Welcome to the Office of Child Care
Webinar: Child Care Related Contacts
Office of Child Care Provider Helpline

The OCC Provider Helpline is the provider point of contact for:

- Subsidy case questions
- Reporting start dates and changes
- Payment related issues
- Provider Portal assistance
Office of Child Care Provider Helpline

General questions:
FAQs and the DWS Provider Guide are found on the portal home page

Case specific information:
Children in Care tab of the Portal
Office of Child Care Provider Helpline

Helpline staff can assist with additional questions:
   Email (preferred): OCC@Utah.gov
   Phone (message only): 801-526-0950, option 5, then option 1

Questions and reports for OCC should always include:
   Case number
   Full name of the parents and children
   Please send only one email or leave one phone message
   Allow 2 days for a response (may be longer when volume is high)
Eligibility is the **customer** point of contact for
- All customer case related questions
- All aspects of the application and qualification process, and decisions on cases.
- Eligibility case workers may contact you directly.
  - All documents for customer cases must be sent to Eligibility, **not** OCC
    - Toll free FAX: 1-877-313-4717
    - FAX: 801-526-9500
    - Customers can upload documents through MyCase
Some customers are assigned an employment counselor.

If assigned, parents must negotiate their childcare need with their counselor.

Employment counselors may contact you directly.
Child Care Licensing (CCL):
 Ensures compliance with health and safety standards
 All aspects of licensing
 Eligibility for accepting DWS subsidy payments
 All changes of address, email, phone number, or director
 FFN providers must report case numbers to Child Care Licensing.
Care About Child Care (CAC): Resource and Referral agency
  Update program information for the public
  Upload program recognitions
  View staff professional development records
  Pay for staff training courses
  View grant information
  Training opportunities, and more
A CAC account is required to accept DWS subsidies.

All providers except FFN report full-time monthly rates on the CAC website. Lower, custom rates for an individual child must be reported through the DWS Provider Portal.

Rates reported in one month will take effect the following month.
Login assistance and password issues for OCC, CAC and Licensing.

https://idhelp.utah.gov

Thank you!