

June 25, 2010

### **Dear Voucher Parents,**

We are pleased to introduce ourselves to you as your new provider of child care resource and referral (CCR&R) services. Beginning on July 1, 2010, the Child Care Resource Center (CCRC) will provide voucher management and information and referral services to families in your area. (We've included a list of towns and map of the whole region that CCRC will be serving at the end of this letter).

You may be wondering what this means for you and your family, so we want to share with you some information about our agency, the change in child care resource and referral agency, and how you can contact us.

### **About CCRC**

CCRC was founded in 1971 by a group of four women who wanted to make sure that all families could find the best child care services for their children and that all child care providers could get training and support to do their best for the children in their care. CCRC was the first resource and referral agency in Massachusetts and one of the first in the country. Our agency has been working with families and child care providers in the Boston area for 40 years and over the years we have grown to offer other services and work with local organizations and community groups to create new programs for children and families.

All of us at CCRC are excited to be expanding our service area to reach more children, parents, caregivers, and providers and will be working hard to make sure that all families across our region have easy access to information and helpful staff near where they live and work, as well as improved communications through email and our website.

Our main office is in Cambridge, very close to the MBTA red line, but we will also have staff working in outpost offices in Quincy, Framingham, Norwood, and Woburn and around the region so that families will not have to travel far to meet with one of our staff to renew a voucher, get help with child care issues, or be connected to other services and resources. You can learn more by going to our website at [www.ccrinc.org](http://www.ccrinc.org). We will launch a brand new website design very soon and will add more helpful information and resources. We encourage you to visit the website often.

### **Current Voucher Families**

If you are a current voucher family, your file will be transferred to us from your current CCR&R by July 1, 2010. Everything in your file will remain confidential. All the same rules and regulations about your voucher care will be the same, the only difference is that CCRC will now be the agency responsible for issuing or renewing your voucher and providing you with other help related to your child's care.

- ❖ ***If you have an income eligible voucher that ends between June 1<sup>st</sup> and July 15<sup>th</sup>, 2010:***  
To make sure that this change does not affect your child's care, the Department of Early Education and Care (EEC) has authorized CCR&Rs to extend most vouchers that have an end date between June 1st and July 15th for 60 days; for example, if your voucher end date was July 1st, it will now be August 29th. An updated voucher with the new end date should already have been mailed to your provider for you to sign.
- ❖ Extending your voucher will give CCRC time to get your file. Our staff will work with you to renew your voucher before the extension is over. Remember that all the same rules and regulations regarding eligibility and changes of family status still apply.

- ❖ If you use email, we encourage you to contact us to be put on our email voucher notification list. Send an email to [voucherfamilylist@ccrcinc.org](mailto:voucherfamilylist@ccrcinc.org) with your name, the name of your child, your email address, your phone number, and the new end date on your extended voucher.
- ❖ ***If you have a voucher that ends after July 15, 2010:***  
If your voucher is due to expire after July 15, CCRC will work with you to renew it before the end date. You will get a letter with information about how to set up an appointment or begin the renewal process by mail before your voucher expires.  
  
To save time, contact us by email to be put on our email voucher notification list. Just send an email to [voucherfamilylist@ccrcinc.org](mailto:voucherfamilylist@ccrcinc.org) with your name, the name of your child, your email address, your phone number, and the end date on your voucher.
- ❖ ***If you need a voucher for a summer program:***  
If you have children who are going to be in a summer program and still need to get a voucher for the summer, your current CCR&R agency should issue that voucher for you before the end of June. After July 1, if you still don't have a summer voucher, you should contact us at CCRC. All agencies are doing their best to make sure that everyone who needs a summer voucher is served.
- ❖ ***If you received a letter about a summer only voucher:***  
If you have received a letter telling you that you are eligible for a summer voucher, you should first try to reach the CCR&R that sent you the letter. If that agency is not able to help you before July 1, CCRC will be able to issue that voucher for you after July 1.
- ❖ ***If you have a review that is pending:***  
If you currently have a review regarding the termination of subsidized care or a recoupment/ repayment of funding issue that is pending, your case will continue to be handled by EEC.

## **Communicating with CCRC**

It is very important to us that we can communicate with all the families we serve in ways that are easy for you and that don't cause delays in providing service. We have found that we can usually answer questions and get information to you more quickly by email than by phone. If you are comfortable using email, we hope you will contact us by email first, before trying to call. To be put on our email list, you can send us a message any time at [voucherfamilylist@ccrcinc.org](mailto:voucherfamilylist@ccrcinc.org).

Beginning on July, 1st we will also be setting up our outpost offices where you will be able to talk with our staff about your voucher or about other questions. We will make appointments to meet with families in the office location that is most convenient. We will also be happy to make appointments to talk with you by phone. In the near future, we will set up a system for using internet video communications (Skype) in some cases. You can help us by letting us know how you prefer to communicate with our staff.

Because we will be serving so many new families, please be sure to include your full name and your child's name and birth date when you call or write to us. This will help us make sure our data is accurate.

We look forward to serving you and your family and hope you will contact us if you have any questions.

Sincerely,

Gloria Franqui,  
Executive Director

Charline Vaughan  
Subsidy Services Director

Randi Epstein  
Family Services Director