

June 25, 2010

Dear Provider,

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 the changes in child care resource and referral services will mean for you and for the families you serve, so we want to share with you some information about our agency, the transition process, and how you can contact us. Also included with this letter is a voucher agreement packet and a notice that you can share with families in your program.

About CCRC

CCRC was founded in 1971 by a group of four women who wanted to make sure that all families could find quality 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. The 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.cccrcinc.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.

CCRC is also the lead agency for the new regional partnership that will provide the Educator and Provider Support Services program in Region 4. The MetroWest Professional Development Partnership is the name of the collaborative group of agencies and programs that will be responsible for supporting all providers (early childhood, family childcare, and out-of-school-time) in the region beginning in July. You will hear more about this program and about new professional development services shortly.

Voucher Care

If you are a voucher provider, you should know that the change of CCR&R's will not adversely affect the voucher families that you currently have in care or your ability to be paid for services. If you are not a voucher provider, we encourage you to consider completing a voucher agreement so that you can serve families in your community who need an EEC voucher to help them access quality child care because of low-income or other special needs.

Voucher Agreements

If we have not worked with you before, you will need to set up a new voucher agreement with CCRC so that there will not be any delay in billing and reimbursements after we complete the transition on July 1st. The same voucher agreement is needed for those wishing to become voucher providers for the first

time. The enclosed packet includes the agreement and several templates for policies that are required of voucher providers. Please send us a completed and signed voucher agreement along with the other required materials listed on the enclosed "Becoming A Voucher Provider" document and a copy of your parent handbook. We need a complete set of materials for each program. We will process the new provider agreements as quickly as we can once we receive them.

To save time, and ensure that we can follow up with you as soon as possible, please contact us to be put on our provider email list. Send an email to providerlist@ccrcinc.org with your program name, the name of your director or enrollment administrator, that person's email address and phone number.

Summer Programs

All the CCR&Rs are doing their best to make sure that vouchers for summer programs are processed in time for the start of the summer. CCRC will not be able to process these vouchers for families in our new towns until July 1st. We know that families may be having trouble reaching their current CCR&R. We will be happy to work directly with you on resolving problems after July 1.

Voucher Billing for May and June 2010

Please complete your billing for May 2010 and prior months' child care services (due in June) with your old CCR&R. Your payments for May will be made by that agency at the end of June. Beginning in July 2010, the billing process will remain the same, except that you will now send your billing documentation to CCRC. If you send your billing documents to the wrong agency, payments may be delayed.

Current Voucher Families

Voucher files will be transferred to us from the other CCR&Rs by July 1, 2010. To make sure that the transition does not affect continuity of care care, EEC has authorized CCR&Rs to extend income eligible vouchers that have an end date between June 1st and July 15th for 60 days. An updated voucher with the new end date should already have been mailed to you for each child in your program for whom this applies by the current CCR&R. CCRC will handle renewals for all vouchers that are due to expire after July 15 and issuing of new vouchers going forward.

Communicating with CCRC

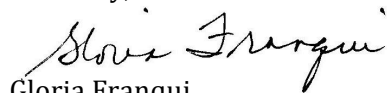
It is very important to us that we can communicate with families and providers in ways that are easy for you and that don't cause delays in providing service. We have found that we can usually answer questions and get information to you more quickly by email than by phone. If you are comfortable using email, we hope you will contact us by email first, before trying to call. For questions about vouchers you can send us a message at voucherprovider@ccrcinc.org or voucherbilling@ccrcinc.org.

Families that are comfortable with email are also encouraged to use email. At any time before their voucher is due to expire, parents should send email to voucherparents@ccrcinc.org with their name, the name of their child, their email address, phone number, and the end date on their current voucher, or for other questions they can email parentinfo@ccrcinc.org.

Beginning on July 1st we will also be setting up our outpost offices where families will be able to talk with our staff about their voucher or about other questions. We will make appointments to meet with families in the office location that is most convenient for them. We will also be happy to make appointments to talk with them by phone. In the near future, we will set up a system for using internet video communications (Skype) in some cases. We hope to host provider open houses at our regional outposts in July or August to give us a chance meet each other and to answer questions.

We thank you in advance for all your support as we transition services for families in the region and we look forward to working with you.

Sincerely,



Gloria Franqui,
Executive Director

Charline Vaughan
Subsidy Services Director

Randi Epstein
Family Services Director