



Child Care Referrals in Oregon

Alyssa Chatterjee, Early Learning System Director

Current Referral Structure

- 2015 – Early Learning Division (prior to DELC) convened a statewide workgroup to develop recommendations to support families
- 2016 – Contracted with 211info
 - Centralized connection point for referrals
 - Expanded hours of service available 24/7
 - Increased technological capability to access referrals by phone, text, online search
 - Provided access to referrals to other support services to meet complex multi-system needs of families
 - Decreased costs of providing referral services

Previous Referral Structure

- Regionally based Child Care Resource and Referral organizations provided referrals to families
- Basic referral process mirrored current process provided by 211info
- Enhanced referrals were provided for families eligible for ODHS benefits
 - Enhanced process included individualized contact with at least 3 child care programs to verify current availability for families specific age of child, special care needs, and other individual considerations
 - Follow-up in a week to ensure that the family found care and if more referrals were needed

Supporting Unconnected Families



- While we know families need support accessing child care, 25% of the families approved for ERDC are not yet connected to a provider to receive benefits.
 - Pulse survey highlights many barriers for families (small sample size)
- Three primary approaches
 1. Additional 211 child care specialist support
 2. Leveraging ODHS Family Coaches for outreach to TANF families
 3. Find Child Care Oregon improvements

Supporting Unconnected Families: Progress Update



- Additional 211 child care specialist support
 - 1st text nudge sent on February 3rd and 107 families responded to receive a call from 211
 - 55 families have received referrals
 - 8 families indicated they found a listed provider and 211 connected with DELC Direct Pay Unit to finalize
 - 3 families identified family, friend, and neighbor care with 211 providing resources on the ERDC listing process
- Leveraging ODHS Family Coaches for outreach to TANF families
 - Progress update mid-March

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