



Michael R. Pence, Governor  
State of Indiana

**Indiana Family and Social Services Administration**  
402 W. WASHINGTON STREET, P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083

### **Hoosier Works for Child Care IMPORTANT NOTICE**

The Office of Early Childhood and Out of School Learning (OECOSL) and Xerox (formerly ACS) are happy to announce new enhancements to the Hoosier Works for Child Care Electronic Payment System that will be available in January.

This new attendance and payment system will allow for several important changes that will better support you whether you are a family receiving CCDF benefits or a provider accepting CCDF vouchers. Changes include the elimination of the current late attendance claim (discrepancy) procedures, changes to the way school age voucher payment is calculated, and provider payment for up to five weather related closures per year.

OECOSL will be holding in-person and webinar trainings to go over all of the features and benefits of the new Hoosier Works for Child Care Electronic Payment System. Please plan on attending one of the trainings listed on the next page.

Each training lasts about 1 ½ hours and will cover the same content so there is no need to attend more than one training. Trainings will be divided into two sections. The first portion of each training covers the new features for families. The second half of the training covers the new features for providers.

#### **New features for families include:**

##### **NEW Parent Web Portal [www.hoosierchildcarefamily.com](http://www.hoosierchildcarefamily.com)**

A new website to view information about your CCDF case including:

- View current and past voucher information for your child;
- View a list of attendance entered;
- View payments that have been made to your provider and attendance associated with each payment;
- Confirm your child's attendance by approving or denying Late Attendance entries (formerly known as discrepancies) made your provider through the Provider Web Portal; and
- Receive important messages from the State.

##### **Enhanced Parent/Cardholder Assistance 800-876-0487**

- Confirm your child's attendance by approving or denying Late Attendance entries made by your provider through the Provider Web Portal.
- A customer service helpdesk representative **will** be available for assistance with toggling into the Parent Web Portal and other website questions.

#### **New features for providers include:**

Enhanced Provider Web Portal [www.hoosierchildcare.com](http://www.hoosierchildcare.com)



- Enter and update your Holiday dates online;
- Enter Late Attendance (formerly known as discrepancies) for a child. This will replace the current paper discrepancy form process so that you will receive payment more quickly and accurately. (Please note that starting in March, paper discrepancies will no longer be accepted);
- View Late Attendance payments that have been made;
- View the status of your POS device help desk tickets; and
- Receive important messages from the State.

**Other important policy changes include:**

- The ability to receive payment for Inclement Weather Closure Days, up to five days per year:

An Inclement Weather Closure day is defined as a provider can use up to five (5) inclement weather closure days per calendar year for which the child's attendance is credited as documented on the child's CCDF voucher.

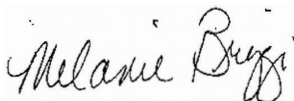
An Inclement Weather Closure day can be used by a provider when your county's emergency management system has issued travel advisories restricting travel. The following Department of Transportation website can be used in monitoring the status in your county  
<http://www.in.gov/dhs/traveladvisory/>

- Changes to the definition of full time care for School-age children:  
 Effective January 10, 2016, full time care for school-age children will be defined as **ten (10)** hours, reduced from 15 hours per week, Sunday through Saturday, during the school year.

We are enthusiastic about bringing these new changes to the Hoosier Works for Child Care Electronic Payment System. We know that these changes will benefit the children, families and providers served by the CCDF voucher program in Indiana.

We will have ample time to answer your questions and look forward to seeing you at one of these trainings.

Sincerely,



Melanie Brizzi, Director  
 Office of Early Childhood and Out of School Learning

**Parent/Provider Training Dates and Locations  
OECOSL Onsite Training**

**North**

Wednesday, December 2, 2015  
Geminus  
8400 Louisiana  
Merrillville, IN  
12:30 p.m. until 2:30 p.m.(Central Time)

Thursday, December 3, 2015  
1100 Elizabeth St.,  
Lafayette, IN.  
6:00 p.m. until 8:00 p.m. (Eastern Time)

Tuesday, December 8, 2015  
Geminus  
8400 Louisiana  
Merrillville, IN  
6:00 p.m. until 8:00 p.m. (Central Time)

Wednesday, December 9, 2015  
Early Childhood Alliance  
3320 Fairfield Avenue  
Fort Wayne, IN  
12:30 p.m. until 2:30 p.m. (Eastern Time)  
And 6:00 p.m. until 8:00 p.m. (Eastern Time)

Thursday, December 10, 2015  
South Bend Public Library  
304 S. Main St.  
South Bend, IN  
5:30 p.m. until 7:30 p.m. (Eastern Time)

**Central**

Tuesday, December 1, 2015  
ResCare  
1213 North Arlington Avenue  
Indianapolis, Indiana 46219  
7:00 p.m. until 9:00 p.m.

Thursday, December 3, 2015  
ResCare  
1213 North Arlington Avenue  
Indianapolis, Indiana 46219  
10:00 a.m. until 12:00 p.m.

Monday, December 7, 2015  
Maring-Hunt Library  
2005 S High St  
Muncie, IN 47302  
6:30 p.m. until 8:30 p.m.

Wednesday, December 9, 2015  
ResCare  
1213 North Arlington Avenue  
Indianapolis, Indiana 46219  
7:00 p.m. until 9:00 p.m.

Thursday, December 10, 2015  
ResCare  
4190 South A Street  
Richmond, 47374  
7:00 p.m. until 9:00 p.m.

**South**

Monday, November 30, 2015  
New Albany-Floyd Public Library  
Strassweg Auditorium  
180 W. Spring Street  
New Albany, IN 47150  
6:00 p.m. until 8:00 p.m. (Eastern Time)

Wednesday, December 2, 2015  
Booker T Washington Community Center  
1101 S. 13th St.  
Terre Haute, IN 47802  
7 :00 p.m. until 9:00 p.m. (Eastern Time)

Monday, December 7, 2015  
United Way Center of Bartholomew County  
2nd floor Board Room  
1531 13th St.  
Columbus, IN 47201  
7:00 p.m. until 9:00 p.m. (Eastern Time)

Wednesday, December 9, 2015  
Knox County Public Library  
Fortknighly Building  
429 N. 6th St.  
Vincennes, IN 47591  
7:00 p.m. until 9:00 p.m. (Eastern Time)

Thursday, December 10, 2015  
Evansville Vanderburgh Public Library, Central  
Browning Event Room B  
200 SE Martin Luther King Jr. Blvd.  
Evansville, IN 4 7713  
7:00 p.m. until 8:45 p.m. (Central Time)

## **Parent Provider Webinar Trainings**

If you are unable to make it to one OECOSL onsite trainings around the state, OECOSL will also be holding several webinar trainings. Below are the dates, times and how to access these webinars.

Wednesday December 2, 2015

1:00 p.m. until 2:30 p.m.

Friday December 4, 2015

10:00 a.m. until 11:30 a.m.

Monday December 7, 2015

2:00 p.m. until 1:30 p.m.

Wednesday December 9, 2015

2:30 p.m. until 4:00 p.m.

- URL: <http://webinar.isl.in.gov/ecosl>
  - Participants will sign in as a guest using their name.
- Audio will be voice over internet, so participants will need to use speakers or headphones to hear the presentation.
- Prior to the webinar, participants can go to [http://webinar.isl.in.gov/common/help/en/support/meeting\\_test.htm](http://webinar.isl.in.gov/common/help/en/support/meeting_test.htm) to test their connection. This will prompt the user with any needed updates or add-ins.
- Do not log into the webinar using Citrix or Virtual Private Network (VPN). These services will not be able to playback audio.
- To call into the webinar call 1-877-422-1931, conference code 7096871753