

# THE SOURCE

Summer 2019



Are you a new child care provider?

Look for this symbol indicating foundational trainings.



Exciting news! Online registration will be up and running this summer. More information to come!

## Early Childhood Environment Rating Scales

As you may have heard, the Environment Rating Scales (ERS) will be an exciting addition to Spark in the future. The ERS are designed to assess quality in early childhood or school age care groups through observation. The ERS will serve as evidence for how some Spark standards are being met, as well as provide valuable information to guide quality improvement efforts. The ERS are well aligned with the overall goals of Spark, as they focus on the foundational needs of children: protection of health and safety, supporting and guiding social and emotional development, and opportunities for intellectual and language stimulation and appropriate learning activities. (Teachers College Press, 2018). Using this assessment tool in the Spark process will enable programs to highlight strengths, as well as offer specific information to guide continuous quality improvement efforts.

Early childhood specialists from The Research Institute at Western Oregon University (TRI/WOU) are currently being trained as Spark ERS Assessors. This rigorous process will enable them to use the ERS tool with a high level of reliability to assess programs and provide detailed feedback to programs. Two TRI staff members have recently completed reliability training on the Early Childhood Environment Rating Scale (ECERS-3), the scale for center based, preschool programs. Reliability training for the Infant Toddler Environment Rating Scale, 3rd edition (ITERS-3)

took place in May, with training on the Family Child Care Environment Rating Scale, 3rd edition (FCCRS-3) and the School Age Environment Rating Scale, Revised edition (SACERS-R) to follow in the coming year.

### Interested in an assessment? The benefits of volunteering for a CQI ERS Assessment visit:

- A stipend of \$150 (Current Spark programs are eligible to receive a training stipend, including publicly funded programs.)
- The opportunity to receive valuable feedback in the form of a "Continuous Quality Improvement ERS Summary Assessment Report" within 2 weeks of the assessment

### What will be asked of the volunteer programs:

- Permit TRI staff to conduct a 3-4 hour on site observation with a brief interview before the assessment begins
- Complete a WOU Substitute W-9 form to receive the \$150 stipend
- Allow TRI to use summarized data gathered during the assessment for evaluation purposes. (The program will not be identified in the evaluation.)

If you are interested in finding out more about the ERS or participating in a program assessment, please contact Lacey Davis at 503.838.9260 or [davisld@wou.edu](mailto:davisld@wou.edu)

Trainings are being developed to share more information and resources about

the ERS to early childhood professionals across Oregon. Check your local training calendar! You can also learn more by visiting the Environment Rating Scales Institute website at <https://www.ersi.info//index.html>.



### Office Hours

Monday - Friday  
8:30 am - 4:30 pm

### Closed

July 4  
September 2  
September 18-19

### We will be closed for staff meetings

12:30 to 3:00 pm

June 25  
June 27  
July 25  
July 30  
August 27  
August 29  
September 24

# Summer Is Here!



Congratulations! You made it to summer! Summer is a great time to think about the upcoming school year and reflect on what we can do to continue to provide high quality education for our children. Child Care Resource and Referral would love to partner with you in this endeavor! If you have any of these questions or needs, please contact our office and we can help!

- How do I set up my environment to engage children?
- How do I use observations to understand what my children need?
- What do I need to do to move to a higher Step in ORO?
- What should I include in my program policy and handbook?
- Can you come and provide trainings for my staff?
- What is trauma informed practice?
- How do I care for children who have experienced trauma?
- How do I create appropriate activities and projects?
- How do I use the anti-bias approach?
- What can I do to understand and support all children?
- What can I do to make my business successful?

## BEHAVIOR AND INCLUSION SUPPORT

Several agencies are available to support Multnomah County child care providers in caring for children who experience special needs or challenging behaviors.

The **CCR&R Child Behavior Specialist Line** can support you in creating a positive learning environment and routines to proactively manage children's challenging behaviors. **503-491-6219**

The **Inclusive Partners** can help families and child care providers when children need exceptionally close supervision, special accommodations, or other supports for safe and appropriate care. **971-673-2286**

**Multnomah Early Childhood Program** (MECP) provides screening, identification, and early intervention and early childhood special education services to children birth to age five in Multnomah County. **503-261-5535**

**Help Me Grow** (HMG) is a free information and referral line that connects families with children ages 0-5 to child development information and parenting resources in the community. **833-868-4769**

## UPCOMING CONFERENCES

### 6th Annual Early Childhood Inclusion Summer Institute

August 7-9, 2019 at Western Oregon University

[www.wouecisummerinstitute.com](http://www.wouecisummerinstitute.com)

Email Cindy Ryan at [ryanc@wou.edu](mailto:ryanc@wou.edu)

### SAVE THE DATE!

### Fall Community Conference hosted by Oregon AEYC and CCR&R-MC

October 11-12, 2019 at Mt. Hood Community College

[www.oraeyc.org/fall-conference](http://www.oraeyc.org/fall-conference)

Email [oaeyc@oregonaeyc.org](mailto:oaeyc@oregonaeyc.org)

Call 503-496-0520



## Community Forums: Addressing Challenging Behaviors and Keeping All Children in Care

Tuesday, August 20, 6:30-8:30 pm  
Tuesday, Sept. 10, 6:30-8:30 pm

Location: MHCC Maywood  
10100 NE Prescott St.

**RSVP to CCR&R at  
503-491-6205**

Set 1 certificates will be awarded.  
Refreshments will be provided.

Join us to look at national preschool expulsion statistics and examine how and why a high number of children are being asked to leave child care centers in Multnomah County.

What additional supports and resources do families and early learning programs need in order to support children with challenging behaviors and/or special needs?

**These forums are for early learning teachers.**

## UPDATES FROM OUR PARTNERS



Enrollment in the Central Background registry (CBR) is now FREE.

**Online:** Applicants applying [online](#) can enroll with a fee waiver. Due to the data system translation, you will still need to enter your debit/credit card number and pay \$35. However, your \$35 fee will later be reimbursed.

**Paper:** Paper applications are also free and the applicant is never charged.

Questions? Contact customer service at 503-947-1400 or [occ.customerservice@state.or.us](mailto:occ.customerservice@state.or.us)



For a limited time, the Department of Human Services will be offering monthly incentive payments to providers who care for children receiving Employment Related Day Care (ERDC). A monthly incentive payment is offered to providers caring for children outside of normal working hours.

To be eligible for incentive payments you must meet both requirements:

- Receive a Child Care Billing (CCB) form for each family you are requesting an incentive payment for, and
- Provide care weekdays after 7:00 pm, or weekdays before 6:00 am, or on weekends

To request an incentive payment form, visit the [DHS website](#) or call the Direct Pay Unit at 1-800-699-9074

<https://tinyurl.com/y5utp7zn>



**HEAD START ON  
ENGINEERING**

**PARENTS AND CHILDCARE  
PROVIDERS OF BLACK  
PRESCHOOLERS**

**Learn how to develop the next  
generation of Black engineers  
and scientists**

**Sign Up Today for an Upcoming  
Information Session!**

<https://bit.ly/2G3DLUU>

HSE is a multi-component, bilingual program integrated within Head Start and designed to spark and sustain interest in engineering for preschool-age children and families from low-income backgrounds. Interest is conceptualized as a family-level system, including parent knowledge and attitudes, family use of engineering design, family engagement with HSE activities, and family engagement with engineering related activities and experiences beyond HSE.

**Black Educators  
and Scientists**

Will help you learn to facilitate fun activities that unlock your child's creative scientific mind

**Receive Free Take  
Home Activity Kits**

That include children's books, engineering design challenges and parent facilitation guides

**For Us by Us  
Curriculum**

We teach a design process using topics relevant to the Black community



57% of young Portlanders qualify for free or reduced-price lunch during the school year. Without school lunches, summer becomes the time when nearly 50,000 Portland children face hunger daily. The Free Lunch + Play program supports families by offering nutritious meals and recreational activities during the summer recess.

The "mobile play" program brings recreation to children at apartment complexes in neighborhoods where parks and playgrounds don't exist. Visit the [Portland Parks and Recreation website](#) to find a location near you!

<https://tinyurl.com/lunchandplay>



**June 14 - August 31, 2019**

**Explore a universe of stories  
and a galaxy of fun at your  
library!**

Read for fun and prizes this summer. Babies, kids, and teens can play the Summer Reading game by starting a daily reading habit. Libraries will have free live performances, arts and crafts, and more. It all kicks off June 14!

**Sign up at any Multnomah County Library (it's free)  
to get a gameboard. Color in one space for each  
day you read or do any of the fun activities on the  
gameboard. Check your local library to discover  
what prizes you can earn!**





## UPCOMING COHORT TRAINING

For more cohort information, contact Carmen Ellis at [Carmen.Ellis@mhcc.edu](mailto:Carmen.Ellis@mhcc.edu) or 503-491-6213

### INFANT-TODDLER CHILD DEVELOPMENT ASSOCIATE (CDA)

**September 2019 - August 2020**

- This 12-month cohort prepares students to apply for and receive an Infant-Toddler Child Development Associate.
- This program offers extra academic support, credential exam preparation and job search assistance.
- Part-time training during the week: 6 hours of CDA training held 2 Saturdays per month.
- Gain the necessary knowledge and skills to work as an early learning educator.
- Students must have high school diploma or recognized equivalent.
- Students must obtain 480 hours of experience in a preschool or in-home program.
- **This program is free to all accepted applicants.**

### VOCATIONAL ENGLISH AS A SECOND LANGUAGE (VESL) CDA

**September 2019 - August 2020**

- This 12-month cohort, just like the Infant-Toddler CDA cohort, prepares students to apply for and receive an Infant-Toddler Child Development Associate and **includes VESL instruction**.
- Part-time training during the week: 6 hours of CDA training held 2 Saturdays per month and **5 hours of ESL instruction held during the evening, two nights a week**.
- Improve your English (basic English reading, writing and speaking skills are required for this program -- applicants must take an English proficiency test).
- Requirements for the VESL CDA follow the same requirements stated above for the Infant-Toddler CDA.
- **This program is free to all accepted applicants.**

### UNDERSTANDING BEHAVIOR OF CHILDREN & EVIDENCE-BASED BEHAVIOR SUPPORT

- CCR&R is excited to offer two cohorts, one for administrators and a second for their staff.
- The administrator cohort will begin October 2019 and includes training on how to coach staff to understand and respond to challenging behavior. This is a 15 hour, Set 2 training series. Administrators will sign up this summer, and reserve spaces for their staff in the winter educator cohort.
- Educators will receive the same training as their administrator, with the addition of one-on-one coaching with CCR&R early childhood consultants and training on designing an environment that supports positive behavior. This is an 18-hour Set 2 training series.
- Both cohorts will continue to meet monthly for one year as a professional learning community. This on-going peer networking will be facilitated by CCR&R ECE consultants. Consultants will also make regular coaching visits to participant sites.

### COMMUNITY CHILD CARE INITIATIVE



The front-page article of The Source describes a new tool being introduced to Oregon's Spark program, the Environmental Rating Scales. The Community Child Care Initiative (CCI) will be providing assistance to learn and use the Environmental Rating Scales. The Environmental Rating Scales will help you review your current Early Childhood Education practices by identifying your programs strengths. CCI's Consultants will support you to develop a simple work plan, which will incorporate Oregon Spark's latest addition.

If you have questions about the Environmental Rating Scales or if you want to be the first to use the new tool call **Debbie at 503-491-6216**.

Are you interested in working on quality improvement? There is still time to qualify for support funding and earn a star rating with the current Spark system!

**Call CCR&R at (503) 491-6205**



#### Earn your degree or certificate in Early Childhood Education from Mt. Hood Community College!

- Evening and hybrid/online course formats allow for you to pursue your educational goals while balancing work and family commitments.
- Complete your first term attending courses every Monday and Wednesday evening in the fall.

Interested in learning more?

Contact MHCC Faculty Advisor **Yolanda Buenafe**  
503-491-7129 or [Yolanda.Buenafe@mhcc.edu](mailto:Yolanda.Buenafe@mhcc.edu)





# Mt. Hood Community College/CCR&R Registration

## FORMA DE REGISTRACIÓN

Information on this form will be provided to the Oregon Registry.

La información de este formulario será proporcionada al Registro de Oregon.



<b>Date Fecha:</b>	<b>Last name Apellido</b>	<b>First name Primer nombre</b>	<b>M.I. Segundo</b>
<b>Term / Year Año</b>	<b>Home Address Dirección</b>	<b>City Ciudad</b>	<b>State Estado</b>
<b>Summer 2019</b>			<b>Zip Código Postal</b>

<b>Gender Género</b>	<b>Mother's Maiden Name Apellido de Soltera de la Madre</b>
<b>Birth Date Fecha de Nac</b>	<b>Phone Teléfono</b>
<b>Email Correo electrónico</b>	

### Type of Care Tipo de cuidado:

<input type="checkbox"/> Center	<input type="checkbox"/> RF	<input type="checkbox"/> CF
<input type="checkbox"/> Exempt	(not licensed through OCC, sin licencia de OCC)	

For CPR, enter Child Care License Number  
Para RCP, numero de Licencia de Cuidado Infantil

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<input type="checkbox"/>	Yes! Please send me reminders via text message. (Standard message and data rates may apply.) Sí! Por favor envíeme recordatorios por mensaje de texto. (Pueden aplicarse tarifas estándar de mensajes y datos.)
<input type="checkbox"/>	Yes! Please mail me a Food Handler Packet. I have included a payment of \$10 Sí! Favor de enviar el paquete para manejar los alimentos. He incluido el pago de \$10

Ethnic Data - Datos Etnicos	
<input type="checkbox"/>	<b>Native American Nativo Americano</b>
<input type="checkbox"/>	<b>Alaskan Native Nativo de Alaska</b>
<input type="checkbox"/>	<b>Asian/Pacific Islander Asiático/De las Islas Pacíficas</b>
<input type="checkbox"/>	<b>African – American/Black Afro-Americano</b>
<input type="checkbox"/>	<b>Hispanic or Latino/a Hispano o Latino/a</b>
<input type="checkbox"/>	<b>White/Caucasian Blanco/Caucásico</b>
<input type="checkbox"/>	<b>Unknown or Other Se Desconoce o Otro _____</b>

High School Education Educación Preparatoria	
<input type="checkbox"/>	<b>(H)-High School Graduate Graduado de Preparatoria</b>
<input type="checkbox"/>	<b>(D)-Adult High School Diploma Diploma de la Preparatoria</b>
<input type="checkbox"/>	<b>(S)-Still in High School Todavía en la Preparatoria</b>
<input type="checkbox"/>	<b>(G)-GED</b>
<input type="checkbox"/>	<b>(N)-Did not complete No Complete</b>

<input type="checkbox"/>	<b>Are you a US Military veteran? ¿US Veterano Militar?</b>
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<b>Name of High School Nombre de la Preparatoria</b>	<b>Graduation Yr Año Graduado</b>	<b>State Estado</b>

<b>Will you be employed while attending this class? ¿Usted estará trabajando mientras asiste la escuela?</b>	
<input type="checkbox"/>	<b>Yes, full-time (35+ hours per week) Si, Tiempo Completo (35+ horas a la semana)</b>
<input type="checkbox"/>	<b>Yes, part-time (Less than 35 hours per week) Si, Medio Tiempo (Menos de 35 horas por semana)</b>
<input type="checkbox"/>	<b>No, not employed No, no estoy trabajando</b>

<b>Course #</b> Curso #	<b>SEC #</b> Sección #	<b>Course Name</b> Nombre del Curso	<b>Date</b> Fecha	<b>Cost</b> Costo

<b>FOR OFFICE USE ONLY</b>		<b>Authorized Signature</b>				<b>Date</b>	
Apply Cashier Code in the Amount of \$							
Cashier code		CCRD		EXP		CDFS	
						CCRC	
						CCI	
						OCCD	
						CDA	
						RFCF	

Bring or mail completed registration form to CCR&R-MC 4510 NE 102nd Ave. Portland, OR 97220  
Envíenos por correo o en persona su forma de registraci3n a CCR&R-MC 4510 NE 102nd Ave Portland, OR 97220

# CCR&R TRAINING REGISTRATION, POLICIES, AND ETIQUETTE

## REGISTRATION:

(Online registration coming soon! Be on the lookout for more information within the next few weeks.)

1. Complete the registration form on page 5. All necessary information can be found with the class descriptions.
2. Registration for classes will only be accepted by mail or in person and must be received prior to the class. All classes require pre-registration and payment if applicable. Payments are non-transferable from person to person.
3. Mail the registration form with full payment to:

CCR&R-MC  
4510 NE 102nd Ave  
Portland, OR 97220

Please make checks and money orders payable to CCR&R-MC. We cannot accept credit/debit card payments at this time. Each person registering for a class needs to fill out a separate registration form. Please make copies as needed or download more copies from our website:

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

4. Placement in a requested class will be on a first-come, first-served basis. If there is not space available in the class you request, we will call to let you know.

## CANCELLATION POLICY:

Please call ahead of time if you need to cancel. If you cancel at least 24 hours prior to the training for which you are registered, you will be issued a refund. The refund will be issued to the person that was registered for the class, regardless of who paid for the class.

**Blended CPR classes must be cancelled 2 weeks in advance. See page 9 for specific dates.**

## ATTENDANCE POLICY:

If you miss a class and have not given at least 24 hours notice, you forfeit the payment for the class.

It is important that participants arrive on time and stay for the duration of the class. Participants arriving later than 15 minutes after the start of class will not receive a certificate nor reimbursement, and no partial credit will be issued. In order to receive credit for multiple session trainings, full attendance is mandatory.

## ACCOMMODATIONS AVAILABLE:

Individuals who require accommodations due to disability may contact CCR&R at **(503) 491-6205**. Please call at least two weeks before the class to ensure availability.

## INCLEMENT WEATHER:

In the case of inclement weather, CCR&R classes will be cancelled when and if Mt. Hood Community College closes. Closures will be announced via radio, television networks and mhcc.edu. If MHCC evening classes are cancelled, this also indicates that CCR&R evening classes will be cancelled. If class is not cancelled and you choose not to attend, you forfeit any applicable payment.

MHCC encourages students and staff to register for **FlashAlert** in order to receive emergency notices. There is no cost to use this service and your information will remain confidential.

Set up a yearly FlashAlert subscription at

[www.flashalert.net/id/MHCC](http://www.flashalert.net/id/MHCC)

## POLICY FOR CHILDREN:

Breastfeeding infants are welcome in class; otherwise, children under the age of 16 are not allowed in trainings. This is for the welfare of all class participants. Please adhere to this policy unless notified by CCR&R of an exception. If you need to bring your breastfeeding infant to class, please call us ahead of time to make arrangements.

## CLASSROOM ETIQUETTE:

Please come prepared to take notes and participate in the class. When you arrive, sign in on the roster sheet. Please make sure your cell phone is turned off or silenced before the class begins. At the end of the class, please complete the evaluation; this will aid us in planning training opportunities that interest you and meet your professional needs. If you are not leaving the building right away after an evening class, let the instructor know; they may need to set the building alarm and will need to know if there is someone still in the building.



# TRAINING KEYS

<b>OREGON REGISTRY CORE KNOWLEDGE CATEGORIES (CKC)</b> <a href="http://www.pdx.edu/occd">www.pdx.edu/occd</a>		<b>CDA NUMBERING SYSTEM (CDA)</b> <a href="http://www.cdacouncil.org">www.cdacouncil.org</a>	
CKC	ABBREVIATION	CDA SUBJECT AREAS	
Diversity	<b>DIV</b>	<b>1</b>	Planning a safe and healthy learning environment. Subjects include health and safety, first aid, space planning, materials, and equipment.
Family and Community Systems	<b>FCS</b>	<b>2</b>	Steps to advance children's physical and intellectual development. Subjects include active play, fine motor skills, language, writing, literacy, discovery, art, and music.
Health, Safety, and Nutrition	<b>HSN</b>	<b>3</b>	Positive ways to support children's social and emotional development. Subjects include friendship skills, self-esteem, self-control, understanding emotions, and guiding behavior.
Human Growth and Development	<b>HGD</b>	<b>4</b>	Strategies to establish productive relationships with families. Subjects include working with parents, home visits, conferences, and referrals.
Learning Environments and Curriculum	<b>LEC</b>	<b>5</b>	Strategies to manage an effective program operation. Subjects include planning, record-keeping, policies, and budgeting.
Observation and Assessment	<b>OA</b>	<b>6</b>	Maintaining a commitment to professionalism. Subjects include advocacy, ethical practices, work force issues, and professional associations.
Personal, Professional, and Leadership Development	<b>PPLD</b>	<b>7</b>	Observing and recording children's behavior. Subjects include tools and strategies for collecting objective information about children's learning and development.
Program Management	<b>PM</b>	<b>8</b>	Principles of child development and learning. Subjects include developmental milestones and cultural influences on development.
Special Needs	<b>SN</b>		
Understanding and Guiding Behavior	<b>UGB</b>		

**Set One** training provides an overview of basic principles, theories and/or research. Set One training participants are expected to gain basic, introductory knowledge of session topics.

**Set Two** training presents intermediate knowledge. The purpose of these sessions is to build on previous knowledge by having professionals use what they have already learned and experienced to think in depth and to learn more. Sessions are developed assuming that participants already have basic knowledge of the subject.

**Set Three** training presents advanced knowledge. Sessions provide opportunities for analysis, comparison, critical examination, evaluation, research, and/or practical study. Set Three training participants are expected to already have significant and/or intermediate knowledge of and professional experience in the session topic.

The listing for each training session includes age group information:

**IT** = Infants and toddlers (birth to 3 years old)

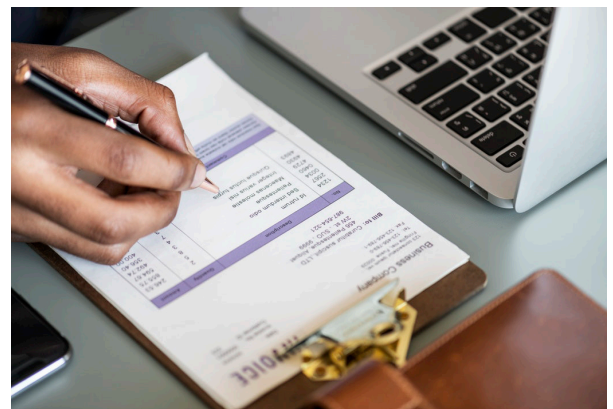
**PK** = Preschoolers (3 to 5 years old)

**SA** = School-age children (5 to 12 years old)

**NA** = The class contains no age-related content

**All** = The class includes content that applies to all age groups.

For more information visit the Oregon Center for Career Development (OCCD) at [www.pdx.edu/occd](http://www.pdx.edu/occd)





## CHILD CARE LICENSING INFORMATION

### Obtaining a Family Child Care License in Oregon

If you are applying for a Registered Family (RF) license, you will need to attend an Overview for Family Child Care class (see schedule below). If you are applying for a Certified Family (CF) Child Care license, start by calling the Office of Child Care at 1-800-556-6616. The steps below apply to both types of family child care license.

1. Enroll in Oregon's Central Background Registry and follow instructions to complete fingerprinting [oregonearlylearning.com](http://oregonearlylearning.com)
2. Complete all Safety Set training (see information below) or make sure certifications are current:
  - Infant/Child/Adult CPR & First Aid
  - Child Care Food Handler Certification
  - Recognizing and Reporting Child Abuse and Neglect (RRCAN) in person or online - certificate does not expire
  - Introduction to Child Care Health and Safety (ICCHS) in person or online - certificate does not expire
  - Safe Sleep for Oregon's Infants - certificate does not expire
  - Complete license application and return it to the Office of Child Care

**To renew your license**, ensure you have a current CPR/First Aid card, a Food Handlers card, and completed all required training hours and submitted certificates to your ORO account as needed.

## OVERVIEW FOR FAMILY CHILD CARE

The family child care overview is a free, one-time class which is required to become a licensed Registered Family (RF) child care provider in Oregon. Information presented includes rules and regulations, the application process, child care business principles, and resources including CCR&R services and the USDA food program. You must pre-register. Unless otherwise noted, classes are held at MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220  
**Course # CCRX10R**

Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220		
Wednesday	July 10	6:00 pm - 9:00 pm
Tuesday	August 13	9:00 am - 12:00 pm
Thursday	September 5	9:00 am - 12:00 pm
Wednesday	September 25	9:00 am - 12:00 pm

## SAFETY SET TRAINING

Introduction to Child Care Health and Safety					Saturday, Sept. 28	
<b>In-person, classroom training:</b> Required health and safety training for all providers working in licensed facilities and those caring for children receiving a DHS subsidy. Topics include injury prevention, illness prevention and management, emergency preparedness, and general safety. <b>This class is also available online. See below for details.</b>						
Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220						
12:30 pm - 2:30 pm	Cost: FREE	CCRX13THSN	Sec # 1	CKC: HSN	Age group: NA	CDA: 1

### Online Introduction to Child Care Health and Safety

FREE

Required Health and Safety training for all providers working in licensed facilities and those caring for children receiving a DHS subsidy. Topics include injury prevention, illness prevention and management, emergency preparedness, and general safety. This training is available online at [campus.educadium.com/OCCD/](http://campus.educadium.com/OCCD/)

### Child Care Food Handler Certification

\$10.00

Food handler certification may be completed online at [childcarefoodhandler.org](http://childcarefoodhandler.org), or you may purchase a self-study packet by sending the registration form on page 5 with a check or money order for \$10.00. Please check the box in the middle of the registration form to order the packet. Child Care Food Handler Certification is good for 3 years.

### Online Recognizing and Reporting Child Abuse and Neglect (RRCAN)

FREE

Child care and education providers are among those persons who are mandatory reporters of suspected incidents of child abuse and neglect in the state of Oregon. Participants will learn the process for reporting incidents of child abuse or neglect. This training is available online at [campus.educadium.com/OCCD/](http://campus.educadium.com/OCCD/)



## SAFETY SET TRAINING (CONTINUED)

### Safe Sleep for Oregon's Infants

COST: FREE

New providers are required to have an in-depth understanding of safe sleep practices and need to complete the free state training and quiz. A self-study training packet for *Safe Sleep for Oregon's Infants* is available at the CCR&R office or online at: <https://oregonearlylearning.com/providers-educators/professional-development/Self>.

### Recognizing and Reporting Child Abuse and Neglect (RRCAN)

COST: FREE

RRCAN fulfills the child abuse class requirement for Office of Child Care licensing. **See schedule below.**  
**This class is also available online at no cost. See page 8 for details.**

### Infant/Child/Adult CPR and First Aid Certification

COST: \$50.00

Our CPR/First Aid classes will certify you in infant, child and adult CPR and First Aid for 2 years.

**Location:** MHCC Maywood Campus, Building 1, 10100 NE Prescott St, Portland, OR 97220

Date	RRCAN (CCR10)	Section #	CPR and First aid (CCR11)	Section #
Saturday, July 13	9:00 am - 11:00 am	1	12:00 pm - 5:30 pm	1
Saturday, July 20			9:00 am - 3:00 pm	3
Saturday, August 3			9:00 am - 3:00 pm	5
Saturday, August 24			9:00 am - 3:00 pm	7
Saturday, September 7			9:00 am - 3:00 pm	9
Saturday, September 14			9:00 am - 3:00 pm	11
Saturday, September 28	9:00 am - 12:00 pm	2	9:00 am - 3:00 pm	13

### Blended First Aid/CPR Training

COST: \$50.00

This class blends online and in-person training.

The class has two parts: 2-3 hours online, and 2.5 hours in-person on a scheduled date.



FIRST complete the 2-3 hour online portion of this class, which includes videos, reading, and quizzes. It must be completed **before** the scheduled classroom date.



NEXT, attend the 2.5-hour in-person portion of the class on your scheduled date. You will have hands-on practice with CPR manikins and first aid procedures.

#### REGISTRATION AND CANCELLATION POLICIES FOR BLENDED FIRST AID/CPR:

1. Select an in-person training date. All sessions are held at our Maywood campus. Fill out a registration form and mail it in.
2. Two weeks (14 days) prior to your in-person class, you will receive an email with the link to the online half of the training. You must complete this before attending your in-person class.
3. **If you wish to cancel blended CPR, you must call and let us know at least two weeks (14 days) before your scheduled in-person training. No refunds can be given after that date. (503) 491-6205**
4. After successful completion of the online portion and attendance at the in-person training, you will receive an email with your new First Aid/CPR certification card. These are sent on your training day.

Day and Date	Time	Course #	Section #	Last Day to Cancel
Tuesday, July 16	6:30 pm - 9:00 pm	CCR11	2	Tuesday, July 2
Saturday, July 27	9:30 am - 12:00 pm	CCR11	4	Friday, July 12
Saturday, August 10	9:30 am - 12:00 pm	CCR11	6	Friday, July 26
Tuesday, August 27	6:30 pm - 9:00 pm	CCR11	8	Tuesday, August 13
Thursday, September 12	6:30 pm - 9:00 pm	CCR11	10	Thursday, August 29
Saturday, September 21	9:30 am - 12:00 pm	CCR11	12	Friday, September 6

# TRAINING CALENDAR: JULY - SEPTEMBER 2019

## Building Meaningful Appraisals (Set 1)

Tuesday, July 9

**NEW**

Leave this workshop with concrete ideas of how to build an appraisal that is an honest reflection of an individual's work. Highlight strengths and constructively support others as they strengthen their weak areas.

Amy Williams		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:00 pm - 9:00 pm	Cost: \$24	CCR10HPDL	Sec # 1	CKC: PPLD	Age group: NA	CDA: 6

## Impact of the Environment on Children's Brain Development (Set 2)

Thursday, July 11

**NEW**

We will explore brain development from conception until adolescence. We will explore how healthy interactions and activities affect brain development. We will explore how media (TV, Cell phones, and games) affect the developing brain.

Luiza Vaynberg		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:00 pm - 9:00 pm	Cost: \$30	CCR11VHGD	Sec # 1	CKC: HGD	Age group: All	CDA: 8

## Toddler Discipline Without Shame (Set 1)

Tuesday, July 16

The challenges of toddlerhood can be daunting and perplexing. Toddler teachers and parents can be frustrated and confused as to what to do when the child bites, scratches or pinches. Learn how to guide children toward appropriate and kind ways to communicate their needs and wants. Learn how to intervene and respond in a way that is compassionate, respectful, and clear.

Amy Williams		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:30 pm - 9:00 pm	Cost: \$20	CCR82UGB	Sec # 1	CKC: UGB	Age group: IT	CDA: 3

## In the Mix 1: Joys and Challenges of Mixed-Age Child Care (Set 1)



Saturday, July 20

Family child care often includes a blend of older and younger children. The mix of ages can be a joy or a challenge! We will discuss how family child care can be helpful to the development of school-age children as well as the younger ones. We will describe the unique developmental interests and needs of school-age children and youth and younger children and will plan ways to meet the challenges of mixed ages in family child care.

Joan Lowe		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
9:30 am - 11:30 am	Cost: \$15	CCR33HGD	Sec # 1	CKC: HGD	Age group: SA	CDA: 8

## In the Mix 2: Positive Relationships in Family Child Care (Set 1)

Saturday, July 20

Relationships form the heart of quality family child care. Providers establish unique relationships with each child in care. School-age children form positive relationships with their same age peers and with younger children in care. We will describe how these special relationships are important for child development and will make plans to enhance relationships in family child care.

Joan Lowe		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
12:15 pm - 2:15 pm	Cost: \$15	CCR34HGD	Sec # 1	CKC: HGD	Age group: SA	CDA:3

## Respectful Infant Care (Set 1)

Saturday, July 20

**NEW**

Diapers get changed. Babies get fed. Does the way we perform these tasks really matter to the health and development of the infants in our care? In this session, we will learn why respectful caregiving is so important and how to do it. Topics that will be covered include attachment theory, infant development, and practical caregiving tips. This class includes a 30 minute lunch break.

Jackie Bartlett		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
10:00 am - 2:30 pm	Cost: \$32	CCR18ZLEC	Sec # 1	CKC: LEC	Age group: IT	CDA: 1

**Professional Development Planning (Set 1)****Monday, July 22**

Participants will define professional development planning and explore ways to take charge of their own development. We will look at the Oregon Registry as one way to begin planning professional development goals. We will use a professional development planning tool to set individual goals and timelines for achievement.

Deb Johnson & Winnie Cheung		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:30 pm - 8:30 pm	Cost: \$5	CCR49PDL	Sec # 1	CKC: PPLD	Age group: NA	CDA: 6

**Oregon's Increasing Quality Training (Set 1)****Tuesday, July 23**

This session is the first step to participating in Spark, Oregon's Quality Rating and Improvement System. Spark recognizes, rewards and builds on what you are already doing well and provides free tools, financial incentives and professional support to increase and document your quality. In this session participants will explore Spark participation through a step by step breakdown of the process and criteria and get an in-depth look at the benefits of participation.

Hadiyah Miller		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:00 pm - 9:00 pm	Cost: FREE	CCR65PM	Sec # 1	CKC: PM	Age group: NA	CDA: 5

**Please remember that children under 16 are not allowed at trainings. However, breastfeeding infants are welcome. Please call in advance of your class to make arrangements. 503 - 491 - 6205**

**Early Words: Leap Into Language and Literacy (Set 1)****Wednesday, July 24**

Language and Literacy Development is essential for children of all ages and backgrounds. Come and learn how to encourage language and literacy development for the children in your program by focusing on the Five Literacy Practices (talking, reading, writing, singing, and playing) identified and adapted from the Every Child Ready to Read curriculum available through your local library.

Deborah Gitlitz		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
7:00 pm - 9:00 pm	Cost: \$10	CCR10CHGD	Sec # 1	CKC: HGD	Age group: IT, PK	CDA: 2

**Inclusive Practices that Work (Set 2)****Thursday, July 25**

What are the program practices which will encourage focused observations of the children in your program? And how can you link your observations to developmental support for your children? Explore strategies to use when observing your children and examine how to connect your observations to the activities you provide in your program.


Melinda Benson		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:30 pm - 8:30 pm	Cost: \$10	CCR74SN	Sec # 1	CKC: SN	Age group: NA	CDA: 7

**Building Partnerships with Families (Set 2)****Saturday, July 27**

Learn strategies for building partnerships, maintaining positive communication and creating an environment that is welcoming to parents. Examine ways to keep your families informed. A survey will be created to allow families to evaluate how your program addresses their needs.

Carol McMurdie		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
9:00 am - 12:00 pm	Cost: \$25	CCR27FCS	Sec # 1	CKC: FCS	Age group: NA	CDA: 4



Equitable Art for School Age Youth (Set 2)					Saturday, July 27		NEW	
This hands-on workshop introduces skills and activities for afterschool facilitators sharing art with youth. The training will discuss basic equitable practices to develop youth-voice and collaboration skills for school age youth, as well as tools for reflecting on the arts as a group.								
Rachel Kessler			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220					
10:00 am - 12:00 pm		Cost: \$20	CCR19BLEC	Sec # 1	CKC: LEC	Age group: SA		CDA: 2
Storybook Art (Set 2)					Saturday, July 27		NEW	
Participants will explore strategies and tools to make works of art based on children's story books. They will practice techniques with materials for making projects and discuss how teaching style may relate to how their students relate to reading.								
Rachel Kessler			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220					
12:30 pm - 2:30 pm		Cost: \$20	CCR19ALEC	Sec # 1	CKC: LEC	Age group: SA		CDA: 2
Persona Dolls: Uplifting Children's Social Identities (Set 2)					Tuesday, July 30 & Tuesday, August 6			
The development of Persona Dolls to reflect children's race, gender, ability, age, language, family composition, culture, ethnicity, socio-economic status, and religion identities. We will examine how to select dolls, topics and concepts to foster and engage children's self-identity for themselves and peers in the classrooms community. We will examine the process for sharing Persona Dolls during group time. <b>Must attend both sessions to receive certificate.</b>								
Hadiyah Miller			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220					
6:00 pm - 9:00 pm		Cost: \$30	CCR80DIV	Sec # 1	CKC: DIV	Age group: PK, SA		CDA: 3
Techniques for Sharing Strength-based Observations and Assessments with Families and Specialists (Set 1)					Wednesday, July 31			
Participants in this training will receive an overview of the purpose of observation and assessment, how to explain possible contributing factors when challenges are detected, discuss strategies to work with families in a strength-based manner, and how to refer to specialists, including Early Intervention and medical providers when indicated.								
Aoife Magee			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220					
6:00 pm - 9:00 pm		Cost: \$30	CCR50OA	Sec # 1	CKC: OA	Age group: IT, PK		CDA: 7
Positive Guidance Strategies (Set 1)					 Wednesday, August 7			
Would you like to add some new guidance techniques to your tool box? Are your usual methods feeling stale and ineffective? In this workshop, we will learn and practice research-informed teaching strategies and techniques that encourage children to follow directions, learn to problem solve, cooperate and participate in the classroom community.								
Caroline Falcone Goldstone			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220					
6:30 pm - 8:30 pm		Cost:\$16	CCR97UGB	Sec # 1	CKC: UGB	Age group: PK		CDA: 3
Talking With Parents (Set 1)					Thursday, August 8			
This training will focus on building relationships with families of children in your care. This class will help you be prepared to discuss difficult issues that may arise in your program. Participants will discuss activities that will help include parents in their programs. We will also identify reasons why relationship building leads to better overall care for children.								
Maria Nazzaro, LCSW			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220					
6:30 pm - 8:30 pm		Cost: \$10	CCR10FCS	Sec # 1	CKC: FCS	Age group: NA		CDA: 4

Developmental Screening in Child Care (Set 2)				Tuesday, August 20		
Developmental screening serves to identify potential delays so that children can receive the support they may need. In this workshop, we will: explore the purpose and goals of developmental screening; examine key factors to select screening instruments; explore screens for infants, toddlers, preschool and young school-age children. Finally, we will differentiate intervention services and acknowledge our responsibility to refer families to services.						
Sonia Thomas			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220			
6:00 pm - 9:00 pm	Cost: \$30	CCR790A	Sec # 1	CKC: OA	Age group: IT, PK, SA	CDA: 7

Addressing Proprioception and Vestibular Needs in the Classroom: A Teacher's Toolkit (Set 2)					Thursday, August 22	NEW
The Proprioceptive and Vestibular senses are often misunderstood and can be difficult to address in a school environment. How does this play out in the classroom? What is the underlying need of the child? Explore playful ways to support a healthy diet of movement and physical activity in ways that are supportive for the entire community. Play with challenges against gravity that help children develop core strength, practice balance, implement skillful self-regulation, and increase flexibility to adjust to typical sensory input.						
Amy Williams			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220			
6:00 pm - 9:00 pm	Cost: \$30	CCR88SN	Sec # 1	CKC: SN	Age group: PK, SA	CDA: 3

Are you a Registered or Certified Family Child Care provider?



**Remember, you may be able to pay for Set 2 training with a scholarship through OCCD.** Providers are now allowed to use their scholarship to pay for conferences AND/OR Set 2 training. You may also be awarded more than \$200. For details on the Oregon Family Childcare Scholarship, visit:

[www.pdx.edu/occd/education-awards-enhanced-rate-scholarships/](http://www.pdx.edu/occd/education-awards-enhanced-rate-scholarships/)

Within and Beyond Sight and Sound: Infants and Toddlers (Set 1)					Thursday, Sept. 5	NEW
What does it mean to be within sight and sound of your children? In this session, participants will learn strategies on how to keep infants and toddlers safe indoors and outdoors. You will be able to identify how to plan classroom routines to create a safe environment. You will also examine your environmental zones for safety factors.						
Hadiyah Miller & Winnie Cheung			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220			
6:00 pm - 9:00 pm	Cost: \$10	CCR14EHSN	Sec # 1	CKC: HSN	Age group: IT	CDA: 1

Family Books: A Way to Talk About Differences (Set 1)					Wednesday, Sept. 11	NEW
Young children have a natural desire to share about their families. They are also curious about families they see in their classroom and neighborhood. We will explore making books with children about their home life as a playful way to discuss and celebrate the diversity in your community. These books value each child as a classroom community member, and open the door for appreciation of all the different hobbies, favorite foods, abilities, interests, languages, and compositions that a family can have. We will also review preschool and toddler books on the topic that you can find at the public library.						
Carmen Ellis			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220			
6:30 pm - 9:00 pm	Cost: \$5	CCR85DIV	Sec # 1	CKC: DIV	Age group: IT, PK	CDA: 3

Within and Beyond Sight and Sound: Preschool (Set 1)					Thursday, Sept. 12		NEW
What does it mean to be within sight and sound of your children? In this session, participants will learn strategies on how to keep preschoolers safe indoors and outdoors. You will be able to identify how you plan classroom routines to create a safe environment. You will also examine your environmental zones for safety factors.							
Hadiyah Miller & Winnie Cheung			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:00 pm - 9:00 pm	Cost: \$10	CCR14FHSN	Sec # 1	CKC: HSN	Age group: PK		CDA: 1

Working Together to Protect Caregivers, Babies, and Families In Child Care (Set 1)					Saturday, Sept. 14		
Does it feel like infants and toddlers in child care are always sick? Are your infants and toddlers passing their illnesses on to their siblings and family at home, and YOU? This training will explore common child care illnesses, infections and their greater social impact. Participants will increase their understanding of the factors that cause frequent illness in infants/toddlers and learn effective prevention and intervention strategies.							
Courtney Freeman			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
9:00 am - 12:00 pm	Cost: \$16	CCR14DHSN	Sec # 1	CKC: HSN	Age group: IT		CDA: 1

Do They Ever Sit Still? Prevention and Intervention Strategies to Support Busy Kids in Preschool & Child Care Settings (Set 1)					Saturday, Sept. 14		NEW
This session will explore factors that may influence young children’s activity level, will provide classroom/group strategies that encourage engagement and attention, and identify key skills to teach children to be able to regulate their emotions and their bodies. Students will have an opportunity to develop an action plan to implement in their own settings.							
Tracy Branscomb			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
10:00 am - 2:30 pm	Cost: \$15	CCR89SN	Sec # 1	CKC: UGB/SN	Age group: PK	CDA: 3	

Put It In Writing (Set 1)				Saturday, Sept. 21		
Confused about what forms are required by the Office of Child Care for licensing? Join us for an informative, fun-filled class to discuss what forms are required and which forms are helpful when communicating with families in your care. Sample forms will be provided.						
Winnie Cheung		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
10:00 am - 12:00 pm	Cost: \$5	CCR33PDL	Sec # 1	CKC: PPLD	Age group: NA	CDA: 5

Promoting Resiliency in Early Childhood (Set 2)					Saturday, Sept. 21		
Participants will examine how risk and protective factors influence developmental outcomes for young children and how to promote resiliency. Groups will work together to apply key concepts related to risk and protective factors to case studies and then reflect upon the actual outcomes after completing the activity.							
Aoife Magee			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
9:00 am - 12:00 pm	Cost: \$25	CCR11UHGD	Sec # 1	CKC: HGD	Age group: IT, PK	CDA: 8	

Empowering Families in Early Childhood (Set 1)					Saturday, Sept. 21		
Participants will be given an introduction to a wide variety of parenting practices and engage in activities designed to help them become more sensitive towards diverse families. Participants will gain an awareness of positive ways to respect, support, and empower all families in early childhood.							
Aoife Magee			Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
12:30 pm - 3:30 pm	Cost: \$20	CCR55FCS	Sec # 1	CKC: FCS	Age group: IT, PK	CDA: 4	



**Best Practices in Family Child Care: Record Keeping for Taxes (Set 2)****Tuesday, Sept. 24****NEW**

Now is the time to set up your record keeping systems for the coming year. Keeping good records can help you save as much as \$50 in taxes for every \$100 you spend on your business. Good record keeping can help you in disputes with parents and help you meet requirements of CCD, DHS, and the USDA program. Topics will include income tax, self-employment tax, deductible expenses, time-space calculations, the EIN, accounting methods, and useful forms.

Sonia Thomas		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:00 pm - 9:00 pm	Cost: \$30	CCR11BPM	Sec # 1	CKC: PM	Age group: NA	CDA: 5

**Exploring the World Through the Unique Perspective of an Infant or Toddler (Set 2 designation is pending)****Wednesday, Sept. 25****NEW**

Observation is essential to building the foundation of any successful Infant and toddler program. We will examine how observation already works for you. We will develop strategies on how to refine your observation skills to transform observing into an even more useful tool.

Debbie Buta		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
6:00 pm - 9:00 pm	Cost: \$15	CCR78OA	Sec # 1	CKC: OA	Age group: IT	CDA: 7

**Positive Behavior Intervention and Support: Infant-Toddler Module 1 (Set 1)****Saturday, Sept. 28**

This module will cover strategies for preventing challenging behavior. The module is based on the principles that positive relationships serve as the foundation for addressing social emotional needs and that meaningful schedule and routines can serve as a prevention for challenging behaviors. This class includes a 30 minute lunch break.

DyLynn Roberston & Roberta Recken		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
9:00 am - 3:30 pm	Cost: \$30	CCR42UGB	Sec # 1	CKC: UGB	Age group: IT	CDA: 3

**KNOW****SEE****RESPOND****KNOW****SEE****RESPOND****KNOW****SEE****RESPOND****Help end child abuse and neglect!****Did you know you can take the RRCAN a second time and receive credit? For free?**

It's true! If you took *Recognizing and Reporting Abuse and Neglect* over 5 years ago, you qualify to take it a second time and receive two - three hours of Set 1 credit in Health, Safety and Nutrition (HSN). These hours are recognized in ORO and by licensing.

Refresh your understanding of signs of abuse and ask questions in an open, welcoming environment.

Sign up for a free class on July 13th or September 28th.

Check your ORO account at [my.oregonregistryonline.org](http://my.oregonregistryonline.org) or call CCR&R-MC at 503-491-6205 to see when you first took the RRCAN.

**Recognizing and Reporting Abuse and Neglect with Information on Sexual Abuse (Set 1)****Saturday, Sept. 28**

Child care and education providers are among those persons who are mandatory reporters of suspected incidents of child abuse and neglect in the state of Oregon. Participants will learn the process for reporting incidents of child abuse or neglect for which they have reasonable cause to believe have occurred. Information on recognizing child sexual abuse will be included.

Sheila Henderson		Location: MHCC Maywood Campus 10100 NE Prescott St. Portland, OR 97220				
9:00 am - 12:00 pm	Cost: FREE	CCR10	Sec # 2	CKC: HSN	Age group: NA	CDA: 1

Mt. Hood Community College  
Child Care Resource and Referral  
of Multnomah County  
26000 SE Stark St.  
Gresham, OR 97030

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## CCR&R STAFF

 **(503) 491-6205**

**Training Registration Questions? Call (503) 491-6205**

**Child behavior specialist line (503) 491-6219**

Christine Waters, Director 491-6210

Amelia Reyes, Program Assistant 491-6205 - Registration

Carmen Ellis, Training Manager 491-6213

Janet Muros, Program Specialist 491-6222

Deb Johnson, CCI Coordinator 491-6220

Carol Wilks, CCI Program Specialist 491-6206

Debbie Buta, CCI Business Consultant 491-6216

Hadiyah Miller, ECE Consultant (English) 491-6221

Winnie Cheung, ECE Consultant (English/Mandarin) 491-6226

Tam Nguyen, Provider Specialist (Vietnamese) 491-6214

Esther Horta, ECE Consultant/Network (Spanish) 491-6208

Yelena Hennegan, ECE Consultant/Network (Russian) 491-6211

Galina Nekrasova, ECE Consultant/Network (Russian) 491-6218

Leslee Barnes, ECE Consultant/Network (English) 491-6215

Muna Farah, ECE Consultant/Network (Somali) 491-6209

Sieu Inac, Inclusion Specialist (971) 673-2294

Cami Stevenson, Early Intervention/Special Education 491-6217

Paula Zaninovich MSW, Child Behavior Consultant 491-6145

Maria Nazzaro LCSW, Child Behavior Consultant (503) 258-4543

**For assistance finding child care call 2-1-1**

**For referral support contact 2-1-1 Info at (503) 416-2698**

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

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

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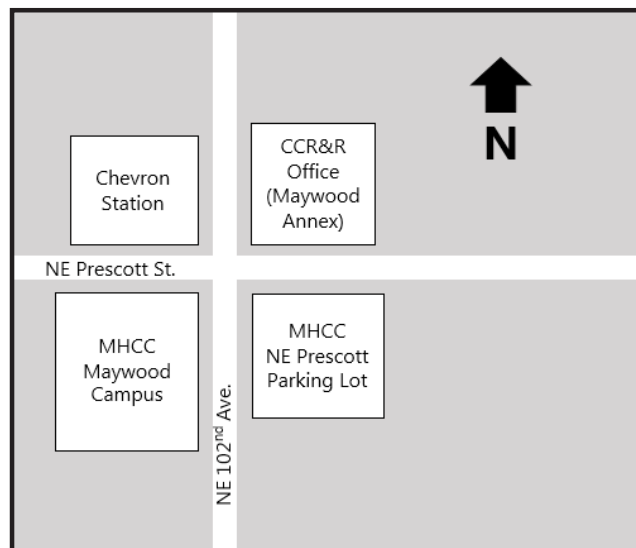


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Please call or drop in if you need help  
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Other services typically require an appointment.



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