

Parent Referral Procedure

1. Umatilla Morrow Child Care Resource & Referral is open Monday – Friday 8:00-4:30 pm. Our main office is located in Hermiston. Parents have access to referrals 40 hours a week by calling 541.564.6878 or 1.800.559.5878. Messages are recorded by voice mail after work hours. The voice mail message requests that the parent leave a phone number and time of day they wish to be called back. Parents who have access to the internet may send an e-mail to email address and access internet site to request child care. CCR&R consumer education and referral information is available at various community places and events such as: DHS Offices in Hermiston, Boardman, Pendleton, Milton-Freewater, Heppner, WIC offices in Hermiston, Pendleton, Milton-Freewater, Commission on Children and Families Offices in Heppner and Pendleton, Health Department Offices in Pendleton, Hermiston, Boardman and Heppner, Employment offices in Hermiston, Pendleton, and Milton-Freewater. Community Events: various local events throughout the year as available. Services are available in English or Spanish. The Language Line is available for other languages when necessary.
2. The CCR&R Specialist asks the parent if he/she is familiar with the services available to them. Explains there are no fees for our service. The specialist then explains the referral process and gives an overview of available child care options in the area.
3. During the intake process the CCR&R Specialist:
 - ◆ Asks for the following information which usually includes but is not limited to name, address, home and work telephone, beginning date child care is needed, names of children, days and hours care is needed, preferred type of child care, languages spoken, and other information like special needs, costs and financial eligibility as needed. Program does not discriminate against families or individuals based on income, age, race, gender, sexual orientation, religion or disability.
 - ◆ Discusses the various types of child care available, the pros and cons of each (related to a particular child's developmental needs and style), typical costs, regulations which include group size, ratio, health and safety indicators, financial subsidies if needed, training and education levels of the provider and guidelines on how to choose a provider (this is tailored according to the needs and knowledge of a parent). For example, a first time parent may need more information, guidance and techniques for screening, visiting and observing a child care facility and interview tips.
 - ◆ Proposes alternative solutions, back-up plans, alternative child care arrangements; relative, friends or neighbors, posting an advertisement on bulletin boards, or possible change of work schedule.
 - ◆ Explains "no recommendations-referral policy" to parents.
 - ◆ Provides the parent with a least three or more provider names by phone or in person when possible. The parent is informed that she/he will receive a parent referral packet, either in person, mail or email, which consists of the following but not limited to: Standardized letter, referral page printed from NACCRRAware, Choosing Quality Child Care Brochure and additional brochures tailored to their unique needs when appropriate.
 - ◆ Provides verbal and/or printed information to parents regarding how to register a complaint with the Child Care Division with a licensing/regulation violation.
4. Enhanced Referrals. Parents who are receiving a child care subsidy may qualify for enhanced referrals. They receive an in-depth consultation, which includes problem-solving and a plan for action. The discussion includes back-up care and establishing and maintaining a stable relationship with the child care provider.
5. Parents may call back for additional names if he/she needs them.
6. Program maintains confidentiality of parent/childcare provider information.
7. The CCR&R Specialist thanks the parent for calling.

Internal Policy

1. Telephones are available for 40 hours per week. Parents can access a CCR&R Consultant from 8:00-4:30 Monday – Friday (summer hours vary)
2. Referral packet is mailed or emailed within 24 hours (one business day) from the time the intake process is completed, unless the parent requests no packet be mailed.
3. Consumer information materials are reviewed by the CCR&R staff and revised as needed.