

## **CHILDCARE COVID FAQ**

Last Updated 12/1/20

- 1) **Do I qualify for Hazard Pay** to make up for the risk I'm taking to continue to care for children of parents enrolled in the ERDC program during this pandemic?
  - a) No. Coronavirus Relief Funds do not yet include Hazard Pay.
  - b) In lieu of Hazard Pay, the state has issued grants and payments to childcare providers during the pandemic. 2020 grants are now in their final phases.
  
- 2) **Why haven't I received COVID-related emergency grant funding from ELD?**
  - a) [Emergency Child Care \(ECC\)](#) grants were issued predominantly to licensed providers. They were offered through the ELD and targeted childcare provided in a licensed home or child care center open for business during the emergency.
  - b) [Essential Workers](#) have been prioritized to receive Emergency Child Care, and [families](#) have been encouraged to seek childcare within the ECC licensed program.
  - c) License-exempt providers who were open and caring for children of essential workers were eligible to apply for grant funding. [Click here to learn more about what has been issued in 2020.](#)
  
- 3) **Why did I receive an extra check from OHDS in December?**
  - a) License- exempt (family/friend/neighbor) providers in approved status and working within the ERDC program will be issued a one-time supplemental payment from ODHS if they worked hours any time from April through September, 2020.
  - b) FFN providers should receive payment through the Direct Pay Unit either by check or direct deposit on/around December 4th, 2020.
  - c) Funds are issued to help cover costs for providing child care (allowable costs include paying rent/mortgage, utilities, insurance, food, supplies and other operating costs.)
  - d) The base payment amount is \$2090.00. Providers who did not receive any Emergency Child Care (ECC) grant payments through the ELD will receive an additional \$465.00 for a total of \$2555.00.
  - e) Please contact the DPU with questions about this payment: ODHS Child Care Unit, Direct Pay Unit: 1-800-699-9074 or email [Customerservice.dpu@dhsosha.state.or.us](mailto:Customerservice.dpu@dhsosha.state.or.us)
  
- 4) **Can I get paid for hours I would have otherwise been providing care during the pandemic?**
  - a) **Absent day policies have been expanded**, allowing providers to bill ODHS for up to one full month regardless of whether a child attended care (if the absence was COVID-19 related and the child was scheduled to be in care). This policy is backdated to March 16, 2020.
  - b) Providers may bill for the days and times children were scheduled to be in their care during closures due to COVID-19. This only applies to ODHS childcare-eligible families currently connected to the provider. If the parent's case has been closed or the family has been approved for TANF, they are no longer eligible for the program.

- c) If you are eligible to receive payment based on your connection to ERDC care, you should still be receiving billing forms for each child in your care. You should continue to complete and return billing in order to receive payment for lost hours.
  - d) Providers who have closed due to COVID-19 and are submitting a billing for absent days without the parent signature should mark “Closed due to COVID-19” or “No signature due to COVID-19” on the billing form.
- 5) **How do I get the personal protective equipment (PPE) and supplies I need to provide care safely?**
- a) [Click here to request PPE supplies](#) to assist you in meeting COVID-19 Health & Safety Guidelines.
  - b) If you are open and providing care, you can also request supplies through your local CCR&R. If you can't get the supplies you need, we recommend [calling your union organizer](#).
- 6) **Who do I contact with questions about billing forms, absent day policies, or lost hours?**
- a) For questions about eligibility, families should contact their local ODHS office. Phone numbers for local offices can be found at: <https://www.oregon.gov/DHS/offices/pages/self-sufficiency.aspx>
  - b) For questions about billing and payment, providers should contact the Direct Pay Unit Monday through Friday from 8:30am to 4:30pm at 1-800-699-9074.
    - i) Billing and listing forms: [DPU.ChildCareBilling@dhsoha.state.or.us](mailto:DPU.ChildCareBilling@dhsoha.state.or.us)
    - ii) Customer service: [Customerservice.DPU@dhsoha.state.or.us](mailto:Customerservice.DPU@dhsoha.state.or.us)
- 7) **What do I do if I'm not getting the parent copay?**
- a) Parent Copays have been moved to zero during the pandemic.
  - b) ERDC's Zero Dollar Copay Policy has recently been updated through December 31, 2020..
  - c) [Click here](#) to learn more, or call the Direct Pay Unit (DPU) at 1-800-699-9074 (M-F, 8:30 a.m. to 4:30 p.m.)
- 8) **How do I provide childcare to essential workers in my area, like parents working in homecare, hospital settings, or grocery stores?**
- a) You should be receiving calls from your local CCR&R about being available for referral to essential workers during the pandemic.
  - b) To ensure you're listed in NACCRRAware and marked as eligible to take referrals, contact your local Child Care Resource and Referral Center. If you aren't sure who that is, find it here: <http://triwou.org/projects/ccccrr>. You can also contact 211.

- c) Income eligibility for families to qualify for ERDC, plus zero dollar copay policies have expanded through 12/31/20! Encourage essential workers and other newly-eligible for the ERDC program to receive care from providers like you by contacting their local Self Sufficiency office: <https://www.oregon.gov/DHS/Offices/Pages/General-Public.aspx>

**9) How do I keep track of temporary changes to the Employment Related Day Care program during COVID?**

- a) Temporary changes for Employment Related Day Care began on March 16th and continue for the duration of the Governor's declared state of emergency period or until further notice.
- b) ODHS and ELD are responsible for sending you regular communications. The agencies rely primarily on mail to keep you informed. The agencies should be working to ensure that their systems are updated with your current email address.
- c) Please contact your CCR&R to make sure your email address is up-to-date.
- d) You can also find information on [the ODHS' website](#).

**10) Do I qualify for unemployment insurance (UI)? If I close because of Covid-19, am I eligible for unemployment considering I'm "self-employed" but paid through DHS?**

- a) You may be eligible for unemployment insurance. Governor Brown ordered an expansion of unemployment benefits to include Oregonians whose employment status was impacted by the coronavirus outbreak. This order was retroactively effective to March 8. Visit [the Employment Department's website](#) to learn more.
- b) [The Pandemic Unemployment Assistance \(PUA\) Program](#) captures people who have exhausted state UI or are not eligible for State UI benefits and are unemployed for COVID-19 related reasons. Benefits have been extended from 26 weeks to 39 weeks, through the end of the year (12/31/20), with the period of coverage retroactive to January. The minimum benefit is equal to one-half the state's average weekly UI benefit and excludes individuals who have ability to telework with pay, or are receiving sick leave or paid leave or state UI benefits. PUA could be a backstop for the gaps in the paid sick/paid leave provisions. Note: The UI increase is disregarded as income from Medicaid/CHIP.

**11) Will I lose my SNAP benefits if I am not currently working? Or what if I am worried about affording food - can I get on food stamps?**

- a) Apply, reapply, or learn more here: <https://govstatus.egov.com/or-dhs-benefits>
- b) Contact your local [ODHS Self-Sufficiency Program](#) for more information.
  - i) Call your [local office](#) before going in person or contact by email at [SSP.StatewideWorkshare@dhsosha.state.or.us](mailto:SSP.StatewideWorkshare@dhsosha.state.or.us).

**12) My background check is about to expire. Who should I contact about getting recertified?**

- a) You should contact DHS Direct Pay Unit as soon as possible to learn whether you are eligible for an exception or whether you can renew your background check without needing to resubmit a fingerprint.
- b) You may contact the Direct Pay Unit at 1-800-699-9074 or [click here](#) for more

**13) Where is the best place to go to learn the latest?** I want to make sure I am keeping my family and the children I care for safe.

- a) [Click here to learn more about ERDC Temporary COVID-19 Related Changes](#)
- b) [Click here](#) to find updates, ask questions, and learn more about guidance from the Centers for Disease Control (CDC) and the World Health Organization.
- c) [Click here](#) for resources and information from The Early Learning Division
  - i) [ELD News & Resources](#)
  - ii) [Information about Licensing Requirements](#)
  - iii) [Covid-19 Resources from the Early Learning Division](#)
- d) [Click here for information and updates from the Governor's office](#), translated Executive Orders, FAQs and more.
- e) [Local Information accumulated by your union](#) in response to the pandemic.
- f) 211 is the go-to public phone number to get information about Coronavirus and referrals to programs for food, shelter, health care and more. CALL 211 or 1-866-698-6155; TEXT your zip code to 898211 (TXT211); EMAIL [help@211info.org](mailto:help@211info.org).
- g) Visit the [Oregon Health Authority's COVID-19 website](#) for weekly public updates and information about preventing the spread of coronavirus.
  - i) [English fact sheet](#)
  - ii) [Español](#)
  - iii) [Русский](#)
  - iv) [简体中文](#)
  - v) [Tiếng Việt](#)

**14) Where can I find resources for activities and learning with children from home?**

- a) Online resources for kids to learn and engage:
  - i) <https://learn.khanacademy.org/khan-academy-kids/>
  - ii) <https://www.k12.com/virtual-school-offerings/online-public-schools.html>
- b) Resources and coaching for child care providers at [www.OrProviderRelief.org](http://www.OrProviderRelief.org)
- c) [Scholastic Online](#)
- d) [We Count Coloring Book](#)
- e) [Virtual Museum Tours](#)
- f) [2020 Census: Count All Kids](#)

**15) Where can I find resources for talking with kids about COVID-19?** We know this may be a time of confusion, fear, and anxiety for many small children, especially those whose parents are essential workers. Below are some of our favorite resources for supporting children in making sense of our current public health crisis.

- a) National Association of School Psychologists, [“Helping Children Cope with COVID19”](#)
- b) Zero to Three [COVID19 resource page](#) with links on answering toddlers’ tough questions and supporting mental health and wellbeing
- c) EmbraceRace [COVID19 resource page](#) with tips on talking to kids and indoor activities for different ages
- d) National Public Radio, [“Just for Kids: A Comic Exploring the New Coronavirus”](#)
- e) Fred Rogers Center [one-pager on talking with kids](#) about coronavirus

**16) Where can I find local child care resources related to advocacy for children, families, and communities during this time?**

- a) [Family Forward](#):
  - i) Share Your Story: For further advocacy efforts, Family Forward is collecting stories from child care providers and/or families struggling during COVID-19: <https://www.familyforwardaction.org/story/>
  - ii) [Movement for Mamas and Caregivers Facebook Page](#)
- b) [Oregon Child Care Relief Provider Guide](#) with Portland-Specific Resources
- c) [Children’s Institute](#)

**17) How is the Child Care and Development Block Grant (CCDBG) related to the CARES Act?**

- a) The CARES Act provided the U.S. Department of Health and Human Services with \$3.5 billion for the Child Care and Development Block Grant (CCDBG) through September 30, 2021. CCDBG funds may be used to continue payments and assistance to child care providers in the case of decreased enrollment or closures, to ensure that staff continue to receive salaries and wages, and to clean and sanitize and perform other activities necessary for maintaining or resuming operations. CCDBG funds may also be used to provide child care to health care workers, first responders and essential workers without regard to income eligibility requirements. These funds may be applied retroactively to cover coronavirus-related costs incurred prior to enactment of the CARES Act.

**18) How is Head Start related to the CARES Act?**

- a) The CARES Act provides \$750 million for national Head Start programs, allocated to programs in proportion to their share of overall Head Start enrollment. Up to \$500 million is available for non-competitive grants to those programs deemed most ready to operate supplemental summer programs.