Due to the Coronavirus crisis, all ELRC staff are working remotely. The ELRC Region 15 office, is closed to the public. We are providing essential services and programs to our clients and providers. Please feel free to contact our office by email, elrc15-email@delcohsa.org by phone (610-713-2115), or by fax (610-713-2233).

Important information for our providers and families: Effective March 13, 2020 through April 30, 2020
- all CCW payments to child care providers will be made regardless of program operation or reason for closure.
- Child absences will not count toward the annual 40-day limit.
- CCW payment will not be made based on children’s attendance in the program but will be made based on current enrollment.
- The ELRC will not suspend children due to the closing of the facility and will allow all children who are enrolled in CCW at the time of the closing to remain enrolled.
- ELRCs will not enroll a child with a new provider under any circumstances. The enrollment will stay with the closed provider.
- Child care providers who are closed should not collect the family co-pays for CCW for the period of the closure due to Coronavirus.

CORONAVIRUS RESOURCES FOR MORE INFORMATION
For more information, visit https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx
The latest information on the coronavirus in the U.S. and worldwide can be found on the CDC website

Direct Deposit
ELRC 15 strongly encourages all providers to sign up for direct deposit to receive their monthly ELRC payment. If you have not already signed up for Direct Deposit please complete the enclosed application and submit to Lysa Rutland at Delaware County Department of Human Services, 20 South 69th Street, Fourth Floor Upper Darby, PA 19082. Please contact Lysa Rutland at 610-713-2188 if you have any questions concerning direct deposit.

March Invoices are Due in the ELRC Office by April 6, 2020 to be eligible for the April 20th Check Mailing Date. PLEASE submit your invoice the 1st through the 5th of the month.

Invoices cannot be accepted prior to the last day of the service month.

Faxed Invoices
If you fax your invoice by the 6th of April please call no later than Tuesday April 7, 2020 to ensure that we have received your invoice. If you fax your invoice, it is YOUR responsibility to ensure receipt. Please call the ELRC office to CONFIRM that your invoice was received. Please do not assume because you have a confirmation your fax was received. We often receive faxes that are blank or too dark to be read. If you have the confirmation and we can’t read your fax – We did NOT receive it. However, please wait at least 5 hours after faxing your invoice before calling the ELRC office for confirmation. The waiting period will ensure that we have ample time to log all the invoices received. If you find that we did not receive your invoice AFTER you faxed it. You will need to provide the confirmation sheet (that has the OK) along with your resubmitted invoice by Tuesday Afternoon April 7, 2020.

***** Invoice submission*****
Please utilize ELRC Region 15 designated email account for invoice submission. You will receive an email confirmation within one business day. We encourage Providers to scan and submit monthly invoices by email to: ELRC15-Invoices@delcohsa.org

It is important to encourage Parents to apply for subsidized child care as soon as care is needed.

The current Delaware County low-income waitlist is 243 children from 9/11/2019. Funds are limited and the ELRC is unable to predict wait times. The availability of funds is based on attribution and OCDEL mandates. Parents will be notified by mail when funds are available. Please encourage Parents to submit an application online https://www.compass.state.pa.us/compass/web/CMHOM.aspx or contact the ELRC for assistance.
Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

1. Diseases can make anyone sick regardless of their race or ethnicity.
   - People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

2. The risk of getting COVID-19 in the U.S. is currently low.
   - Some people who live in or have recently traveled to places where many people have gotten sick with COVID-19 may be monitored by health officials to protect their health and the health of other people in the community.

3. Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.
   - For up-to-date information, visit CDC’s coronavirus disease 2019 web page.

4. You can help stop COVID-19 by knowing the signs and symptoms:
   - Fever
   - Cough
   - Shortness of breath
   - Seek medical advice if you develop symptoms AND
   - Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

5. There are simple things you can do to help keep yourself and others healthy.
   - Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
   - Avoid touching your eyes, nose, and mouth with unwashed hands.
   - Stay home when you are sick.
   - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

For more information: www.cdc.gov/COVID-19