

New Child Care Provider Orientation 2024

Northeast Region

Before Attending an Orientation

Before participating in the Department of Human Services (DHS) Orientation, you must complete the Better Kid Care DHS Orientation training within year from the Orientation date. You will not be admitted to the DHS Orientation without proof of completion.

If you completed online training more than a year ago from the Orientation date, you must contact Better Kid Care at betterkidcare@psu.edu and request the training be reset for you. Then, you must allow a minimum of 48 hours for Better Kid Care to reset your account and give you access to this training again.

Completing the free and online Better Kid Care DHS Orientation Training

- Go to: www.extension.psu.edu/youth/betterkidcare/on-demand
- Click on *Sign in to On Demand*
- Go through the registration process
- Complete the lesson relevant for the Orientation Class you wish to attend.
 - Family: *DHS Orientation: Opening a Family Child Care Home*
 - Group/Center: *DHS Orientation: Opening a Child Care Center or Group Child Care Home*

Once you have completed the Better Kid Care DHS Orientation training, you will need to print out or save a copy of the certificate so you can present it at the in-person session at the Regional Office.

You will also need to bring proof of photo identification (state-issued ID or Driver's License, or a valid passport) to the in-person session.

Registering for the DHS Orientation

Pre-registration is required.

- All meetings in 2024 will be in-person.
- To register for in-person DHS Orientation Session, please call 1-800-222-2108.
- Please register for the date and time that best fits the type of provider: Family Child Care Home (FCCH), Group (GR), or Center (CTR).
- FOR EXISTING PROVIDERS: The certificate earned from the existing provider session *cannot* be used to open new locations. You must attend one of the other orientations to get a certificate to open a new location.
- Trainings are held at:
 - Scranton State Office Building
 - 100 Lackawanna Avenue, Room B-3
 - Scranton, PA 18503
- The DHS Orientations will start promptly at 10:00 am. Please allow additional travel time for any unforeseen traffic issues.
- If you arrive later than 15 minutes after the sessions begins, you will not be permitted access and will have to call 1-800-222-2108 to reschedule. You will not receive a Certificate of Attendance.
- Only two persons per legal entity may attend the DHS Orientation.
- Please make appropriate child care arrangements for your children. This will allow you and other participants to be fully attentive during the virtual session.
- If you are unable to attend the DHS Orientation after registering, please call 1- 800-222-2117.
- **Required for Admittance:**
 - Valid ID (Unexpired)
 - A copy of the Better Kid Care DHS Orientation training certificate
- **Recommended:**
 - Copy of the [Regulations Child Care Regulations](#)
 - Paper and pen/pencil for notes

Center	Family	Existing
January 16, 2024 10:00 am – 12:30 pm	January 18, 2024 10:00 am – 12:30 pm	
February 20, 2024 10:00 am – 12:30 pm	February 22, 2024 10:00 am – 12:30 pm	February 21, 2024 10:00-2:30 (with a lunch break at 12:00-12:30)
March 19, 2024 10:00 am – 12:30 pm	March 21, 2024 10:00 am – 12:30 pm	
April 16, 2024 10:00 am – 12:30 pm	April 18, 2024 10:00 am – 12:30 pm	
May 14, 2024 10:00 am – 12:30 pm	May 16, 2024 10:00 am – 12:30 pm	May 15, 2024 10:00-2:30 (with a lunch break at 12:00-12:30)
June 18, 2023 10:00 am – 12:30 pm	June 20, 2024 10:00 am – 12:30 pm	
July 16, 2024 10:00 am – 12:30 pm	July 18, 2023 10:00 am – 12:30 pm	

Center	Family	Existing
August 13, 2024 10:00 am – 12:30 pm	August 15, 2023 10:00 am – 12:30 pm	August 21, 2024 10:00-2:30 (with a lunch break at 12:00-12:30)
September 17, 2024 10:00 am – 12:30 pm	September 19, 2024 10:00 am – 12:30 pm	
October 15, 2024 10:00 am – 12:30 pm	October 17, 2024 10:00 am – 12:30 pm	
November 12, 2024 10:00 am – 12:30 pm	November 14, 2024 10:00 am – 12:30 pm	November 20, 2024 10:00-2:30 (with a lunch break at 12:00-12:30)
December 10, 2024 10:00 am – 12:30 pm	December 12, 2024 10:00 am – 12:30 pm	