

GovGrants

Peel Inclusion Resource Services

Referrals for Service Providers

Early Years and Child Care Services

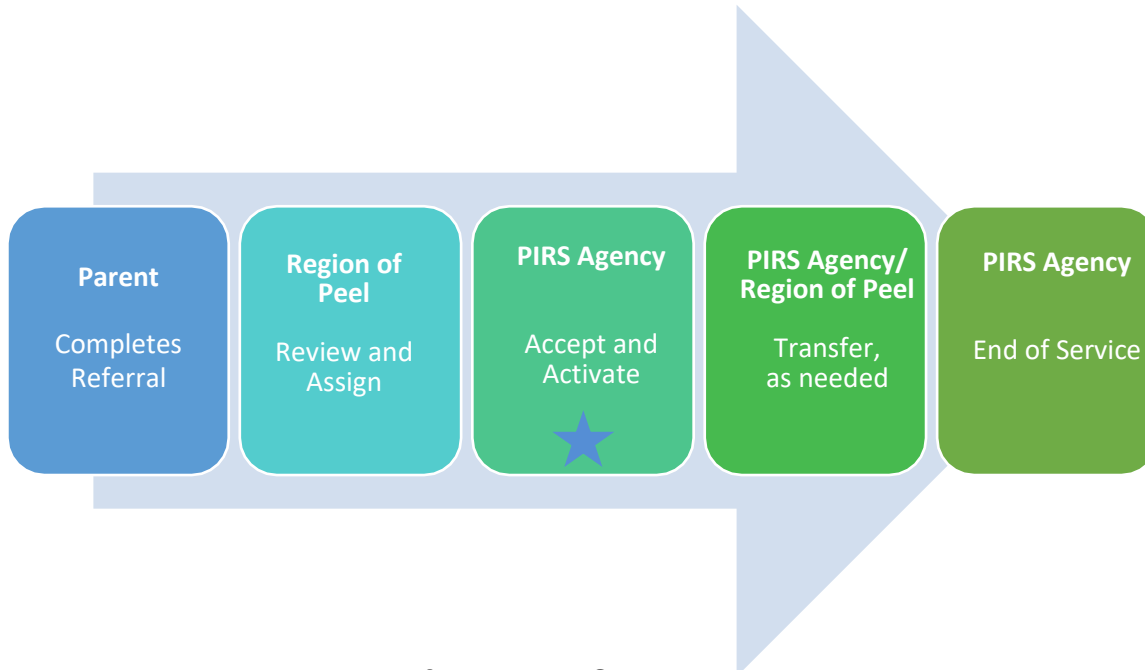
August 30, 2021

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Overview

The process for a Peel Inclusion Resource Service (PIRS) referral using GovGrants is outlined below:



A parent will go to the Region of Peel’s PIRS website to provide their consent to collect information and complete the PIRS referral form (referral).

When a parent submits their referral, Region of Peel staff will review and transfer the referral to a PIRS agency based on the child care provider indicated by the parent.

The PIRS agency will review the referral and can accept within 20 calendar days. The PIRS agency will then obtain the parent’s consent for service, input the date of consent in GovGrants and then provide service to the child.

If a child moves to another child care provider, the PIRS agency will transfer the referral back to the Region of Peel, who will then send it to the applicable PIRS agency.

When PIRS support is no longer needed, the PIRS agency will end the service on GovGrants.

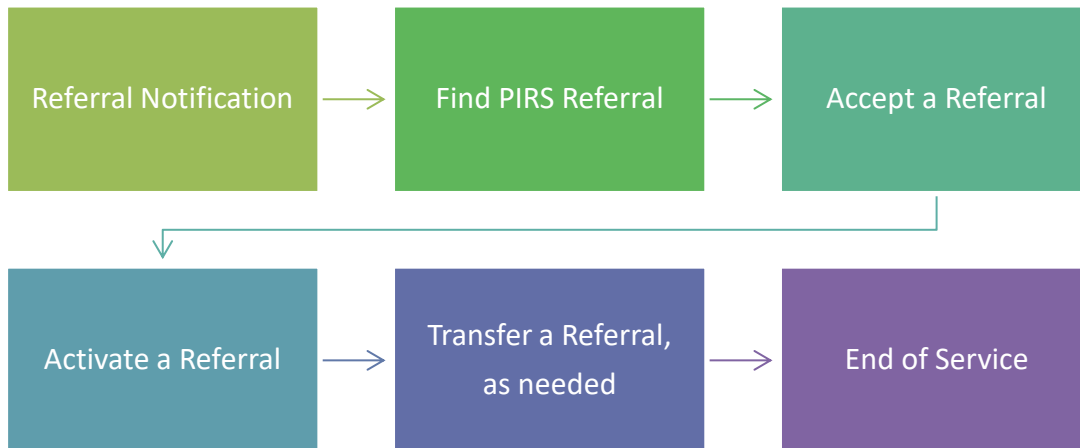
At any time, the Region of Peel and PIRS agency can see the referrals sent to their agency in GovGrants, and which are active or closed.

PIRS agencies can access referrals by going to the Service Provider Profile and navigating to the PIRS Information tab on the Head Office page.

This manual will show you how to accept, transfer and close PIRS referrals.

PIRS Referral Module

PIRS Referral Process



Commonly Used Icons

Icon	Function
*	Fields marked with a red asterisk are required
⚠	Sections marked with this icon are required
●	Tabs marked with this icon are required
👁	View detailed information about the associated record
↔	Transfer a referral
⊘	End a referral
📄	Download file
⌵	Available filter options
☰	Available options
🔿	Filter options
🔍	Search

Referral Notification

You will receive the following email to let you know a PIRS Referral is awaiting your acceptance.

Hello,

A referral aligned to your agency is ready for pickup.

PIRS ID: PIRS-00020
SNR Agency: Test EarlyON Non-Profit Head Office

Log in to GovGrants to pick up and accept the referral.

Please do not reply to this email. You may contact the Region of Peel, if you have any questions or need assistance.

Thank you,
Region of Peel

Find PIRS Referral

PIRS referrals can be found under your Service Provider Profile, on your Head Office page.

Log in to GovGrants. Click on **Service Provider Profile** in the left-hand side menu under Activities and My Organization.

The screenshot shows the GovGrants web application interface. The top navigation bar includes the 'Region of Peel' logo and 'working with you' tagline. A search bar is located on the left. The main content area is divided into two columns: 'Task Summary By Phase' and 'Task Summary By Due Date'. The 'Task Summary By Phase' table lists various phases with their respective counts. The 'Task Summary By Due Date' table lists due date categories with their counts. Below these tables is the 'My Workspace' section, which includes tabs for 'Files', 'Calendar', 'Notes', and 'Messages'. A 'Quick Search' bar is also present. The left-hand side menu is visible, with 'My Organization' and 'Service Provider Profile' highlighted in red. The footer of the page includes the 'GovGrants' logo and a link to 'Privacy & Terms of Use | Accessibility | Accountability & Transparency'.

Phase	Count
Home	0
Funding Opportunities	0
Applications	0
Grants	0
Monitoring	4
Closeout	0

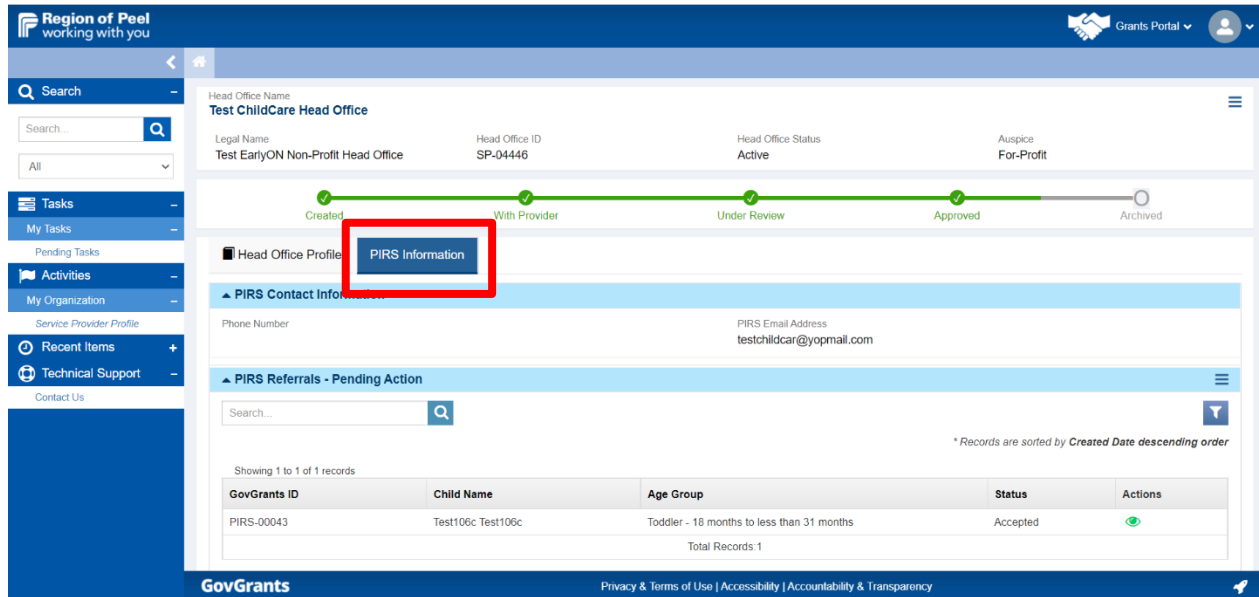
Due Date	Count
Late	0
Due within 7 Days	2
Due within 30 Days	2
Due in more than 30 Days	0

Name	Description	Attached To	Owner	Last Modified Date	Actions
PIRS-00041.pdf		SPP-004445	Test Tester	7/12/2021 11:57 AM	
PIRS-00071.pdf		SPP-004445	Test Tester	7/15/2021 10:48 AM	

PIRS Referral Module

You will now be on your Head Office page. Click on the **PIRS Information** tab.

Note: If you are a Primary or Secondary User in GovGrants, the Head Office page may have additional tabs than the image below.



On the PIRS Referral page, referral records are organized based on the following sections:

- **Pending Action:** New or transferred referrals that need your acceptance or consent from the parent are found in this section.



- **Active/Inactive:** Referrals that are active or closed are found in this section.



PIRS Referral Module

- **Transferred:** If you take a copy of a referral that has been transferred from your agency, a snapshot of the referral can be found in this section.

▲ Transferred PIRS Referral (PDF) ☰

* Records are sorted by Last Modified Date ascending order

File Name	Date Taken	Snapshot Taken By	Download
PIRS-00002.pdf	10/07/2021 8:17 AM	TEST EO-HO	
PIRS-00002.pdf	10/07/2021 8:18 AM	TEST EO-HO	
PIRS-00006.pdf	10/07/2021 10:00 AM	TEST EO-HO	
PIRS-00016.pdf	10/07/2021 4:24 PM	TEST EO-HO	
PIRS-00041.pdf	12/07/2021 11:57 AM	Test Tester	



The following features are available on the **PIRS Referral** page to help you filter referrals and quickly find a referral or a group of referrals.

1. **Sort:** Click on the column heading to sort the information in the column in ascending or descending order.
2. **Search:** Paste the GovGrantsID in the search field and then click the magnifying glass.

3. **Advanced Search:** Click the filter icon (blue funnel) at the top right of the screen to see the filter options. Select your filters and the + sign will turn green. Click the red X to remove the filter.

▲ Active PIRS Referrals ☰

PIRS-00020

Column Name	Operator	Value	Action
Age Group	equals to	Toddler - 18 months to less than 31 mont	

Accept a Referral

When a referral is sent to your agency, the status is **Sent to SNR Agency**

Go to the **PIRS Referral – Pending Action** section. You can either click on the **Status** column header or use the filter icon to see all referrals with the status of **Sent to SNR Agency**.

Head Office Profile

PIRS Information

▲ PIRS Contact Information

Phone Number PIRS Email Address
testchildcar@yopmail.com

▲ PIRS Referrals - Pending Action ☰

Search... ▼

* Records are sorted by *Created Date descending order*

Showing 1 to 2 of 2 records

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Sent to SNR Agency	
PIRS-00043	Test106c Test106c	Toddler - 18 months to less than 31 months	Accepted	

Total Records:2

For each referral with the status of **Sent to SNR Agency**, click on the View icon (green eye) under the Actions column to be taken to the referral page.

Head Office Profile

PIRS Information

▲ PIRS Contact Information

Phone Number PIRS Email Address
testchildcar@yopmail.com

▲ PIRS Referrals - Pending Action ☰

Search... ▼

* Records are sorted by *Created Date descending order*

Showing 1 to 2 of 2 records

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Sent to SNR Agency	
PIRS-00043	Test106c Test106c	Toddler - 18 months to less than 31 months	Accepted	

Total Records:2

Assess the referral

The referral page provides you with record details, the referral status and information about the family requesting service.

Overview Tab: Gives an overview of the family contact information, child name and age along with the licensed child care provider. Actions on the referral are completed on this page.

Comments Tab: Where the referred agency can leave comments specific to the referral. The comments are part of the referral record and stay with the referral if it is transferred to another PIRS Agency.

Important: Do not include any personal information about the family, child, or licensed child care provider in the comments.

Click the **Overview** tab. Review the licensed child care centre or home child care provider to verify it falls within your zone.

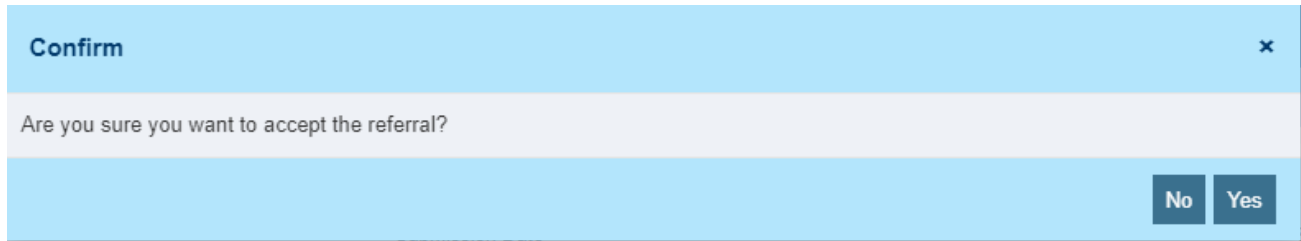
If the child care centre or home child care provider is...	Then...
in your zone	click Accept Referral .
not in your zone	Email PIRS@peelregion.ca the GovGrants ID and that the referral is not in your zone.

Accept the referral

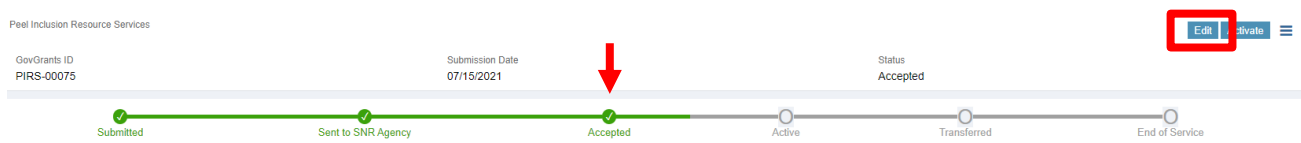
Click **Accept Referral** to acknowledge your acceptance of a referral.

The screenshot displays the GovGrants Referral Module interface. At the top, the 'Region of Peel' logo is visible. The main header shows 'Peel Inclusion Resource Services' and 'GovGrants ID PIRS-00075'. A progress bar indicates the referral status: Submitted, Sent to SNR Agency (highlighted with a red arrow), Accepted, Active, Transferred, and End of Service. The 'Accept Referral' button is highlighted with a red box. Below the progress bar, the 'Overview' tab is active, showing family and child information, and details for the selected licensed child care centre: North Park Early Learning and Child Care Centre - FDC, located at 10 North Park Dr, Brampton, Ontario, L6S3M1.

A modal window will appear to confirm that you want to accept the referral. Click **Yes**



The status will change to **Accepted**. Should you receive an update on the child care provider, you can click **Edit** to make the required changes.



Important! Please note that you have 20 calendar days to accept the referral. You will receive a reminder email should you not accept the referral within this time.

Activate a Referral

A referral can be activated when a parent's consent is received.

To activate a referral, go to the **PIRS Information** tab and then navigate to the **PIRS Referral – Pending Action** section. You can either click on the Status column header or click the filter icon to see referrals with the status of Accepted.

The screenshot shows the GovGrants interface for the Region of Peel. The main content area is titled 'Test ChildCare Head Office'. Below this, there is a progress bar with stages: Created, With Provider, Under Review, Approved, and Archived. The 'Approved' stage is currently active. Below the progress bar, there are tabs for 'Head Office Profile' and 'PIRS Information'. The 'PIRS Information' tab is selected, showing 'PIRS Contact Information' with fields for 'Phone Number' and 'PIRS Email Address' (testchildcar@yopmail.com). Below this, there is a section for 'PIRS Referrals - Pending Action' which is highlighted with a red box. This section contains a search bar and a table of referrals. The table has columns for 'GovGrants ID', 'Child Name', 'Age Group', 'Status', and 'Actions'. The 'Status' column header is highlighted with a red box. A filter icon (a square with a downward arrow) is also highlighted with a red box. The table shows two records, both with a status of 'Accepted'.

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Accepted	
PIRS-00043	Test106c Test106c	Toddler - 18 months to less than 31 months	Accepted	

Enter parent's consent date

For each referral with the status of Accepted, click on the View icon (green eye) under the Actions column.

The screenshot shows the 'Region of Peel working with you' Grants Portal. The main content area displays 'PIRS Information' for 'Test ChildCare Head Office'. Below this is a progress bar with stages: Created, With Provider, Under Review, Approved, and Archived. The 'PIRS Referrals - Pending Action' section contains a table with the following data:

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Accepted	
PIRS-00043	Test106c Test106c	Toddler - 18 months to less than 31 months	Accepted	

The 'Actions' column for the 'Accepted' status has a red box around the green eye icon.

Click **Edit** to enter the parent's consent date.

The screenshot shows the 'Region of Peel working with you' Grants Portal. The main content area displays 'Peel Inclusion Resource Services' for 'GovGrants ID PIRS-00075'. The status is 'Accepted'. Below this is a progress bar with stages: Submitted, Sent to SNR Agency, Accepted, Active, Transferred, and End of Service. The 'Family Information' section contains the following data:

Last Name	First Name	Email Address
TestFamilyA	TestFamilyFirstA	

The 'Parent Consent Date' field is highlighted with a red box. The 'Edit' button in the top right corner is also highlighted with a red box.

Click on the **Parent Consent Date** field. Select the month and day.

Note: The date cannot be a future date, it must be the current or a past date.

Referral Module

Activate the referral

Review the Licensed Child Care Centre or Home Child Care Agency. Click **Save**.

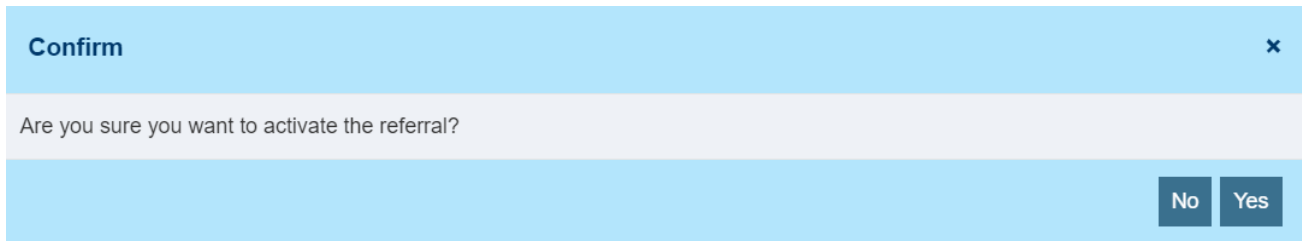
The screenshot shows the GovGrants Referral Module interface. At the top, there is a navigation bar with the Region of Peel logo and 'working with you' text. Below this is a search bar and a sidebar with various navigation options like 'Tasks', 'Activities', and 'Recent Items'. The main content area displays a referral for 'Peel Inclusion Resource Services' with a GovGrants ID of PIRS-00075 and a submission date of 07/15/2021. The status is 'Accepted'. A progress bar shows the stages: Submitted, Sent to SNR Agency, Accepted, Active, Transferred, and End of Service. Below the progress bar, there are tabs for 'Overview' and 'Comments'. The 'Family Information' section includes fields for Last Name (TestFamilyA), First Name (TestFamilyFirstA), Email Address, Phone Number ((905) 555-5555), Re-enter Phone Number ((905) 555-5555), and Parent Consent Date (mm/dd/yyyy). A 'Save' button is highlighted with a red box in the top right corner of the main content area.

Click **Activate**.

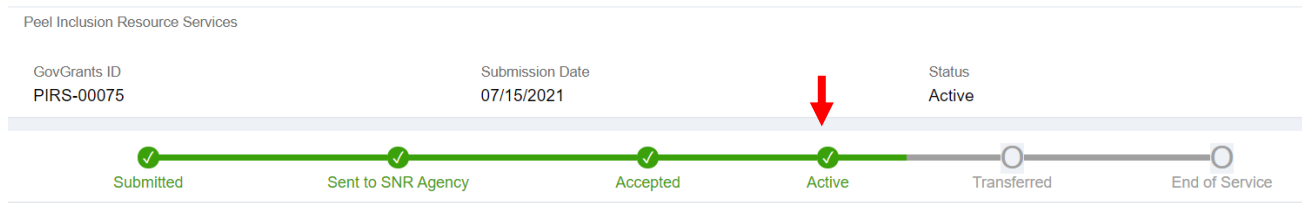
The screenshot shows the GovGrants Referral Module interface, similar to the previous one, but with the 'Activate' button highlighted in red. The 'Family Information' section is partially filled out, with the Parent Consent Date set to 07/15/2021. The 'Child Information' section includes fields for Last Name (TestChildA), First Name (TestChildA), and Age Group (Toddler - 18 months to less than 31 months). Below this, there is a section titled 'Select the Licensed Child Care Centre or Home Child Care Agency'. The 'Activate' button is highlighted with a red box in the top right corner of the main content area.

Referral Module

A modal window will appear to confirm that you want to activate the referral. Click **Yes**.

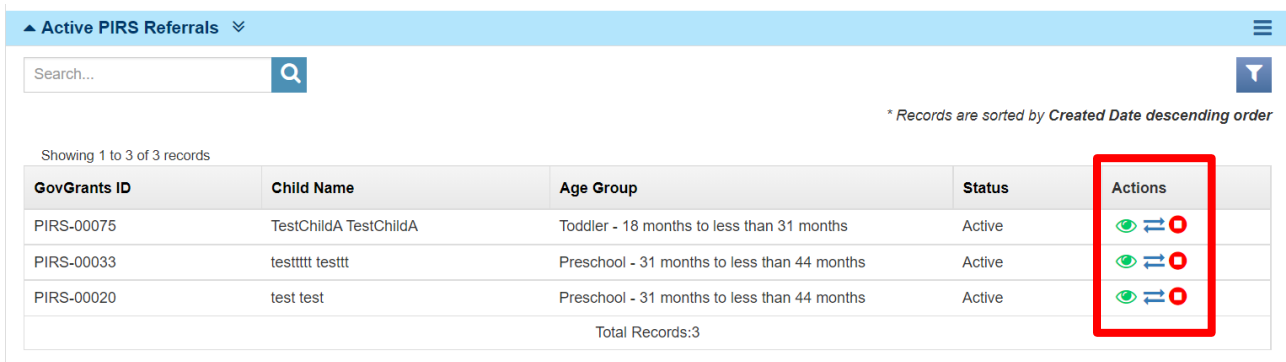


The status will change to **Active**.



Important! Please note that you have 20 calendar days after accepting a referral to activate the referral and enter the parent consent date. You will receive a reminder email should you not activate the referral within this time.

Once activated, you can use the **view** icon (green eye), **transfer** icon (blue arrows) or **end service** icon (red circle) to manage the referral from the **PIRS Information** tab under the **Active PIRS Referrals** section.












Active PIRS Referrals

Search...

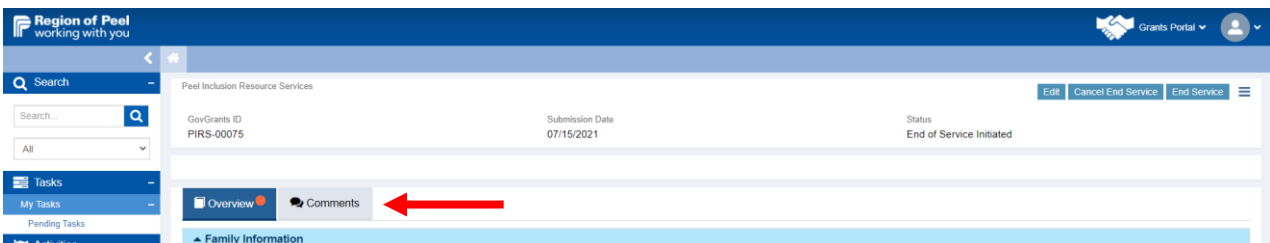
* Records are sorted by Created Date descending order

Showing 1 to 3 of 3 records

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Active	  
PIRS-00033	testtttt testtt	Preschool - 31 months to less than 44 months	Active	  
PIRS-00020	test test	Preschool - 31 months to less than 44 months	Active	  

Total Records:3

Note: Please note that updates to personal information cannot be made. However, corrections to personal information, such as name spelling etc., can be reflected in the **Comments** tab so that the referral does not need to be resubmitted.



Transfer a Referral

To transfer a referral, go to the **PIRS Information** tab and scroll down to the **Active PIRS Referrals** section. Locate the referral and click the **transfer** icon (blue arrows).

Region of Peel working with you | Grants Portal

Showing 1 to 1 of 1 records

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00043	Test106c Test106c	Toddler - 18 months to less than 31 months	Accepted	

Total Records:1

Active PIRS Referrals

Showing 1 to 3 of 3 records

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Active	
PIRS-00033	testtttt testtt	Preschool - 31 months to less than 44 months	Active	
PIRS-00020	test test	Preschool - 31 months to less than 44 months	Active	

Total Records:3

Transferred PIRS Referral (PDF)

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A modal window will appear to confirm that you want to transfer the referral. Click **Yes**

Confirm

Are you sure you want to initiate transfer for this referral?

No Yes

Enter reason for transfer

You will be taken to the referral record to update the child care provider and select the reason for transfer after clicking Yes.

To update the child care provider, click **Edit**.

Peel Inclusion Resource Services

GovGrants ID: PIRS-00075 | Submission Date: 07/15/2021 | Status: Transfer Initiated

[Edit](#) [Cancel Transfer](#) [Complete Transfer](#)

Please update the child care provider location, if applicable. Please take a PDF Snapshot of the PIRS Record before clicking the 'Complete Transfer' button.

Overview | Comments

Family Information

Last Name: TestFamilyA | First Name: TestFamilyFirstA | Email Address:

Referral Module

Select the new licensed child care provider or home child care agency. Enter the address of the home child care provider if a home child care agency is selected.

Select the **Reason for Transfer** from the drop-down options.

Click **Save**.

▲ Select the Licensed Child Care Centre or Home Child Care Agency

*Child care centre or home child care agency

North Park Early Learning and Child Care Centre - F

▲ Home Child Care Provider Address (Complete only if you have selected a Home Child Care Agency above)

Address Province City Postal Code

▲ Reason for Transfer

Reason for transfer

Take a PDF snapshot of the transferring referral

You can take a snapshot of the referral for your records, as you will no longer have access to that referral once it is transferred.

To create a PDF snapshot of the referral, click the **options** icon (three bars). Select **Take a Snapshot** or **Download as a PDF**.

Region of Peel working with you

Grants Portal

Peel Inclusion Resource Services

GovGrants ID: PIRS-00075 | Submission Date: 07/15/2021 | Status: Transfer Initiated

Take Snapshot | Download As PDF

Please update the child care provider location, if applicable. Please take a PDF Snapshot of the PIRS Record before clicking the 'Complete Transfer' button.

Overview | Comments

▲ Family Information

Last Name	First Name	Email Address
TestFamilyA	TestFamilyFirstA	
Phone Number (905) 555-5555	Re-enter Phone Number (905) 555-5555	Parent Consent Date 07/15/2021

▲ Child Information

Last Name	First Name	Age Group
TestChildA	TestChildA	Toddler - 18 months to less than 31 months

If you select...	Then a...
Take Snapshot	<ul style="list-style-type: none"> modal window will appear to confirm you want to take a PDF snapshot, and a PDF is created and stored on GovGrants. <p>Note: You can access the PDF on the PIRS Information tab under the Transferred PIRS Referral (PDF) section.</p>
Download As PDF	<ul style="list-style-type: none"> a PDF is created, and you can download and save the file to your computer. <p>Note: This option does not save to GovGrants.</p>

Complete transfer

To complete the transfer of the referral, click **Complete Transfer**.

The screenshot displays the GovGrants portal for a referral. The top navigation bar includes the 'Region of Peel' logo and a 'Grants Portal' dropdown. A search bar is visible on the left. The main content area shows the referral details for 'Peel Inclusion Resource Services' with a GovGrants ID of PIRS-00075 and a submission date of 07/15/2021. The status is 'Transfer Initiated'. Three buttons are present: 'Edit', 'Cancel Transfer', and 'Complete Transfer', with the latter being highlighted by a red box. Below the buttons, a message prompts the user to update the child care provider location and take a PDF snapshot before clicking 'Complete Transfer'. The main content area is divided into sections for 'Family Information' and 'Child Information', each with a table of details. The 'Family Information' table includes fields for Last Name, First Name, Email Address, Phone Number, Re-enter Phone Number, and Parent Consent Date. The 'Child Information' table includes fields for Last Name, First Name, and Age Group. At the bottom, there is a section for 'Select the Licensed Child Care Centre or Home Child Care Agency' with a table listing the agency name, type, and address.

Cancel transfer

If the transfer is no longer needed or was initiated in error, review and adjust any changes made, then click **Cancel Transfer**.

Referral Module

The screenshot shows the 'Referral Module' interface for the Region of Peel. The top navigation bar includes the logo and 'Grants Portal'. A search bar is present. The main content area displays a referral record for PIRS-00075, with a submission date of 07/15/2021 and a status of 'Transfer Initiated'. A red box highlights the 'Cancel Transfer' button. Below the record, there are sections for 'Family Information' and 'Child Information'. The 'Family Information' section includes fields for Last Name (TestFamilyA), First Name (TestFamilyFirstA), Email Address, Phone Number (905) 555-5555, Re-enter Phone Number (905) 555-5555, and Parent Consent Date (07/15/2021). The 'Child Information' section includes Last Name (TestChildA), First Name (TestChildA), and Age Group (Toddler - 18 months to less than 31 months). A section for 'Select the Licensed Child Care Centre or Home Child Care Agency' is also visible, with fields for Child care centre or home child care agency (All Saints Early Learning & Child Care Centre-PLASP), Type (Centre), and Address (4105 Colonial Drive).

End of Service

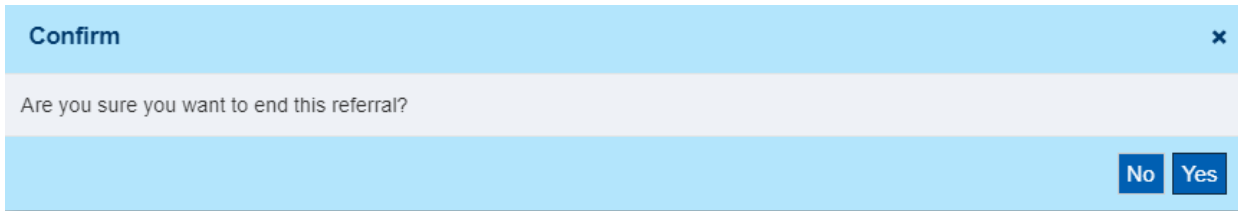
When a child no longer requires PIRS, locate the referral under **Active PIRS Referral** and click the **End of Service** icon (red circle) to begin the process of closing the referral.

The screenshot shows the 'Active PIRS Referrals' section of the Referral Module. It displays a table with columns for GovGrants ID, Child Name, Age Group, Status, and Actions. The table contains three records:

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00043	Test106c Test106c	Toddler - 18 months to less than 31 months	Accepted	
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	Active	
PIRS-00033	testtttt testtt	Preschool - 31 months to less than 44 months	Active	
PIRS-00020	test test	Preschool - 31 months to less than 44 months	Active	

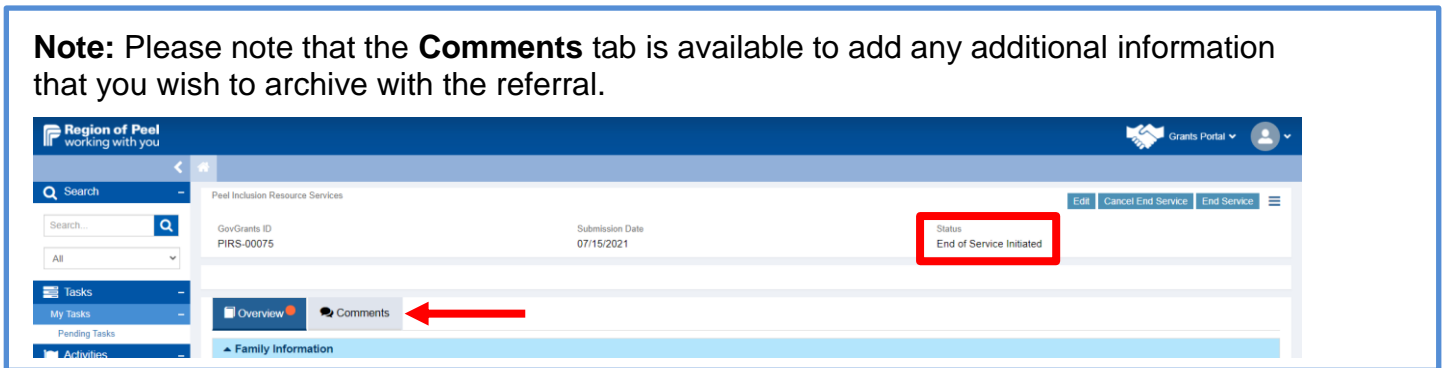
The 'End of Service' icon (red circle) is highlighted for the referral PIRS-00075. Below the table, there is a section for 'Transferred PIRS Referral (PDF)'. The footer includes the 'GovGrants' logo and 'Privacy & Terms of Use | Accessibility | Accountability & Transparency'.

A modal window will appear to confirm that you want to start the process of ending the referral. Click **Yes**



Once you select Yes, you will be taken into the referral, where you will be required to enter additional information regarding the closing of the referral. Also, the referral status will change to **End of Service Initiated**.

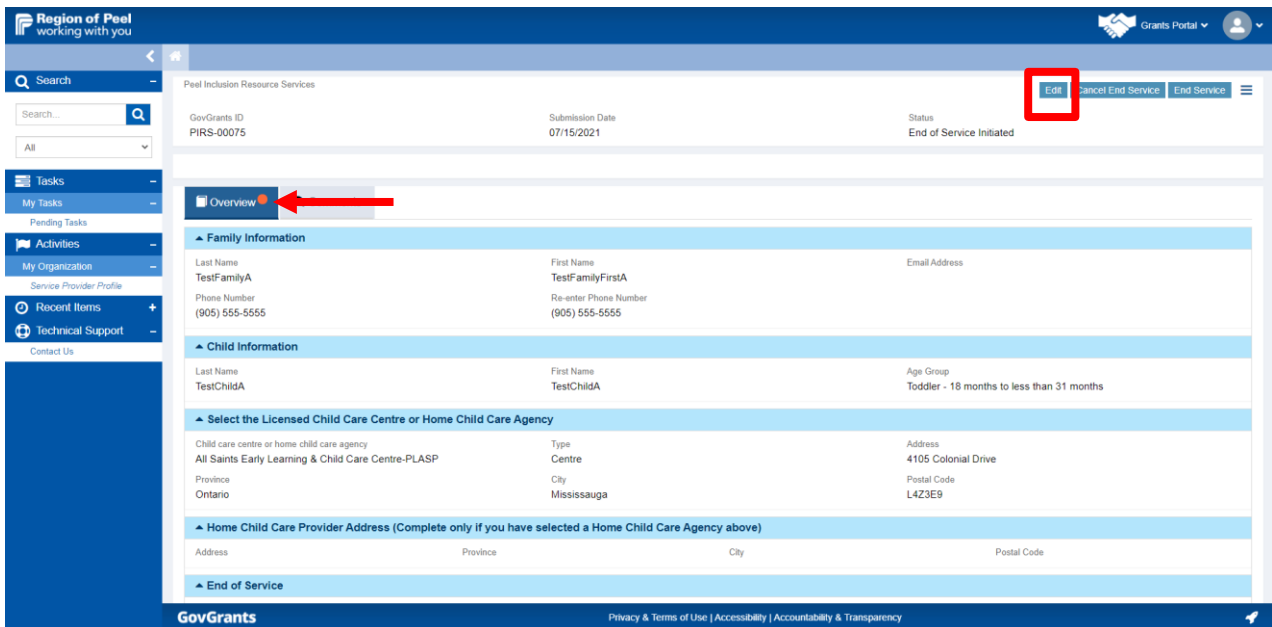
Note: Please note that the **Comments** tab is available to add any additional information that you wish to archive with the referral.



Enter reason for ending service

You must enter a reason for ending service to close a referral. Click **Edit** to add the required information.

Note: The orange dot on the Overview tab identifies a required action is needed on this page.



Referral Module

Scroll down to the **End of Service** section and select the **Reason for ending service** from the drop-down options. This is mandatory field.

Click **Save**.

▲ End of Service

Reason for ending service

--None--

Cancel Save

Note: If you are advised that the referral is to continue or wish to cancel the end of service process, review and adjust any changes, then click **Cancel End Service**.

Region of Peel working with you

Grants Portal

Peel Inclusion Resource Services

GovGrants ID: PIRS-00075 Submission Date: 07/15/2021 Status: End of Service Initiated

Cancel End Service End Service

Family Information

Last Name	First Name	Email Address
-----------	------------	---------------

Once you have selected the reason for ending service and clicked the **Save** button, click **End Service** on the top or bottom right of your screen.

Region of Peel working with you

Grants Portal

Peel Inclusion Resource Services

GovGrants ID: PIRS-00075 Submission Date: 07/15/2021 Status: End of Service Initiated

End Service

Family Information

Last Name	First Name	Email Address
TestFamilyA	TestFamilyFirstA	
Phone Number	Re-enter Phone Number	
(905) 555-5555	(905) 555-5555	

Child Information

Last Name	First Name	Age Group
TestChildA	TestChildA	Toddler - 18 months to less than 31 months

Select the Licensed Child Care Centre or Home Child Care Agency

Child care centre or home child care agency	Type	Address
All Saints Early Learning & Child Care Centre-PLASP	Centre	4105 Colonial Drive
Province	City	Postal Code
Ontario	Mississauga	L4Z3E9

Home Child Care Provider Address (Complete only if you have selected a Home Child Care Agency above)

Address	Province	City	Postal Code
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End of Service

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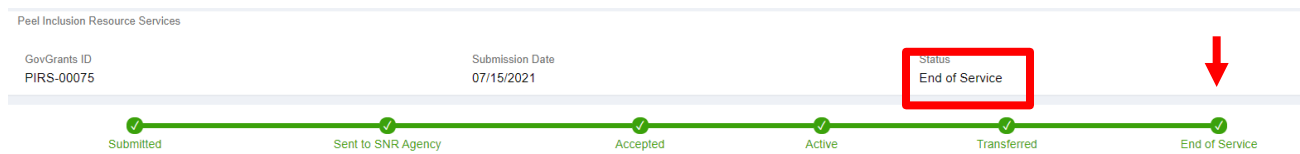
Referral Module

A second modal window will appear to confirm if you want to end this referral. Click **Yes**

Confirm x

Are you sure you want to end this referral?

The status bar will change to **End of Service**.



No Contact Process

Where SNR agency is unable to contact PIRS clients (parents or caregivers), please follow these steps:

- a. Make a minimum of three reach-outs.
- b. In comments field add dates of reach-outs and method (phone or email). Include staff member's initials for tracking purposes.
- c. Enter a consistent consent date of January 1 and the current year. For example: January 1, 202X.
- d. In the **End of Service** section select **No contact from family** from the drop-down menu.

Inappropriate Referrals Process

Where consent is not received for referrals, please follow these steps:

- a. In the comments field, enter the reason the referral is not valid/appropriate.
- b. Enter a consistent consent date of January 1 and the current year. For example: January 1, 202X.
- c. In the **End of Service** section select **Child no longer requires PIRS RC support** from the drop-down menu

Locate inactive referrals

When a referral ends, it becomes an inactive referral on GovGrants. To locate and view an inactive referral, go to the **PIRS Information tab** on your Service Provider Profile.

Click the double arrow next to the Active PIRS Referral section heading. Select **Inactive PIRS Referrals**.

The screenshot shows the GovGrants interface. The 'PIRS Information' tab is selected, indicated by a red arrow. Below the 'PIRS Referrals - Pending Action' section, the 'Active PIRS Referrals' section is expanded. A red box highlights the 'Active PIRS Referrals' heading, which has a double arrow icon next to it. A dropdown menu is visible, showing 'Active PIRS Referrals' and 'Inactive PIRS Referrals'. Below this, a table lists active referrals.

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00033	testtttt testtt	Preschool - 31 months to less than 44 months	Active	
PIRS-00020	test test	Preschool - 31 months to less than 44 months	Active	

Click the **view** icon (green eye).

The screenshot shows the GovGrants interface with the 'Inactive PIRS Referrals' section expanded. A table lists inactive referrals. A red box highlights the 'view' icon (green eye) in the Actions column of the first row.

GovGrants ID	Child Name	Age Group	Status	Actions
PIRS-00075	TestChildA TestChildA	Toddler - 18 months to less than 31 months	End of Service	
PIRS-00042	Test105c Test105c	Kindergarten - 44 months to less than 72 months	End of Service	
PIRS-00006	testtttt test	Preschool - 31 months to less than 44 months	End of Service	
PIRS-00002	reddy neera	Toddler - 18 months to less than 31 months	End of Service	


Important! An inactive referral cannot be re-activated. The parent will need to complete a new referral form.

Questions and Answers

Q1. What child care centres (CCCs) will be listed in GovGrants?

All licensed CCCs, Licensed Home Child Care Agencies in Peel and any agencies with whom we have a cross jurisdictional agreement will be listed in GovGrants.

Q2. Can referral information be downloaded as a PDF document?

You can download copies of all pages where you see the following icon . You can click on the icon and it will offer an option to download as a PDF.

Q3. Is there any way to see the name of the CCC without opening the referral?

Unfortunately, the only way to see the CCC name currently is by opening the referral. We are exploring the possibility to add this component.

Q4. What do we need to do in GovGrants if a child transfers to a new program but within the same SNR agency?

No action is required in GovGrants. However, the SNR agency may update the name of the CCC.

Q5. What happens if a parent wants their child to return to service? Will the same ID number be re-activated?

Once service is ended for a referral, it cannot be re-activated. The parent will need to complete a new referral.

Q6. If a parent completes a second referral, will the system recognize that it is a duplicate referral?

The system will not recognize duplicate referrals. We will develop internal processes to monitor duplicate referrals.

Q7. As we are capturing a lot of information in GovGrants (active service, transfers, end of service), does this mean we will no longer have to report these data to PIRS?

Yes, having intake in GovGrants will reduce some SNR agency reporting. We will provide an update on data that will and will not continue to be required.

Q8. Can we make any edits to the personal information the parent provides on the referral (ex., correcting a mistake in spelling of their child's name)?

In consultation with our Privacy team, no one can edit any personal information provided by the parent. Parents are provided a summary page when completing the referral that gives them the opportunity to edit any errors before submitting the referral.

Q9. Who can a parent call for updates on the status of their referral? Do they need to know their PIRS ID number?

Parents can contact PIRS@peelregion.ca. They do not need to know their PIRS ID number. Regional staff can locate the referral by using other identifiers (ex., parent name, child's name).

Q10. What if an SNR agency determines after connecting with the family that the referral will not move to active service (ex., inappropriate referral)? The SNR agency would not be obtaining consent.

The system does not allow service to be ended without the referral being activated and therefore requires a consent date to be entered. Please refer to the Inappropriate Referrals Process section on page 21 for guidance to address this situation.

Q11. Will the current process for transferring children *between SNR agencies* continue? [Resource Consultant (RC) to RC]

RCs will continue to transfer children to other RCs as per the processes in the RC Guidelines. The current process and required documentation will be reviewed to see what, if any, changes need to be made. Additionally, the GovGrants referral transfer will need to be completed.

Q12. What are the service standards for accepting referrals?

The service standards are:

- A referral must be accepted within 20 days of receipt
- Signed consent must be obtained within 20 days of acceptance

GovGrants sends a reminder email to the SNR agency and Regional staff when these standards are not met.

Q13. Who can make a referral?

A parent must complete the referral. RCs can provide families with the link to the referral page and can support the family to complete the referral as needed.