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# Provider News

## NEWSLETTER CHANGES...

You will notice several changes with the arrival of this mini newsletter in your attendance invoice. Like so many other agencies CCIS's operating dollars are limited and continually adjusted by the state. Due to rising mail costs CCIS has found it necessary to downsize our newsletter to providers. When you receive news from us it will now be included either with your attendance invoice or your check. The newsletter will be shorter in length and parents will not be receiving a copy. Please be sure to pass along to your parents any information you feel will benefit them.

### CCIS CLOSURES

- > The CCIS Office will be closed the following days in October and November.
- > Monday, Oct. 10th - Columbus Day
- > Friday, Nov. 11th - Veteran's Day
- > Thurs, Nov. 24th & Friday, Nov. 25th - Thanksgiving

### UPCOMING PROVIDER TRAINING

**"Pediatric First Aid with Infant & Child CPR"** will offered by the American Red Cross, Indiana Chapter on October 15, 2011, from 9 am until 3 pm. Participants will learn how to administer first aid by a certified trainer. To register for this 6 hour training contact Sue Good at 724-463-5343. Deadline to register is October 10th. Participants will meet at the American Red Cross at 610 Kolter Drive, Indiana. Cost: \$20.

Indiana County Child Care Program (ICCDC) will offer three trainings in November.

**"Meeting the Individual Needs and Interests of Children"** will be offered on November 10th from 6 - 9 pm. All children can learn, but not all children learn in the same way, at the same time or at the same rate. This workshop will

help teachers reach each child - at their level - and guide that child toward learning. Cost: \$10.

**"Safe Medication Administration"** will be offered on November 12th from 9 am to 12 pm. Content will cover a medication administration curriculum designed for early childhood educators and child care professionals. Cost: \$10.

**"Creating Environments that Promote Learning"** will meet on November 28th from 6 - 8 pm. Training will cover environmental design and room arrangement to promote optimal learning for children. Cost: \$5.

To register for ICCDC trainings call Stephanie McAdoo at 724-349-1821. Trainings will meet at the University Children's Center in IUP 's Davis Hall.



### Are You Tired?

*"One hour with a child is like a ten-mile run"*

- Joan Benoit Samuelson

### ADDITIONAL TRAINING OPTIONS

Having difficulty locating training opportunities? Don't forget to visit the PAKeys website. By logging into your account at PAKeys ([www.pakeys.org](http://www.pakeys.org)) you can take advantage of the training calendar section. If you search for trainings by using your zip code and not the county name, you will also receive information on training in neighboring counties. Greensburg and Johnstown offer a variety of trainings that would be convenient for providers who live close to the county lines of those communities. Don't forget, you can also do training on-line.

## WHAT SHOULD I KEEP?

As a provider you received a large amount of information from CCIS when signing your agreement. That paperwork should be kept not only for your own reference but for other legal reasons as well. Sometimes it is hard to know what to keep and what to discard because new or updated paperwork is available. Following are the requirements for keeping information pertaining to your provider agreement.

The provider must keep the information listed below for a minimum of six years after the fiscal year for which child care was provided, or until audits, legal actions, claims or other disagreements with OCDEL are resolved:

- Copies of attendance invoices
- Information provided by the parent
- Training certificates
- Financial records
- Documents required for the Agreement
- Documentation of actions taken by OCDEL

against the provider

- Information that relates to the settlement of claims arising out of the performance or amount of money paid under this agreement
- ✦ The provider must allow representatives of the following agencies access to all required records:
  - DPW and its agents, including employees of the CCIS, CAO, OCDEL, OIM and OIG\*
  - The U.S. Comptroller General's Office and its agents
  - The U.S. Department of Health and Human Services and its agents
  - The IRS

\*DPW - Department of Public Welfare  
 CCIS - Child Care Information Services  
 CAO - County Assistance Office  
 OCDEL - Office of Child Development and Early Learning  
 OIM - Office of Income Maintenance  
 OIG - Office of Inspector General

## TAKE THE PAIN OUT OF PAYING



### Maintain good relationships with your parents

One of the hardest aspects of child care is collecting payment for the care you provide. Whether you are a grandparent, friend or independent provider, once you agree to provide a child care service you are also a business. As a business you need to adopt sound payment policies so that you are compensated for the service you provide.

On day one, sit with the parent for whom you are providing care and **spell out your expectations**. Discuss when and how fees are to be paid and what will happen if payments are delinquent. **Maintain communication** with the parent about all aspects of the care you provide so if you need to discuss payments you have developed a

rapport. **Institute a payment routine** that includes an invoice/bill and receipt for payments. This helps parents view your service as an important part of their budget. **Collect a security deposit** as insurance that a family will not leave owing fees. If payment becomes delinquent, **act quickly** by sending a reminder notice or have a conversation with the parent to resolve the debt. **If the parent participates in the state subsidy program, delinquent copayments must be reported to the CCIS Office**. If efforts fail and the fee is not paid by the specified date, **stop providing care**. If not resolved you can **turn the debt over to a collection agency or sue in small claims court**.

## DAY OF PLAY

Celebrate PA's Promise Month by spending time playing as a family! Playing together increases bonding, creates happy memories, promotes healthy physical activity and is just plain FUN! Come to the S&T Bank Arena at 497 East Pike on Saturday, October 22 and take time to relax and play with your kids. Day of Play is for families with children ages birth to ten and it is FREE. For more information contact Kathy @ 724-463-8200, x18.

## COATS FOR KIDS

The Salvation Army will be distributing good quality, previously owned coats on October 25, 2001, at The Salvation Army building, 635 Water Street, Indiana. If any of your children are in need of a coat, please call The Salvation Army office at 724-349-2530 to pre-register by phone. **(PRE-REGISTRATION IS MANDATORY)** If you have any gently used coats, hats, mittens or boots that you would like to donate, please take them to the Salvation Army building between 10 am and 4 pm before Oct. 15th.

Plan now for the cold days that are sure to come!

