		CCLD & DPU FAQs, DPU staff, CCLD managers	Email to All Staff	FAQs for licensors on ERDC listing	CCLD field staff meeting						