

Transition Communiqué #13-11: Child Care Information Services (CCIS) Change of Name or Contact Information Flyers and Informational Letters

Title: Child Care Information Services (CCIS) Change of Name or Contact Information Flyers and Informational Letters

Date: May 15, 2013

Priority: **High**

Category: Informational

Action Required: Read "Discussion" and follow "Next Steps" below

Response Required: None

Purpose:

The purpose of this communiqué is to provide Child Care Information Services (CCIS) agencies with three flyers and three letters related to CCIS consolidation. The CCIS may send the flyers to all individuals and providers who are currently participating in the Subsidized Child Care Program to announce:

- Changes in the CCIS Name.
- Changes in the CCIS Address.
- Changes in the CCIS Telephone Number or Toll-Free Telephone Number.

The CCIS may also post the flyer in the main lobby and/or waiting rooms used by individuals and providers who are currently participating in the Subsidized Child Care Program.

The letters are a more formal way of announcing the changes that will be effective July 1, 2013. There are three letters. Each of the letters is tailored to a different audience: one to the parent/caretaker, one to the provider and one to community partners.

Discussion:

On July 1, 2013, the Fiscal Year (FY) 2013-14 CCIS grants will become effective. It will be important for the CCIS agencies that are changing names, addresses and/or contact information to inform parents/caretakers, providers and community partners of these changes. The Division of Policy has created a template for flyers and letters that the CCIS may use to announce these changes. It is each CCIS agency's responsibility to notify parents/caretakers, providers and community partners of these changes. The attached documents provide basic required information; CCIS agencies may modify the documents, if needed, to best address local needs.

The provider letter includes an optional section related to payment schedules. Some CCIS agencies that are now combined are making payments on different cycles. For example, some may pay once a month, while others pay twice a month depending on when the provider submits the invoice. FY 2013-14 grantees that are joining with other CCIS agencies should check payment schedules and advise providers if their payment schedule will change.

Prior to sending the flyers, the CCIS must:

1. Determine which of the flyers and/or letters should be used based on the changes to be effective July 1, 2013.

2. Pre-populate any variable text fields such as CCIS Name, Address, Telephone Number and Toll-Free Telephone Number.

The CCIS agencies may begin using the attached flyers and letters immediately.

The Office of Child Development and Early Learning (OCDEL) expects the CCIS agencies to send letters to parents/caretakers, providers and community partners **no later than June 15, 2013.**

In addition, the CCIS must, at a minimum, include these flyers with:

- All Redetermination packets generated today and forward.
- All notices and Missing Information Letters generated on June 10, 2013 or later.
NOTE: The CCIS must **locally print** the notices in order to include the flyer.
- All June Attendance Invoices.

Next Steps:

1. Share this information with appropriate staff.
2. Direct questions to your Subsidy Coordinator.