

Dear Parent,

Welcome to Child Care Resources! We would like to take the time to make sure you are aware of the rules and regulations of the Child Care Subsidy you are now beginning to receive.

The E Child Care system (ECC) is the electronic way of reporting your child's attendance & absences.

- The first step is making sure your ECC card is set up properly. You **MUST** contact your Subsidy Case Manager to link your EBT card to your child care benefits or to issue you a new ECC card. We sent your provider Universal Vouchers to cover the period of service of ##/##/## - ##/##/##, you should begin swiping/ calling in or out on ##/##/##.
- Please check with your Child Care provider to see which system is in place at the child care site. Also please remember if you are using the IVR system, you must call in/out from the actual child care location.
- You will be responsible for any payments to your child care provider for unsuccessful transactions since our agency will be unable to pay them.
- You can report absences from any phone, anywhere by calling 1-800-997-3333.
- There are two types of absences: a regular absence and a sick day. Please use these absences correctly and only use sick days when your child is actually sick.

In this packet you will find the ECC Parent/Provider agreement. Also enclosed is information on proper usage of the ECC program. By signing the agreement you are agreeing to comply with all ECC requirements. Enclosed is a copy of our Disqualification of Services Policy, please read the policy and return the receipt. Failure to utilize the system properly or not at all may result in disqualification and as a result you may lose your child care benefits.

Child Care subsidies through the Work First New Jersey Program are based on work and training eligibility requirements. Failure to report any of these changes or other changes that may affect your eligibility (changes in family size, income, or temporary loss of employment) to our agency within 10 days may result in disqualification as well as loss of childcare benefits. Additionally, any overpayment to your child care provider may result in a repayment agreement. In a repayment agreement you would be responsible paying back any subsidy funds that were paid on your behalf to our agency.

I have also included a copy of our ECC training calendar; we strongly recommend one of these trainings to help ECC work for you. If you have any questions regarding our agency or any of the rules and regulations outlined within this letter please feel free to contact me. I look forward to working with you!

Sincerely,

Kim Telesca
Subsidy Programs Manager, ext. 111
ktelesca@ccrnj.org