Child Care Resource & Referral
Parent/Provider Consultant Time Lines

General Monthly Tasks:
- Complete CCR&R month end report, phone log and Long Distance phone log for Director by the 5th of the month
- E-mail the RRCAN and FH Logs by the 5th of each quarter. (Jan, April, July, Oct) to Central Coordination – Cathy Thomas and Amy Rizo at ccrr@wou.edu
- Be available to providers as they seek assistance with their child care business
- Distribute R&R materials to area agencies and throughout the communities (Chamber of Commerce, library, Health Dept, public bulletin boards) on a schedule to be developed

Client Referrals:
- Complete Client requests for referrals within 1 business day of request. Provide referral information either by return phone call, email or mail.
- Client Packet:
  - Every new client – walk in, email or mail will receive: Standard letter, referral list, Finding Quality Child Care brochure, ASQ (if age appropriate). Additional information can be added upon need.
  - Clients requesting the packet to be mailed will also receive the Survey Card with the SDA and Client NACCRRAware # on it.
  - Returning Clients - walk in, email or mail will receive: standard letter and referral list. Additional information can be added upon need or request.
- NACCRRAware: Every Client will be entered into NACCRRAware at the time of the intake. Clients not accessing CCR&R services will be put in as a new client. Anytime a client calls back for additional referrals, Consultant will open the initial client file, update any information as necessary and choose "call back…" as the action log

Oregon Food Handler Self Study Packet:
- Maintain adequate number of packets in English and Spanish. Order supplies when low from the Central Coordination. Provide receipt to client. Give money to Fiscal office and obtain receipt for CCR&R Director
- Grade Food Handler test
  - If not successful issue client a second test at no charge
  - If successful Issue Food Handler Card
  - Record information on FH Log found at: H:\CCR&R\Foodhandler info\FHdistributionlog2014-2015
  - For DHS Listed Provider, enter completion date on the DHS spreadsheet found at H:\CCR&R\DHS Provider Orientation materials\attendance spreadsheet
  - File Test in FH Notebook by client's last name
  - Give client their portion of the card, and the receipt portion to CCR&R Director
  - For DHS Listed providers, email name and card number to Central Coordination - ccrr@wou.edu
- Replacement cards (if lost) will be $5.00. Verify clients successfully passed and reissue, and record card number on Log
- For DHS and CCD Licensed providers enter Food handler information into ORO using the single participant process
- Packets price to the public is $10
- DHS Listed providers – fee is paid by Central Coordination for providers that are eligible (provider

must be currently listed and connected to a client.) Verify eligibility in DHS DPPL screens
- **Oregon Food Handler** on line certification: http://teachingresearchinstitute.org/projects/ccccrr/professionals

RRCAN Self Study
- Maintain adequate supply of RRCAN Self Study materials in English and Spanish. Order supplies when low from DHS
- Record client's name on the RRCAN Log found at: H:\CCR&R\RCAN Materials\SDA14RRCAN LOG2014-2015 when selling a packet ($15.00). Provide receipt to client. Give money to Fiscal office and obtain receipt for Director
- Self Study Packets are only to be sold when the provider is unable to take a live class or there is no class within a reasonable time or distance.
- Grade RRCAN test
    - If not successful issue client a failure letter and provide a second test at no charge
    - If successful issue RRCAN Self Study Certificate upon successful completion of test.
    - Record information on RRCAN Log found at: H:\CCR&R\RCAN Materials\SDA14RRCAN LOG2014-2015
    - For DHS Listed Provider, enter completion date on the DHS spreadsheet found at H:\CCR&R\DHS Provider Orientation materials\attendance spreadsheet
    - For DHS Listed Providers email Central Coordination ccrr@wou.edu provider's name and date of successful completion
    - For DHS and CCD Licensed providers enter RRCAN information into ORO using the single participant process
    - File Test in RRCAN Notebook by client's last name

Recognizing and Reporting Child Abuse and Neglect Class
- Live RRCAN Class: instructors must be approved through OCCD. Secondary approval process: instructors may be approved in house if delivering RRCAN training is part of their position such as a Child Welfare worker with DHS.
- For DHS Listed Provider, enter completion date on the DHS spreadsheet found at H:\CCR&R\DHS Provider Orientation materials\attendance spreadsheet
- DHS Listed providers – class fee is paid by Central Coordination Director will bill quarterly
- For DHS Listed provider working on the Enhanced Rate status – send a copy of the sign in sheet with their names hilited to Central Coordination – ccrr@wou.edu
- RRCAN books available from DHS

Training:
- Post all training sessions in ORO (timeline: at least one month prior to the class)
- Post all training session on the UMCHS Training Calendar
- Email training announcements are they are developed to providers with email addresses, include UMCHS Ed Mgrs and Program Mrgs
- Schedule a room for all CCR&R sponsored classes. Use check out system at main office, send email to Katie at Pendleton WIC to reserve room at Hawthorne or other venues as needed
- Confirm training space is available 1 week prior to class and all AV equipment is available when necessary.
- Register participants for training sessions in ORO. Record payment type (use guide)
- Confirm with trainer one day prior to training session, ask about needs
- 1 day prior, confirm trainings attendance with pre-registered participants by phone or e-mail
- Print Roster and training certificates for each training event

- Prepare folder for trainers, include:
  - Class Roster
  - Certificates
  - Any Handouts requested
  - Stipend Forms if needed
  - For DHS participants W9 form if needed
  - Evaluation forms
  - Receipt book and money bag
- After class, link participants in ORO and verify hours
- Copy Roster and attach stipend forms and W9 forms if DHS Listed providers attended. Give to Director to be submitted to Central Coordination for reimbursement
- Update DHS Spreadsheet on the H drive if Listed Providers attended
- Update Licensed provider spread sheet on the H drive for licensed providers attending First Aid/CPR or RRCAN sessions H:\CCR&R\First Aid-CPR List
- Scan Evaluations and Roster and save data on the H Drive (H:\CCR&R\Class evaluations), file evaluation, file roster in training notebooks by CKC (core knowledge category)
- Email all generic evaluations to Receptionist (Vickie) to add to the training requested spreadsheet

Child Care Overview sessions

- Schedule room for the session – with Vickie at the main office, with Katie at Hawthorne, Missy at Boardman DHS office and Sandy at the Milton-Freewater Head Start
- If doing the session away from the main office – reserve a vehicle with Penny and reserve AV equipment with Mike.
- Maintain materials for Overview classes, order supplies as needed from Central Coordination, CCD or DHS
- Ensure Overview training packets are complete and ready for class
- Quarterly provide Licensing Specialist and USDA dates, time and location of scheduled Overview sessions: Gloria Velazquez (gloria.velazquez@state.or.us), Mandy Wilson thedubbz@msn.com
- Send reminder to Licensing Specialist and USDA one day prior to each session
- Email Overview roster to Licensing Specialist after the class if they were not present
- Contact pre-registered participants that did not show for Overview sessions to reschedule
- Conduct Overview sessions either in a group setting or one on one session
  - Supplies needed: Packets for participants, Facilitator's training packet with DVD or flashdrive, computer and speakers, projector and extension cord, Foodhandler packets, receipt book and money bag, training page and newsletter, check out a Key for the bldg. and security code if required, if at Hawthorne, confirm that day with Hawthorne room is available,
- Complete ORO requirements.
  - Register participants
  - Link and verify hours after the session
- ORO Log-in available through OCCD
- Enter new providers into NACCRRAware using their Provider intake form. See instructions below for details.
- Contact new Providers one month after being added to the data base to offer support

License Exempt Home and Relative Care (LEHRC formerly Family Friends and Neighbors) sessions:

- Quarterly provide SEIU Rep dates, time and location of LEHRC session Denise Bailey baileyd@opeuseiu.org
- Send reminder to SEIU Rep one day prior to each session

- Verify DHS status, one day prior to class utilizing DHS data system Citrix and the DPPL screens
  - Provider meeting eligibility status A or I will be paid a stipend to attend
  - Providers in failed status will not be eligible for stipend
  - Providers in Denied status must try to relist to clear up the denial
  - Provider Active (A) or Inhome (I) and Connected (yes) will be eligible to attend First Aid/CPR, Food Handler and RRCAN classes at no charge at a future date.
- Citrix Log in available through DHS state office. Authorization form required.
- Prepare materials for LEHRC sessions: folders, roster, certificates, Kits, Food Handler packets, training schedule, sign in form, stipend, W-9 and envelopes
- Schedule room for the session – with Vickie at the main office, with Katie at Hawthorne, Missy at Boardman DHS office and Sandy at the Milton-Freewater Head Start
- If doing the session away from the main office – reserve a vehicle with Penny and reserve AV equipment with Mike.
- On the day of the training check out a gas card, AV equipment (laptop, projector and speakers), facility keys and security code (if needed).
- Conduce LEHRC session
- After class complete:
  - ORO requirements
  - DHS Spreadsheet requirements (H:\CCR&R\DHS Provider Orientation materials\attendance spreadsheet)
  - Give a copy of the sign in, stipend form, envelops, and evaluation forms to Director to submit to Central Coordination for reimbursement
- Monthly contact active newly listed DHS providers. Provide enhanced rate information and LEHRC Orientation process.
- Utilizing Stipend Tracker Spreadsheet from Central Coordination (Cathy Thomas/Amy Rizo), contact active providers that are taking classes to obtain the enhanced rate to complete the process.
- Send Food Handler card # to Central Coordination ccrr@wou.edu as DHS providers complete Food Handler certification.
- After First Aid/CPR and RRCAN classes, give a copy of the Class Roster, stipend forms and W9 to Director to send to Central Coordination for DHS Listed Providers applying for the Enhanced Rate (Licensed Exempt providers only)

NACCRRAware:

- Enter data for new provider into NACCRRAware. Enter **no web** referrals until provider returns the signed Provider intake. Mark "**Do not display address**" for all providers except centers.
- Verify DHS Listing status on new provider before entering them into NACCRRAware. Providers in Denied status are not eligible to be on our data base
  - A Citrix Log is required for this application. Log in must be applied for through DHS using form DHS 783SS (3/06)
- Monthly, complete Provider updates as needed. Run reports monthly to ensure all providers receive a quarterly update- verify openings, preferred phone #, email, registration status, training needs, Oregon Registry Step, and USDA status. Note: Preschool programs and Centers only need annual updates.
- Monthly, complete Annual updates with providers as needed, verify **all** information. Run reports monthly to ensure all providers receive annual updates. Centers and Preschools will have annual updates completed in Jan-March quarter.
- NACCRRAware log in is available from Central Coordination
- Quarterly, utilize CRISP-P, OCC Data system for Licensed Child Care Providers information, to update licensing information. CRISP-P log in available at web site. https://www9.emp.state.or.us/ccrisp/login/index.cfm

Newsletter

- Quarterly provide a count of newsletters (English and Spanish) to Agency Receptionist by the 15th of the month prior to distribution
- Quarterly Prepare the Provider Page to be included in the agency newsletters, submit for translation by the 15th of the month prior to distribution. Include DHS information quarterly. Newsletter will include provider info article, nutritious recipe, children's activity, highlight lending library item and training calendar
- Mail or email newsletters to all participants on the data base, specific community partners, licensing specialists, DHS staff, SEIU staff and UMCHS Education/Program Managers
- Mail CCR&R recruitment flyer to all DHS listed providers two times per year (October and March)
- Include Complaint Notice annually
- For a list of email addresses, run a custom report with county and email and click run with Query. At this screen choose email and "contains" @ then run query and it will list all the email addresses, copy and paste into the email BC part. Do this same procedure for the community data base to find all the additional partners requesting email newsletters.

Lending Library:

- Maintain lending library for providers, parents, staff and community
- Monthly follow up with providers on items they have check out and the return date
- Periodically ensure cleanliness of materials, wash items when soiled

Complaints

- Complaints against Providers
    - Intake: record information from person with the complaint on Complaint Form found at I:\Administration\Administration - Final Public Copy\Forms\CCR&R\Complaint forms
    - Report complaint to CCR&R Director and/or Child Welfare and/or Child Care Division
- Follow procedures outlined on Complaint process found at: I:\Administration\Administration – Final Public Copy\Policies & Procedures-PDM Workplan\CCR&R Procedures\Complaint Policy and ensure completed complaint form is given to CCR&R Director
- Providers that are suspended by CCD for compliance will be made inactive on the NACCRRAware data base immediately upon receipt of documentation of the suspension.

RVS 7/21/14

I:\Administration\Administration - Final Public Copy\Policies & Procedures-PDM Workplan\CCR&R Procedures\Timelines\Consultant timeline