

Office Hours *for* Home Visiting Online Referral System

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Please note that this presentation focuses on home visiting agencies that will use the online referral system to connect with clients. The referral steps for families and third parties will differ slightly.



NEW MEXICO

Early Childhood

Education & Care Department

August, 2024

Agenda

- Referral Portal Resources
- Why is the referral process changing?
- What will the referral portal do?
- When does the portal open?
- Referral steps
 - Home visiting agencies (*screen share*)
 - User guide (*screen share*)
- Roles for families and third parties
- Questions



Referral Portal Resources

Office hours recording, office hours presentation (PDF), portal walkthrough recording, user guide, and Q&A can be found on the webpage below, effective **Monday, August 19, 2024**.

nmeccd.org/home-visiting-referral



Why is the referral process changing?

ECECD is committed to bringing life-changing home visiting services to more families across the state, because when families have the resources they need – all of New Mexico thrives!

- ECECD is making the home visiting referral process easier than ever with the new online referral system.
- Families can now self-refer through “Am I Eligible,” ECECD’s online portal for early childhood services.
- Home visiting agencies and third parties like Medicaid Managed Care Organizations, early intervention providers, and health care professionals will also create an account to refer families to home visiting through the Portal.



The referral portal will:

- **Streamline the process** for families and providers, making it easier to learn about and connect with home visiting programs and reduce waitlists across the home visiting system
- **Increase transparency** for families and third parties about the types of home visiting programs available by county and distribute referrals based on availability and family preferences
- **Enhance families' experience** by matching them with home visiting programs that fit their needs and facilitating connections to child care assistance and other beneficial early childhood programs and services



When does the portal open?

Monday, August 19, 2024



Home visiting agencies *referral steps*

eligibility.ececd.nm.gov

 *Screen share*



Referral User Guide

- The user guide, which includes detailed screenshots and step-by-step directions from start to finish, will be available at nmececd.org/home-visiting-referral on **Monday, August 19, 2024**
- The user guide also includes the referral process for third-party organizations and families
- User guide will be available in Spanish Tuesday, August 18, 2024

bit.ly/3M2MdGo



Screen share

Welcome to Home Visiting Referral

Home Visiting is a relationship-based program for families who are pregnant or have children not yet eligible for kindergarten. The program supports family goals, child growth and development, establishes connection to resources, and overall health and well-being. It is free for all New Mexico families regardless of income. Home visitors come to see you in the convenience of your home or via remote telehealth sessions.

Once you complete the Home Visiting Referral questions you will be able to choose a Home Visiting Provider. A Home Visiting program representative will contact you within 3-5 business days to review your information and discuss next steps for enrollment.

BASIC INFORMATION (* ARE REQUIRED FIELDS)

First Name *	Middle Name	Last Name *
<input type="text" value="Bunny"/>	<input type="text"/>	<input type="text" value="Bugs"/>
Gender *	<input type="text" value="Male"/>	
Date of Birth *	<input type="text" value="01/19/1920"/>	
Phone Number *	<input type="text" value="(498) 765-4968"/>	
Email	<input type="text" value="Bugs.Bunny@test.com"/>	
Language Preference	<input type="text" value="English"/>	
Please select the county where you will need the services *	<input type="text" value="Bernalillo"/>	
How did you hear about Home Visiting? *	<input type="text" value="Early Show with Alax"/>	

SAVE AND CONTINUE →

Roles for families and third parties

Third Party Organization

- Only have permission to submit quick referrals for families
 - *Quick Referrals require minimal information as they are used to begin the referral process and enter the applicant/family into the system*
- The quick referrals will be sent to the open referrals for the providers within the county specified on
- The referral will be picked up by any providers who have availability

Families

- Can create their own user accounts which will allow them to submit their own complete referral
 - *Complete referrals require more details. The user will navigate through several pages and input the required information to determine which programs they are eligible for.*
- Applicants can submit a self-referral which can be picked up by a provider within the county they live in

Questions?



For more information, please contact

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[User guide: bit.ly/3M2MdGo](https://bit.ly/3M2MdGo)

nmeccd.org/home-visiting-referral



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