



CHILD CARE REFERRAL POLICY

Choices for Children is a non-profit child care Resource & Referral agency. Our goal is to promote quality child care and help parents find quality child care in El Dorado and Alpine Counties. We offer a variety of free public services and assistance, regardless of income levels or other eligibility, in both English and Spanish. Choices for Children does not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color or mental or physical ability.

Child Care Referrals

The responsibility for selecting a child care provider rests with the parent.

- We refer parents to licensed family child care homes, centers and license-exempt providers that meet a family's individual needs.
- All requests for information, are kept confidential.
- The quality of providers in our files cannot be guaranteed and we cannot recommend one provider over the other. We do recommend that parents visit each facility and carefully interview the provider and staff before placing a child in care.
- We provide a Selecting Quality Care Toolkit with information about steps to follow, questions to ask and things to look for during your visit, and information about the quality rating system and professional development programs for providers.
- Licensed centers and family child care homes on our referral list are in good standing with licensing and have met licensing requirements. For a complete licensing history please contact Community Care Licensing at 1-844-538-8766, or visit www.cdss.ca.gov to view the facility's compliance records. Click "Find Licensed Care" and then "Search for a Facility". Click "Child Care", enter facility number and click "Search".
- License Exempt Family Home Care Providers on our referral list have received a TrustLine background clearance and have completed CPR and First Aid. Exempt providers are unregulated and can only care for one family's children in addition to their own. To verify an exempt provider's Trustline background clearance contact 1-800-822-8490.
- License exempt centers on our referral list have met the Community Care Licensing definition of an exempt center. To verify staff background clearance and training requirements, contact each exempt facility.

Suspension from Referrals - A facility may be temporarily removed from our referral list when Community Care Licensing is conducting a complaint investigation or notifies us of a non-compliance conference. A facility will be reinstated when the Licensing investigation is complete and Community Care Licensing has determined the complaint is unsubstantiated or approved a plan of correction. A facility will be permanently removed from referrals when Community Care Licensing issues a Temporary Suspension Order (TSO) or revokes a child care license.

Concerns about a Child Care Facility - Concerns about fees, contracts, or personal differences should be resolved directly with the provider. If you believe that the provider is breaking licensing laws, and the health and safety of children are at risk, then a complaint should be filed. **Call 1-844-LET US NO / 1-844-(538-8766)**. Your name will remain anonymous unless you give Community Care Licensing permission to use it.



Choices for Children Uniform Complaint Procedures

It is the intent of Choices for Children to fully comply with all applicable state and federal laws and regulations, including the Americans with Disabilities Act (ADA).

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding Choices for Children's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135 and the Americans with Disabilities Act) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education. You may mail, fax or deliver your request to:

California Department of Education
Early Education and Support Division
Attn: Appeals Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814
Phone: 916-322-6233
Fax: 916-323-6853

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

Legal Reference: 5 CCR, Chapter 5.1. Uniform Complaint Procedures