



# GUIDE TO REGISTERED FAMILY CHILD CARE HOME

Oregon Department of Education  
Early Learning Division  
Office of Child Care  
503-947-1400 • 1-800-556-6616

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***Disclaimer:***

***This document is intended to be used as a guide, a resource, and for informational purposes only. This document does not replace the applicable statutes and rules.***

The Office of Child Care continues to evaluate and monitor the licensing process and administrative rules. Your comments and suggestions are encouraged. To do so, you may contact the Office of Child Care's Central Office in Salem at 503-947-1400 or 1-800-556-6616.

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## The Early Learning Division and the Office of Child Care

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### Who we are, what we do:

The Office of Child Care is part of the Early Learning Division in the Oregon Department of Education, and is a statewide child care system that supports families and promotes safe, quality, affordable and accessible child care. The Office of Child Care (OCC) supports and monitors licensed programs to ensure foundational health and safety laws, rules, and requirements are met. Families and communities in Oregon rely on OCC's licensing system to ensure that licensed child care program's have met foundational health and safety requirements.

The mission of the Early Learning Division is to support all of Oregon's young children and families to learn and thrive. We value equity, making a positive impact for children and families, dedication, integrity and collective wisdom all to benefit Oregon's children and families.

### Office of Child Care's Licensing Specialists:

OCC licensing specialists are a valuable resource as you move through the certification process. They are available to answer any questions you may have about Oregon's child care rules as well as connect you with resources for serving children in your home. In addition, licensing specialists offer support during visits, which is information and suggestions on how to stay in compliance with OCC rules. They can also offer consultation on developmentally appropriate practices to support children's growth and development.

Licensing is a form of child and consumer protection. It seeks to minimize risks to children in out-of-home care and promote their healthy growth and development. It is the licensing specialist's role to work with child care providers when questions arise about compliance with the rules. You may at any time request help if there are questions about requirements or how a facility can comply with requirements. There may be several ways to comply. Your licensing specialist will discuss the options with you.

### Additional Support from OCC:

In addition to your licensing specialist, there are other OCC staff available to support you, such as senior licensing specialists as well as regional managers. Senior licensing specialists can answer questions or concerns you may have about the licensing process or clarify rule interpretation. If you have conflicts with your licensing specialist or concerns of a more serious nature, you can ask to speak to the regional manager.

Our central office staff are located in Salem. Central office staff process licensing applications and Central Background Registry (CBR) enrollment applications as well as manage complaints and legal processes. . You can connect with OCC central office staff for questions about your Central Background Registry enrollment and application processing timelines.

To connect with your local senior licensing specialist, regional manager, or central office personnel, you can contact your licensing specialist or call 1-800-556-6616. An automated message will guide you to each department.

### Do I Need a Child Care License?

Oregon statutes require a child care facility providing certain types of care to be licensed by the Office of Child Care as a Registered Family Child Care Home. Statutes also require the Office of Child Care to establish rules, which a child care facility must meet in order to qualify for a child care license. To carry out the intent of the statutes, the Office of Child Care has developed foundational requirements set forth in administrative rules.

Depending on the type of care you provide, you may or may not be required to have a child care license. You may be exempt from a child care license if you:

- Provide care to three or fewer children
- Provide care to preschool-age children that is primarily educational for four hours or less per day.
- Provide care on an occasional basis and are not ordinarily engaged in child care. (“Occasional” means infrequently or sporadically, including but not limited to care that is provided during summer or other holiday breaks when children are not attending school, but not to exceed 70 calendar days in a year.)
- Provide care for children from only one family other than your own family
- Provide care for school-age children that is primarily a single enrichment activity for eight hours or less per week
- Provide care in which youth development activities are provided to school-age children during hours that school is not in session and which does not take the place of a parent’s care
- Provide care that is primarily an incident of group athletic or social activities sponsored by or under the supervision of an organized club or hobby group; The exclusion applies only to the time engaged in the group athletic or social activities and if the children can come and go as they please
- Provide care that is operated by a school district, political subdivision of this state, or a government agency
- Provide care while the child’s parent remains on the premises and is engaged in an activity offered by the facility or in other non-work activity

If you do not fall into one of these categories and you are providing child care, you are required to have a child care license. If you are not required to have a license, but would still like to apply for one, you may do so. For more information on preschool recorded programs or school age recorded programs, visit our website listed on the last page of this manual.

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## The Registered Family License

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The Office of Child Care issues three types of licenses:

- Registered Family
- Certified Family
- Certified Center

A Registered Family Child Care Home is defined by OCC as a child care facility that is licensed to care for no more than 10 children and is the residence of the provider. The Registered Family Child Care Home has limits on the ages and number of children that can be in care at one time. Of the 10 children in care, a maximum of 6 children can be preschool-age or younger, of which only 2 children can be under 24 months of age. In addition to the 6 children preschool-age or younger, you can care for up to 4 school-age children. More school-age children can be in care if there are fewer than 6 preschool-age or younger children, as long as there are no more than 10 children in the home at any one time.

While all three licenses have health and safety requirements, they are three very different licenses. In most cases, both Registered Family and Certified Family Child Care licenses are in residential homes, and Certified Center licenses are in commercial buildings. This guide will focus on the Registered Family Child Care Homes. If you are interested in operating a child care program in a commercial building and not in your home, you can call the Office of Child Care’s number listed on the front of this guide.

Each type of license operates under a different set of Oregon Administrative Rules (OARs). Registered Family Child Care Homes operate under OAR 414-205-0000 – through 414-205-0170. Your program will be regulated according to these requirements, which are described in the green rule book titled *Rules for Registered Family Child Care Homes*. Your rule book, along with this guide and help from your licensing specialist will be valuable tools in maintaining compliance in your home.

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## Before you Apply

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Before you apply for a Registered Family Child Care Home license, you must first attend an Introduction to Registered Family Child Care. This course is offered through our partner agency Child Care Resource & Referral (CCR&R). Completion of the Introduction to Registered Family Child Care is a requirement for becoming licensed as a Registered Family Child Care Provider. The Introduction to Registered Family Child Care gives those interested in becoming licensed information about how to become registered, the Oregon rules, and an introduction to other agencies and supports for registered providers.

In addition to completing the Introduction to Registered Family Child Care Training, water faucets used for drinking, cooking, and preparing infant formula and food must be tested for lead. The home will be inspected to ensure it meets requirements in OCC's *Registered Family Child Care Homes* rule book. This portion of the guide will walk you through the steps you need to take in order to acquire and complete the application for a Registered Family Child Care Home license.

### What does it mean to be the Provider?

“Provider” means the person in the Registered Family Child Care Home who is responsible for the children in care, is the children’s primary caregiver, and in whose name the certificate is issued.

There are requirements a provider must meet in order to have a Registered Family license. To be qualified you must:

- Be at least 18 years of age
- A resident of the home where the child care will be provided
- Have completed the Introduction to Registered Family Child Care Training
- Be actively enrolled in OCC’s Central Background Registry (CBR)
- Have completed the required Safety Set Trainings, including but not limited to Food Handlers Certification, CPR & First Aid, OCC approved Safe Sleep training, Introduction to Child Care Health & Safety, and Recognizing and Reporting Child Abuse and Neglect.

If you do not meet some or all of these requirements and are still interested in providing care, you may be able to provide exempt care as a Regulated Subsidy provider through the Department of Human Services (DHS). You may contact the Direct Pay Unit at 1-800-699-9074 to inquire about more information on that program.

### How do I register for the Introduction to Registered Family Child Care Training?

Attending the Introduction to Registered Family Child Care is the first step in becoming a Registered Family Provider. This course is offered through Child Care Resource & Referral (CCR&R). Each county has a local CCR&R with a schedule of Introduction to Registered Family Child Care Trainings. To find the CCR&R for your county or closest to your home, visit: <http://triwou.org/projects/ccccrr> or see Appendix A of this guide. There is also a list of CCR&R locations at the end of this guide. Once you have located your local CCR&R, look for their training guide and follow the steps for registration. Please note that this training is **FREE** for participants.

The Introduction to Registered Family Child Care will describe in detail what is required to become a Registered Family Child Care Provider; information about OCC rules and regulations; the USDA Food Program; the Department of Human Services (DHS) Regulated Subsidy program; business strategies and practices; and the application process. At this training you will receive the application to become a Registered Family Child Care Provider. The training will support you through enrolling for or accessing the required Safety Set Trainings.

## Other Laws that Affect Child Care

As a licensed child care provider in Oregon, you will be required to follow several laws regulated by other agencies. More information on these laws is available upon request, or you may contact the agency directly to learn more about their requirements:

- Immunizations (Oregon Health Authority)
- Child Care Restrictable Diseases (Oregon Health Authority)
- Child Abuse and Neglect Reporting (Oregon Department of Human Services)
- Vehicle Child Safety Systems and Seat Belts (Oregon Department of Transportation)
- Bicycle Safety (Oregon Department of Transportation)
- Civil Rights Laws (Bureau of Labor and Industries)
- Americans with Disabilities Act ([www.ada.gov](http://www.ada.gov))

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## Application Materials

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### Application Form

The application should be submitted at least 45 days before you plan to operate. You must fill it out, sign it, and return it to the Office of Child Care with the appropriate fee. This needs to be completed before the Office of Child Care can act on your application. If you are a new applicant, you must also submit an application for enrollment in the Central Background Registry for yourself, any adults over 18 living in the home, frequent visitors to your home, and any staff planning on working at your facility.

Forms must be correctly and completely filled out and signed. An incomplete application may delay the licensing of the facility. Feel free to call your licensing specialist if you have any questions.

### Enrollment in the Central Background Registry

The Office of Child Care requires all individuals including administrative, child care and support staff in child care facilities be enrolled in the Central Background Registry. Other individuals who are not employed by the facility may also be required to be enrolled if their presence or role permits unsupervised access to the children. Federal and state law requires the Office of Child Care perform FBI fingerprint background checks and obtain other criminal history information on all applicants. After individuals apply for enrollment in the Central Background Registry, the Office of Child Care must approve the individual for enrollment before they are allowed to work or reside in the child care facility. There is a non-refundable fee for each application. For more information on who needs to be enrolled in the CBR in your facility, please contact your licensing specialist or call Office of Child Care customer service at 1-800-556-6616.

The CBR is OCC's Registry of individuals who have been approved to be associated with a child care facility in Oregon pursuant to ORS 329A.030 and OAR 414-061-0000 through 414-061-0120. Individuals who are actively enrolled in the CBR can work in child care facilities and can live in the home where child care is provided. In order to enroll in the CBR individual must be 18 years of age\*. An application must be received and the individual must be fingerprinted. The provider and all individuals 18 years and older that live in the child care home must be actively enrolled in the CBR before a Registered Family Child Care License can be issued.

An application for enrollment in the CBR is available in either paper format or can be completed online. At the Introduction to Registered Family Child Care, you will receive a copy of the paper application. For online application, please visit: <https://oregonearlylearning.com/providers-educators/providers-educatorscbr/#apply1> Once a CBR application has been processed, the individual will receive a letter in the mail with instructions on how the fingerprint process will be completed.

*\*Individuals can apply within six weeks of turning 18 to ensure that they are enrolled prior to turning 18.*

## Testing for Lead in Drinking Water

As of September 30, 2018, the Early Learning Division Office of Child Care requires all applicants for licensing to test the water supply for lead if the plumbing fixture is used for drinking, cooking, or preparing infant formula or food. All sample collection and testing must be in accordance with the Environmental Protection Agency (EPA)'s 3Ts for Reducing Lead in Drinking Water in Schools and Child Care Facilities, Revised Manual from October 2018, adopted by reference. Test results must be submitted with the application. Fixtures must be tested every six years.

If certain fixtures or all fixtures fail this test, you will be required to submit and comply with a mitigation plan.

If the facility does not use any of the on-site plumbing fixtures to obtain water for drinking, cooking, preparing infant formula, or preparing food, the provider must submit a written statement to OCC identifying the alternative source of water and confirming that the provider does not use any on-site plumbing fixtures for drinking, cooking, preparing infant formula or preparing food.

## Verification of Safety Set Training

Along with your application, you will include copies of your completed Safety Set trainings. This includes:

- Current first aid and infant and child cardiopulmonary resuscitation (CPR)
- Food Handlers Certification
- Recognizing and Reporting Child Abuse and Neglect (RRCAN)
- OCC approved Introduction to Child Care Health and Safety (ICCHS)
- OCC approved Safe Sleep training

These trainings must also be submitted to and verified by the Oregon Registry Online (ORO). For more information about ORO please visit <https://my.oregonregistryonline.org/> or ask your licensing specialist.

## Application Fees

There is a non-refundable filing fee of \$30 for each application. If the provider submits documentation that the provider's family income is below 100% of the Federal Poverty Level, the fee may be reduced. This information also applies to an initial license, renewal of a license or when changing location. A Registered Family Child Care Home license is issued for two years.

*\*APPLICATION FEES ARE NON-REFUNDABLE*

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## The Health and Safety Review

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Once your application has been deemed complete, a licensing specialist will contact you to conduct a Health & Safety Review. During this visit, the licensing specialist will inspect the home for compliance with the requirements in your Office of Child Care *Registered Family Child Care Homes* rule book. The licensing specialist will provide assistance on rule compliance. If the licensing specialist observes any noncompliance with the rules, you will be informed and given an opportunity to correct the issue. Please note that in order for your child care license to be issued, you must be in compliance with all rules in the rule book.

If the provider does not pass on the first visit (corrections need to be made in order to be in compliance with rules), a second visit may need to be completed before issuance of the license. An application will be denied if the facility does not show compliance with the statutes or the administrative rules.

The annual license is valid for two years from the effective date unless it is voluntarily closed, the facility changes locations, or legal action is taken by Office of Child Care.

### Withdrawing an Application

To withdraw an application before the licensing process is completed, inform your licensing specialist, and they will give/send you a voluntary withdrawal form to fill out, sign, and return to the Office of Child Care. This will close out your pending application.

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## Monitoring

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During your two-year licensing period, you will receive at least two unannounced visits from your licensing specialist. During this visit, the licensing specialist may arrive any time during the hours you have children in care.

Your licensing specialist will, at minimum, look at the following:

- Ages and number of children you have in the home
- Appropriate supervision of children
- Ensure that adults are enrolled in the CBR
- Health, Safety, and Sanitation Rules are met

Your licensing specialist may also check for compliance with any other rules in the book. The licensing specialist may provide you with information on any rule changes, updated training requirements, and other resources related to the care of young children.

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## Renewal

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The child care license must be renewed every two years. The renewal process includes on-site visits by your licensing specialist. You will receive your renewal packet by mail four months before your expiration date. You **MUST** submit your application to OCC at least 30 days in advance of your license expiration date in order to have your application considered timely. The expiration date of the current certificate, unless officially revoked, remains in force until OCC has acted on the application for renewal and has given notice of the action taken. If you have misplaced your application, you can request a new copy from the OCC central office.

In addition, you have on-going training requirements. You must complete 10 hours of training, of which 6 hours must be in child development or early childhood education. You will need to ensure this training is completed and submitted to the Oregon Registry Online (ORO) before the renewal date. Please consult your rule book for more details on the training requirements, or talk to your licensing specialist.

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## Failure to Comply with Requirements

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After each visit, a Child Care Facility Contact Report form is completed. A copy will be left at the facility or mailed later. The form may contain:

- Compliance status
- Any rules with which the facility does not comply
- A description of the noncompliance
- Corrections needed and the date by which corrections must be made

A noncompliance may be a violation of the statutes, Office of Child Care rules, or special conditions of the license. If noncompliance is noted at a visit, the provider will be responsible for ensuring the noncompliance is corrected within the timeframe discussed with the licensing specialist. Depending on the noncompliance, the provider will be given the opportunity to correct the noncompliance during the visit. The licensing specialist will note their observations on the contact report that will be issued to the facility at the end of the visit.

A noncompliance is documented in a letter that is sent to the facility through the Office of Child Care. Your facility may receive a letter documenting a noncompliance finding based on self-disclosure, an observation made by your licensing specialist, information received by the Office of Child Care, or reviewing records of your facility.

It is the facility's responsibility to follow up with the licensing specialist to report when the corrections are made. In some cases, the licensing specialist will conduct a follow-up visit to ensure the facility is in compliance.

A serious violation means OCC has made a valid finding when assessing a complaint that alleges:

- Children are in imminent danger;
- There are more children in care than allowed by law;
- Corporal punishment is being used;
- Children are not being supervised;
- Multiple or serious fire, health or safety hazards are present in the home;
- Extreme unsanitary conditions are present in the home; or
- Adults are in the home who are not enrolled in the Office of Child Care's Central Background Registry.

Letters that contain serious valid findings are required to be posted in the facility for 12 calendar months. Findings are assigned in accordance to the noncompliance framework. The Office of Child Care may impose a civil penalty for violations of applicable statutes or rules.

## Denial of the Application

If the facility or its operation do not comply with applicable statute or rules or with any term or condition imposed under the certification or registration, OCC may issue a notice of intent to deny the application.

## Exempt Prohibition

If your application for a license is denied for cause or revoked, or if you meet other criteria set forth in ORS 329A.252, as amended by Oregon Laws 2018, Chapter 115, Section 3, you will be considered an “exempt prohibited individual.” Exempt prohibited individuals are ineligible for enrollment in the Central Background Registry and may not provide care to any child who is not related to you by blood or marriage within the fourth degree, as determined by civil law. After the five years, an individual can cease being an exempt prohibited individual by applying for and being enrolled in the Central Background Registry. OCC will evaluate eligibility for enrollment at the time of the application.

Please refer to ORS 329A.252, as amended by Oregon Laws 2018, Chapter 115, Section 3, for information about exempt prohibited individuals.

## Emergency Suspension of a Child Care License

The emergency suspension process is used when OCC finds that there is a serious danger to public health and safety or when, in the opinion of OCC, such action is necessary to protect the children from physical or mental abuse or a substantial threat to health, safety or well-being. The Office of Child Care may withdraw the emergency suspension if the conditions that resulted in the suspension are corrected.

## Revoking a License

If the facility or its operation do not comply with applicable statute or rules or with any term or condition imposed under the certification or registration, OCC may issue a notice of intent to revoke the license.

## Contested Case Hearings

If the Office of Child Care issues a notice of intent to deny or revoke an application, a notice of intent to impose a civil penalty, a notice of intent to impose a condition, or an emergency suspension order, the provider has the right to request a contested case hearing. The notice or emergency suspension order provides further information on the hearing process.

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# Complaint Investigations

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## Complaint Assessment

The Office of Child Care investigates complaints of a violation of the applicable statutes and rules.

At the end of the investigation, OCC will assess a finding. Providers must post all serious valid complaint and serious non-compliance letters for 12 calendar months. The posting must be in an area where it may be clearly viewed by parents. See the failure to comply section for the different findings.

There are three different findings that are assigned on any complaint or noncompliance letter:

- Valid: The noncompliance occurred and may or may not have been corrected
- Unable to Substantiate: There was no information or conflicting information provided to show if the noncompliance did or did not occur
- Invalid: There was information provided that showed the noncompliance did not occur

## Complaints of providing child care without a license

The Office of Child Care may receive and investigate complaints of operating a child care facility without a license. A facility that operates without a license may be subject to sanctions including civil penalty, denial of the license application or a court injunction.

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## Exceptions to the Rules

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The Office of Child Care may grant an exception to an individual rule for a specified period of time when a requirement does not apply to a facility, or when the intent of the requirement can be met by a method not specified in the applicable rule. Until an exception is approved by the Office of Child Care, the facility must comply with the rule as written.

An exception may be requested during the application process or at any time during an annual license period. The exception request form is located on the ELD website, or you may ask your licensing specialist for the form. A separate form is required for each exception request. To request an exception, fill out the form and submit it to the licensing specialist.

Exceptions are considered on a case-by-case basis. The granting of an exception to a rule shall not set a precedent, and each request shall be evaluated on its own merits. An exception approval may be rescinded by the Office of Child Care if conditions of the exception are not met or if the well-being of the children is compromised.

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## Moving to a New Home

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If you are planning to move your program into a location other than what OCC has approved, the following steps apply:

1. The home must be the residence of the provider.
2. Contact the licensing specialist you currently work with and discuss the timeline for the move and request an application.
3. Submit initial licensing paperwork to OCC. This includes the following:
  - Application and required fees;
  - Lead testing results; and
  - Proof that you have completed the required number of prorated training hours and ensure that training has been vetted by Oregon Registry Online (ORO).
4. Once the application and fees have been processed, the licensing specialist you work with will contact you to schedule an opening inspection.

The home cannot be used for child care purposes until a license from OCC has been obtained.

*\*Please remember you need to obtain a license from OCC prior to operating a new location.*

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## Change in Licensing Type

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After you have been a Registered Family Child Care Home Provider for one year, you may be eligible for a change in license type. In a Certified Family Child Care Home, a provider can care for up to 16 children. The capacity of the home is determined by the square footage, education and experience of the provider, and the number of toilets.

Key differences between Registered Family and Certified Family Child Care:

- There are no limitations on the ages of children in care\*
- Caregiver-to-child ratio must be maintained at all times. This may require additional caregivers be present.
- The license is renewed annually with at a minimum, one unannounced monitoring visit
- Providers and other caregivers are required to take 15 hours of training annually
- A sanitation inspection must be completed by a qualified Environmental Health Specialist
- Square footage requirements for outdoor space

If you are interested in learning more about how you can become a Certified Family Child Care Home, please contact your licensing specialist. In addition, the rule book for Certified Family Child Care Homes is available on the OCC website: [www.oregonearlylearning.com](http://www.oregonearlylearning.com)

*\*Additional training is required when caring for more than 2 children under 24 months old.*

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## Office of Child Care Licensing Records

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### Public Access to Licensing Records

Information about child care facilities is available to the public subject to exceptions in the State Public Records Law. If you would like to obtain information about a program, please go to the Office of Child Care website at [www.oregonearlylearning.com](http://www.oregonearlylearning.com) and click on the Child Care Safety Portal link.

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## Resources

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- Office of Child Care and Early Learning Division: <https://oregonearlylearning.com/>
- Teaching Research Institute (For information on your local Child Care Resource and Referral, Spark, 211info) : <http://triwou.org/centers/cel>
- Oregon Registry Online Training Calendar: <https://calendar.oregonregistryonline.org/>
- Oregon Registry Online: <https://my.oregonregistryonline.org/>
- Oregon Association for the Education of Young Children (OAEYC): <http://oregonaeyc.org/>
- Child & Adult Care Food Program (CACFP) : <https://www.oregon.gov/ode/students-and-family/childnutrition/cacfp/Pages/FDCH.aspx>
- Please contact OCC for the most current list of ORELAP labs for lead testing



# Appendix A- Child Care Resource & Referral Services

Child Care Resource & Referral (CCR&R) agencies offer free support services and low to no cost training designed to promote your success in providing a high quality program for the children in your care. Your local CCR&R program offers you many or all of these services:

- **Becoming a Provider:** information about becoming a child care provider, assistance understanding the DHS Employment Related Day Care (ERDC) listing navigation.
- **Professional Development:** professional development goal setting and planning support, conferences, online trainings, local trainings, college classes, support navigating college systems, cohorts for in-depth learning with other providers, and coaching.
- **Financial Supports:** scholarships and reimbursements to support program safety and quality.
- **Parent Referrals:** ensuring your information is up-to-date in the parent referral database, which allows 211 child care consultants to provide accurate information to parents seeking child care and meet parents' needs.
- **Technical Assistance, Information and Resources:** topics include health and safety, quality improvement, inclusion supports, child development, brain development, activities for children, and tools to build and grow your business.
- **Individual Consultation:** talk through questions or concerns regarding children in your care, for example, supporting children with special needs and challenging behaviors, working with parents.
- **Program Materials:** receive free materials to use in your program and/or borrow (where available) from lending libraries with videos, books, toys, and/or equipment.
- **Referrals to Other Community Resources:** ex. Child Care Provider Professional Organizations and Inclusive Child Care Support.

**Contact your local CCR&R to take advantage of the support and services that are available to you.**

Use the list below to identify the Child Care Resource & Referral program in your area. For more information on statewide CCR&R services, contact the Central Coordination Office at Western Oregon University at 1-800- 342-6712 or [www.oregonccrr.com](http://www.oregonccrr.com).

## CCR&R of Multnomah County

\*Serving **Multnomah** County

4510 NE 102<sup>nd</sup> Ave.

Portland, OR 97720

**Phone:** 503.491.6200 | **Toll Free:** 866.227.5529

**Website:** [www.ccr-mc.org](http://www.ccr-mc.org)

**Email:** [info@ccrr-mc.org](mailto:info@ccrr-mc.org)

## CCR&R of Marion, Polk & Yamhill Counties

\*Serving **Marion, Polk, & Yamhill** Counties

2475 Center St NE

Salem, OR 97301

**Phone:** 503.585.2491 | **Toll Free:** 800.289.5533

**Website:** <http://mwvcaa.org/programs/ccrr/#ccrr>

**Email:** [ccrrweb@mwvcaa.org](mailto:ccrrweb@mwvcaa.org)

## Child Care Resource Network

\*Serving **Jackson & Josephine** Counties

**Physical:** 35 S. Bartlett Street

Medford, OR 97501

**Mailing:** 101 N. Grape St.

Medford, OR 97501

**Phone:** 541.842.2610

**Website:** [www.ccrnso.org](http://www.ccrnso.org)

**Email:** [ccrn@soesd.k12.or.us](mailto:ccrn@soesd.k12.or.us)

## CARE Connections

\*Serving **Coos & Curry** County

**Coos County Office**

1988 Newmark Ave (Main Office)

Coos Bay, OR 97420

**Phone:** 541.888.7957 | **Toll Free:** 800.611.7555

**Website:** <http://www.socc.edu/careconnections>

**Email:** [qualitychildcare@socc.edu](mailto:qualitychildcare@socc.edu)

## Curry County Office

96082 Lone Ranch Parkway

Brookings, OR 97415

## Child Care Partners

\*Serving **Gilliam, Hood River, Sherman, Wasco, & Wheeler** Counties

400 E Scenic Drive

The Dalles, OR 97058

**Phone:** 541.506.6131 | **Toll Free:** 800.755.1143

**Website:** [www.cgcc.edu/childcare](http://www.cgcc.edu/childcare)

**Email:** [ccp@cgcc.edu](mailto:ccp@cgcc.edu)

## Quality Care Connections

\* Serving **Lane** County

4000 E. 30<sup>th</sup> Ave, Building 24

Eugene, OR 97405

**Phone:** 541.463.3954 | **Toll Free:** 800.222.3290

**NW Regional Child Care Resource & Referral**

\*Serving **Clatsop, Columbia, & Tillamook** County

**Phone:** 503.614.3162 | **Fax:** 503.614.1440

**Email:** [NWRegionalCCRR@nwresd.k12.or.us](mailto:NWRegionalCCRR@nwresd.k12.or.us)

**Clatsop County Office:**

3194 Marine Dr.  
Astoria, OR 97103

**Phone:** 503.338.3369

**Columbia County Office:**

800 Port Ave  
St. Helens, OR 97051

**Phone:** 503.338.3369

**Tillamook County Office:**

2515 3<sup>rd</sup> St.  
Tillamook, OR 97141

**Phone:** 503.815.4448

**Family Connections of Linn, Benton & Lincoln**

\*Serving **Linn, Benton & Lincoln** Counties

6500 SW Pacific Blvd  
Albany, OR 97321

**Phone:** 541.917.4899 | **Toll Free:** 800.845.1363

**Website:** [www.linnbenton.edu/familyconnections](http://www.linnbenton.edu/familyconnections)

**Email:** [connect@linnbenton.edu](mailto:connect@linnbenton.edu)

**Care, Connections & Education**

\*Serving **Douglas, Klamath & Lake** Counties

**Douglas County Office:**

1140 Umpqua College Rd, TC102  
Roseburg, OR 97470

**Phone:** 541.440.7706

**Website:** [www.umpqua.edu/care-connections](http://www.umpqua.edu/care-connections)

**Klamath County Office:**

700 Klamath Ave  
Klamath Falls, OR 97601

**Phone:** 541.882.2308

**Child Care Resource & Referral of Washington**

\*Serving **Washington** County

1001 SW Baseline  
Hillsboro, OR 97123

**Phone:** 971.223.6100

**Toll Free:** 800.624.9516

**Email:** [crr@caowash.org](mailto:crr@caowash.org)

**Neighbor Impact Child Care Resources**

\*Serving **Crook, Deschutes, & Jefferson** Counties

404 SW 7<sup>th</sup> St  
Redmond, OR 97756

**Phone:** 541.323.6513 | **Main Desk/Toll Free:** 888.298.2672

**Website:** [www.neighborimpact.org/ccr](http://www.neighborimpact.org/ccr)

**Email:** [ccr@neighborimpact.org](mailto:ccr@neighborimpact.org)

**Child Care Resource & Referral of Clackamas**

\*Serving **Clackamas** County

13455 SE 97<sup>th</sup> Ave  
Clackamas, OR 97015

**Phone:** 503.675.4100 | **Toll Free:** 866.371.4373

**Email:** [crr@clackesd.k12.or.us](mailto:crr@clackesd.k12.or.us)

**Child Care Resource and Referral at UMCHS**

\*Serving **Baker, Grant, Harney, Malheur, Morrow, Union, Umatilla, & Wallowa** Counties

110 NE 4<sup>th</sup> St  
Hermiston, OR 97838

**Website:** [www.umchs.org](http://www.umchs.org) [crr@umchs.org](mailto:crr@umchs.org)

**Baker County Office**

2101 Main St. Suite #214  
Baker City, OR 97814

**Phone:** 541.523.7838 | **Toll Free:** 800.559.5878

**Grant County**

530 E. Main St. #6  
John Day, OR 97845

**Phone:** 541.575.1112 | **Toll Free:** 800.559.5878

**Harney County**

779 W Fillmore St.  
Burns, OR 97720

**Phone:** 541.573.3069 | **Toll Free:** 800.559.5878

**Malheur County**

780 SE 6<sup>th</sup> St.  
Ontario, OR 97914

**Phone:** 541.889.4882 | **Toll Free:** 800.559.5878

**Morrow County**

110 NE 4<sup>th</sup> St.  
Hermiston, OR 97838

**Phone:** 541.564.6878 | **Toll Free:** 800.559.5878

**Union County**

1100 K Ave. (basement)  
La Grande, OR 97850

**Phone:** 541.975.5607 | **Toll Free:** 800.559.5878

**Umatilla County**

110 NE 4<sup>th</sup> St.  
Hermiston, OR 97838

**Phone:** 541.564.6878 | **Toll Free:** 800.559.5878

**Wallowa County**

758 NW 1<sup>st</sup> St  
Enterprise, OR 97828

**Phone:** 541.910.0795 | **Toll Free:** 800.559.5878