

PPER EMAIL 2015-19: CCR&R Limited Office Hours and Child Care Appointments in July 2015 (Issued June 15, 2015)

The Department of Early Education and Care (EEC) is upgrading its IT system. EEC has communicated to DTA that during the transition to its new system the Child Care Resource and Referral (CCR&R) agencies will have extremely limited office hours. This is expected to be in effect July 1, 2015 through July 10, 2015. .

Until the CCR&Rs resume their regular hours, clients will have limited access to getting appointments for obtaining new vouchers and renewing existing vouchers.

ESP vendors have been asked to provide verification for each client who is actively enrolled and expected to continue participating into the next fiscal year. They have been directed to send these to the FEW at the appropriate TAO.

To ensure there is no break in child care services for clients, FEWs should process these verifications to extend the EDP for the ESP activity and renew any expiring or create new *Child Care Referral* notices and fax them to the appropriate CCR&Rs as soon as possible. When issuing a *Child Care Referral* notice FEWs must advise clients to contact their CCR&R immediately.

Reminder: Child care referrals can be issued up to two weeks PRIOR to an activity start date.