

**Child Care Resource Center, Inc.**  
**130 Bishop Allen Drive, Cambridge MA 02139**

## **Becoming a Voucher Provider**

In order to be reimbursed for child care services for families with a voucher in the towns served by the Child Care Resource Center (CCRC), a provider must complete a Provider Agreement with CCRC and provide other required materials. The provider must first be licensed by the Department of Early Care and Education or be exempt from license by EEC. Some towns are “delegated communities” and are licensed by their local Board of Public Health so their license is not from EEC.

Please contact us and let us know of your interest in becoming a voucher provider so we can discuss the process and answer any questions you may have about the program. You can call us at (617) 547-1063 ext. 204 or email us at [Voucherproviders@ccrcinc.org](mailto:Voucherproviders@ccrcinc.org).

As part of our voucher authorization process, CCRC will visit all providers who wish to have Provider Agreements with us. In accordance with Department of Early Education and Care policy, the purpose of these visits will be:

- to see your program and fill out an information sheet,
- to complete the Voucher Provider Agreement and provide technical assistance on voucher policy, and
- to provide technical assistance on other provider issues as needed.

One of CCRC’s Provider Specialists will call you to schedule this visit. CCRC is not the state licensing agency which has the power to license or investigate child care providers. This responsibility remains with the Department of Early Education and Care. However, if licensing violations are observed in the course of a site visit, it will be necessary for CCRC to report these violations to EEC. In such cases, you will be notified in writing.

Please review the Provider Agreement and additional materials included in this packet. Prior to the CCRC visit, please complete the following:

- a Provider Agreement,
- a Holiday/Closures Form,
- a Contact/Mailing Form,
- the attached policies (you do not need to use these forms if you have your own written policies available), and
- a copy of your parent handbook or similar document.

In addition we will need:

- a copy of your current EEC license or evidence of exemption from licensing,
- a copy of your current public rate information,
- a W-9 tax document, and
- the Acknowledgement Form that comes with the Voucher Provider Procedures Manual.

Please visit the EEC website at [www.eec.state.ma.us](http://www.eec.state.ma.us) to see current EEC reimbursement rates. We look forward to meeting and working together with you.

**PROVIDER AGREEMENT FOR THE PROVISION  
OF VOUCHER CHILD CARE SERVICES**

This agreement is entered into between \_\_\_\_\_,

(“Provider”) and Child Care Resource Center, Inc., (“CCR&R”).

**I. THE PROVIDER AGREES TO:**

1. Provide child care services that comply with the Department of Early Care and Education’s (EEC) licensing standards.
2. Comply with all applicable policies relating the provision of subsidized child care including the EEC’s policies regarding rates, the sliding fee scale, termination, holiday schedules, reporting and attendance.
3. Maintain a current EEC’s license or evidence of exemption from licensing; or, in the case of a Family Child Care System, maintain copies of all family child care providers’ licenses.
4. Accept referrals from the CCR&R without regard to race, color, national origin, ancestry, age, sex, religion, or disability.
5. Submit a request for reimbursement to the CCR&R no later than the tenth of every month in which the services were provided.
6. Submit holiday schedules to CCR&R with applicable rate information.
7. To file an audit if the provider is a not for profit agency that expends \$300,000 or more annually in federal funds. Such audit must be conducted in accordance with the Office of Management and Budget (OMB) Circular A-133 with the CCR&R unless the provider files with the Commonwealth of Massachusetts Operational Services Division (OSD). The CCR&R is responsible for following up on any reportable conditions and instances of non-compliance identified in any OMB A-133 Audits they receive.
8. To file an audit, upon the request of either the CCR&R, EEC or OSD, if the provider is a for profit agency that receives \$300,000 or more in federal funds annually. The audit must be conducted in accordance with generally accepted government auditing standards. The CCR&R is responsible for following up on any reportable conditions and instances of non-compliance identified in any audits they receive.

9. Allow CCR&R and EEC contracting staff access to the child care site at any time, with reasonable notice.

## **II. The CCR&R AGREES TO**

1. Refer eligible consumers to all appropriate subsidized programs who have contracts with the EEC or with other state and local resources, or voucher agreements with the CCR&R.
2. Assess the voucher consumer's fee in accordance with the Commonwealth of Massachusetts Child Care Sliding Fee Scale and sign a Fee Agreement with each consumer, as applicable.
3. Review and approve each properly completed and duly submitted Request for reimbursement form, and submit invoices to EEC no later than 90 days following service provision. Payment of invoices submitted more than 90 days following service provision may be disallowed.
4. Reimburse the provider in accordance with EEC policy.

## **III. BOTH PARTIES AGREE:**

1. Unless otherwise agreed by both parties and by the EEC, the rate(s) specified in the attached rate sheet shall be in effect for the duration of this Agreement.
2. At the discretion of EEC, rate change requests may be required 30 days prior to the effective date of the rate change.
3. Rate increases and program additions must be approved by EEC.

## **IV. EFFECTIVE DATES OF THE PROVIDER AGREEMENT**

1. This agreement becomes effective when signed by both the CCR&R and the child care provider.
2. This agreement may be terminated by either party with two weeks written notice with or without cause.
3. Amendments to this agreement will become effective when signed by both parties or on such later date as the parties may agree.

V. **SIGNATURE**

Child Care Provider

I understand the provisions of this Agreement and I agree to comply fully with them. I understand that I am entering into this Agreement as an Independent Contractor and will in no way be considered an employee of the state or federal government, or the CCR&R. I understand that I may receive voucher referrals only from the CCR&R. I further agree to hold harmless the CCR&R, and the state and federal governments for any damages to person(s) or property, which may arise out of the delivery of services under this Agreement.

\_\_\_\_\_  
Signature of Provider/Administrator

\_\_\_\_\_  
Print Name of Provider/Administrator

\_\_\_\_\_  
Program Name (if different from Provider Name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Social Security # or Federal ID #

Child Care Resource & Referral Agency

I understand the provisions of this Agreement and I agree to comply fully with them. I have reviewed the contents of this Agreement with the child care provider and certify that the approved rates(s) have been verified according to voucher child care policy.

\_\_\_\_\_  
Signature CCR&R staff

Charline Vaughan  
\_\_\_\_\_  
Name (print or type)

\_\_\_\_\_  
Date

**Child Care Resource Center, Inc.**  
**Voucher Provider Contact/Mailing Information**

Please fill out one Contact/Mailing Information form for each site under your administration.

1. Your program/site name and **geographical address** (do not put P.O. boxes here)

Program Name

Program Director's Name

Address

Phone

City/Town

Zip

Fax

2. Your agency name and **mailing address** (write "same" if applicable)

Name

Contact for enrollment

Address

Phone

City/Town

Zip

Fax

3. Contact for voucher billing:

Name

Phone

4. If closed for summer:

Summer Contact: \_\_\_\_\_

Summer Address: \_\_\_\_\_ Phone: \_\_\_\_\_

5. **Social Security or Federal ID Number:** \_\_\_\_\_

6. **Organizational Status:** \_\_\_\_\_ **For Profit** \_\_\_\_\_ **Not For Profit**

7. **Hours of Operation:** \_\_\_\_\_ to \_\_\_\_\_

8. **Email address:** \_\_\_\_\_

Signature: \_\_\_\_\_

Phone: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

CCRC USE: Data entry completed (\_\_\_\_/\_\_\_\_/\_\_\_\_) Staff Initials: \_\_\_\_\_



**Child Care Resource Center**  
**130 Bishop Allen Drive, Cambridge MA 02139**

**Voucher Child Care Program**  
Department of Early Education and Care  
Key Policies Relating to Voucher Management

Managing Voucher Enrollment

- Voucher Authorization: No voucher child should start attending until the provider has received the voucher or has spoken to the CCRC Family Services Specialist to verify that the voucher has been issued.
- Dates: There is no payment for services before the voucher start date or after the end date. Vouchers cannot be backdated.
- Parents are expected to give two weeks notice if they are leaving the program before the voucher end date. When a parent gives notice, please call the Family Services Specialist so that the end date can be changed.

**THE VOUCHER END DATE IS CONSIDERED PROPER NOTICE OF TERMINATION IF A NEW VOUCHER IS NOT ISSUED.**

- Fees: Some parents may pay part of the total cost of care through a parent fee which is determined by CCRC's voucher counselors. Parents cannot pay more than this fee and cannot pay the difference between what CCRC reimburses you and what private rates are. Providers are encouraged to collect fees in a timely manner. The only other fees that can be assessed to parents are the late pick-up and initial fees.
- Termination: A parent's voucher can be terminated for non-payment or chronic late payment of fees. You must use the "Advance Notice of Termination" form. Fill out the form, keep a copy for your records and send one copy to the parent and one to the parent's Voucher Counselor. Record the date you submitted the form. **A parent cannot be terminated for non-payment without the proper notification form.**

Managing Voucher Billing

- Absences: Providers must keep track of attendance for each voucher child for their own records and to provide information to CCRC upon request. You will report a voucher child's absences on the Request for Reimbursement form(bill); you will not submit the attendance record itself. Attendance records must be maintained and made available on request.
- If a child has more than 10 excused absences or 3 unexcused absences during 1 calendar month, you must call CCRC and inform Voucher Billing at 547-1063 extension 204 or by email at [voucherbilling@ccrcinc.org](mailto:voucherbilling@ccrcinc.org). You will be paid for those days on which voucher children were absent only if you have reported the excessive absences.
- Excused absences: those that the parent reports to you (i.e. illness, vacations).  
Unexcused absences: those that the parent did not report or explain.
- Holidays: Providers can bill for up to 14 holidays as long a private parents are also charged for those days. Parents are also responsible for paying their parent fee for those days. Providers must notify CCRC and parents one month in advance if the program will be closed on any other than those days on the Holiday/Closures list on file at CCRC.
- End Date: **IF A CHILD LEAVES ON THE VOUCHER END DATE, THE VOUCHER CANNOT BE EXTENDED TO COVER YOUR NOTIFICATION PERIOD (See above).**

NOTE: OUR COMPUTER SYSTEM HAS BEEN UPGRADED TO MONITOR IMPROPER OR ERRONEOUS BILLING MORE EFFECTIVELY. THE DEPARTMENT OF EARLY EDUCATION AND CARE ALSO MONITORS BILLING AND GENERATES DISCREPANCY REPORTS.