

Referral Policy

Policy:

Umatilla Morrow Child Care Resource & Referral has a planned system for implementing referrals in order for families to receive services which are responsive to their needs for child care. There will be no fees associated with this referral procedure. Referral services are open to anyone looking for child care.

Procedure:

Staff Responsibility:

1. UMCHS Staff will respond to requests for child care referrals within 24 hours of receipt of the call or web request.
2. Requests will be processed utilizing *NACCRRAware*.
3. Referrals will be made impartially to licensed child care providers and to providers who are license-exempt.
4. Staff will strive to provide at least 3 names and phone numbers with each referral. When three referrals are not possible, parents will be notified as to why. ie: location, vacancies, parent's specific requests.
5. For DHS clients, staff will complete the data search for DHS listed providers. Staff will enter referral information into the DHS TRAC system within 5 working days of the referral.
6. Staff will follow up each referral with a letter listing the names, phone numbers, specific provider information, and consumer information regarding choosing quality child care unless parent requests not to receive this mailing. Information packet will be given to the client at the time of the referral if in person, mailed within 24 hours, faxed or emailed, depending upon the clients request.
7. Services and printed materials are available in English or Spanish.