

COMMUNICATION – CHILD CARE

Community Agencies:

The Child Care Director meets with community and state partners as needed to address services to children and families regarding child care licensing, complaints and concerns and for improvement of program. Information affecting the agency is shared via administrative meetings, memos to appropriate staff, phone, e-mail or in person.

- Issues effecting Child Care Division (CCD) licensing, are brought to the attention of the local certifier by the Child Care Director or designated staff.
- Issues effecting Registered Family Child Care providers are brought to the attention of CCD by the Child Care Director or designated staff.
- Issues effecting Child Care Listing Status with Department of Human Services (DHS) are brought to the Criminal Records Unit by the Child Care Director or designated staff.
- Additional community partners include: State and local Environmental Health and Sanitation Department, State and Local Fire Marshall, State and local Child Welfare, State and local DHS staff, local law enforcement, and local community planning teams.

Staff and child care providers:

Through a variety of communication methods, information about child care is shared with staff.

- Upon hire, UMCHS staff receive an orientation regarding child care which includes: CCD Regulations, Child Care Resource & Referral (CCR&R), USDA/CACFP and DHS.
- CCR&R provides a Family Child Care Overview to anyone interested in becoming a Registered Family Child Care provider which outlines the state rules and regulations.
- CCR&R provides a DHS Family Friends and Neighbors Orientation to newly Listed DHS providers which outlines the rules and regulations established by the DHS child care subsidy programs.
- Staff and child care providers are provided consultation/technical assistance for implementation of child care regulations.
- Staff assist providers to communicate and resolve issues with DHS payments.

Parents:

Through a variety of communication methods, information about child care is shared with parents.

- Child Care Director, CCR&R staff are available to communicate with parents regarding child care issues by phone, in person and by e-mail.
- Staff provide training and technical assistance in regards to child care regulations, and provider issues for licensed, registered, exempt and Listed providers.