

## Early Learning Resource Center Region 16 Community Services for Children

### PARENT TIP SHEET

**REMEMBER ... COMMUNICATION IS KEY! *Please remember to follow these guidelines to help insure that your child care is uninterrupted and paid accurately:***

- **Communication - Contact your family specialist to report changes in advance whenever possible**
  - It is **critical** that the ELRC have **CURRENT contact information**. Report changes of address and/or phone number immediately so that we can reach you regarding changes in your eligibility, redetermination, etc.
  - **Look for mail from the ELRC**. This is how we communicate eligibility, changes that impact your child care, and important deadlines. Failure to open your mail could result in your child care ending.
  - When leaving a message, please leave your first and last name, and if possible, your case number, and details of the reason for your call. We strive to return calls within **24-48 hours**. We thank you for your patience.
- **Deadlines** - It is very important that paperwork is returned on time.
  - Failure to submit required documentation prior to the due dates can result in care being discontinued and/or your application being rejected.
- **Changes** – all changes to your case will require verification. A verbal notification is helpful, but your specialist will then instruct you regarding what additional documentation is needed to make the change official.
- **Provider changes** – Notify the ELRC if you plan to change providers
- **Co-payments** – are considered delinquent if not paid by the last day of the service week
  - Failure to pay the assigned co-pay on-time **will be reported by the provider**, and will result in a Notice of Adverse Action being issued.
  - Failure to satisfy outstanding co-payments can result in care being discontinued.
  - Notify the ELRC **immediately** when the delinquency is resolved so your case does not close.
- **Five Day Absence** - the ELRC will **ONLY PAY** the provider for five consecutive days of absence.
  - **Notify the provider and the ELRC** if your child is absent for 5 or more days. Care will be suspended so that excess absences do not accumulate. Advance notification is preferred for planned absences (vacation, summer, etc.)
  - Your child's enrollment will be reactivated when your child returns.
- **40 Day Absence** - the ELRC will pay **ONLY** a maximum of 40 days of absence during the fiscal year (July 1-June 30)
  - Effective with the 41<sup>st</sup> day of absence, the ELRC will no longer pay for care. You will be responsible for all costs related to your child care beginning on the 41<sup>st</sup> day.
  - Suspended days and provider closed days are not considered days of absence.
- **Schedules** - Changes will not be paid without prior authorization, and **only** as dictated by your work schedule.
  - Contact the ELRC when circumstances change that will impact your schedule.
  - The ELRC will not pay for drop-in care.
  - Adjustments to schedules will be paid from the day of notification – not retroactively, so it is important for approval prior to attendance on unscheduled days.

333 N. Oxford Valley Road, Suite 402-403, Fairless Hills, PA 19030

**Hours: Monday-Friday 8:30 AM – 5:00 PM**

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