Quick Tips on ERDC for Families

What you need to know about the Employment Related Day Care program
This guide is for people participating in ERDC.
If you do not receive ERDC and need help paying for child care, learn how to apply for the program with this QR code or visit oregon.gov/DELC/ERDC

How child care hours are calculated

Child care hours are based on the parent's schedule. ERDC uses the hours a parent is working, in class, or participating in ODHS approved activities to determine their child care hours. Additional hours can be added for study time if the parent is a student. All families receive extra hours for travel time.

- Child care hours are either part time or full time. Parents who work, attend school, or participate in approved activities up to 20 hours each week will get 108 child care hours each month including travel time.

- Parents who work, attend school, or participate in approved activities between 21 and 40 hours each week will receive 215 child care hours per month including travel time.

For two-parent households, child care hours will be determined from the overlapping hours between the schedules. When parents need care more than 40 hours per week, they can qualify for up to 323 child care hours per month.

How child care hours can be used

Once a family is eligible for ERDC benefits, they can use their child care hours for a variety of reasons, including:
- Employment
- Job search
- Education
- Medical leave, including maternity and paternity leave
- Any family well-being activities, including appointments, school conferences, study time, counseling, etc.

Parents and providers should work together to determine the appropriate schedule of care, based on the family's authorized hours and the provider's availability.

Reporting changes

Families receiving ERDC are required to report certain changes to ODHS within 10 days. Families can report changes using their ONE account or report to their local ODHS office in person or over the phone at 1-800-699-9075.
Child care hours will not decrease, and copays will not increase when changes are reported during the 12-month certification period. Families must report when their monthly household income goes over the exit limit.

You can find other changes families need to report as well as program income limits at the ERDC family web-page here or at the QR code at the top of this page.

Rates

ERDC bases child care rates on a survey of provider fees in Oregon. You can find maximum rates at the QR code above. The rates listed are the highest ERDC can pay for child care hours. Providers may charge more for care than ERDC can pay. This difference in price is called an overage. Parents must pay the overage amount each month, in addition to their copay. If you have any questions about rates or overages, please contact the Direct Pay Unit at 1-800-699-9074.

Resources

Direct Pay Unit

Call 1-800-699-9074 if your provider did not receive their payment voucher or if there were other issues, such as a child missing from the form or incorrect hours.

Also, contact the Direct Pay Unit if there is a change in your provider. Direct Pay Unit is available Monday through Friday, 8:30 a.m. to 4:30 p.m.

Child Care Safety Portal and Complaint Process

The Child Care Safety Portal is a resource for families to check on the safety and quality of licensed child care programs in Oregon. The portal lets you search for a child care provider and view their licensing history.

You can view the portal online at
www.oregon.gov/delc/families/Pages/child-care-safety.aspx

An individual wanting to register a complaint against a provider or child care center may
- **Submit an online complaint form at the link above**
  Or
- **Call the Child Care Licensing Division 's Central Office at 1-800-556-6616.**

You will speak to a compliance specialist who will take your information and follow up on your complaint.

Child Care Registration Fees for Licensed Providers

Families can call their local ODHS office to request a payment for a licensed provider's registration fee to be paid.

You can find more information and resources on the ERDC family web page, oregon.gov/DELC/ERDC or at this QR code.