




July 1 Changes to ERDC for Families

	What's Staying the Same on July 1?	What's Changing on July 1?
 Processes & Policies	<ul style="list-style-type: none"> • No change in how families apply for ERDC: Families will still go to one.Oregon.gov, call the ONE Customer Service Center at 1-800-975-6999, or visit their local ODHS office to apply for child care benefits • Families will still need to select a child care provider who is approved to receive ERDC payments • Families and providers will still be able to receive and submit the provider listing form to their local ODHS office or through the mail to DPU 	<ul style="list-style-type: none"> • New policies will allow families to receive cash and child care assistance at the same time, and there will be less reasons ERDC cases can close • Families receiving TANF can ask their family coach for ERDC • DELC will be in charge of making changes to the ERDC program • More opportunities for families to engage earlier in DELC's process to change policies and rules
 Connection Points	<ul style="list-style-type: none"> • Families will still call or visit their local ODHS office to speak to a family coach or eligibility worker about their child care benefits • Direct Pay Unit hours, PO box, and phone number will stay the same (1-800-699-9074) • Office of Child Care will have the same phone number (1-800-556-6616) 	<p>Nothing changes!</p>
 Systems, Tools, & Resources	<ul style="list-style-type: none"> • Families can still report changes and manage benefits through their ONE account at one.Oregon.gov • Families will continue using 211 to search for child care providers in their area • Families will be able to access child care facility information on the DELC website 	<ul style="list-style-type: none"> • ERDC will be added to the DELC website, with a list of online forms and resources • New "Quick Tips for Families" resource available on DELC website to support families participating in ERDC