

## Child Care Referral Policy

Child Care Resource & Referral will provide referrals to child care providers listed on the NACCRR*Aware* data base to clients that are responsive to their individual needs for child care. There will be no fees associated with this referral procedure.

1. Staff will respond to requests for child care referrals within 24 hours (one working business day) of receipt of the call or web request.
2. Staff will interview the client to collect information pertinent to their specific child care need. i.e. children's ages, day of the week, location and time care is needed, specific child needs and specific parent needs. CCR&R staff prefer to talk directly with the person needing the child care, as they will have the necessary specific information to complete the referral procedure.
3. Requests will be processed utilizing NACCRR*Aware*.
4. Referrals will be made impartially to licensed child care providers and to providers who are legally exempt from regulation. Client will be informed "All referrals are referrals only, not recommendations. It will be up to the client to choose the provider that best meets their individual needs."
5. For clients eligible for DHS child care subsidy, staff will contact prospective providers to verify openings prior to mailing or calling the client with the referrals.
6. Staff will follow up each referral with an educational packet containing provider profiles, interview questions, consumer information regarding choosing quality child care, information on how to register a complaint and a prepaid satisfaction survey unless the client requests not to receive this mailing.

Reviewed and approved by the Advisory Board August 13, 2007