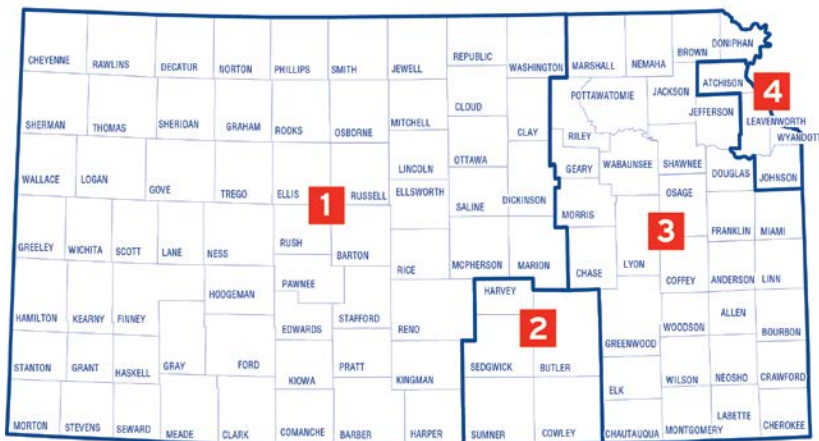




# WHAT YOU SHOULD KNOW ABOUT CHILD CARE RESOURCE & REFERRAL SERVICES IN KANSAS

Providing child care is a vital service, and an important one! You are receiving this brochure because you have a child care license through the Kansas Department of Health & Environment (KDHE). We want you to understand the child care resource and referral services that can support you and your business.

Every county in Kansas receives child care resource and referral (CCR&R) services through one of four regional offices.



**Region One:** Offices in Salina, Hays, Garden City and Colby.  
Toll Free 855-750-3343. [www.ks.childcareaware.org/one.html](http://www.ks.childcareaware.org/one.html)

**Region Two:** Office in Wichita.  
Toll Free 800-684-3962. [www.ks.childcareaware.org/two.html](http://www.ks.childcareaware.org/two.html)

**Region Three:** (Child Care Aware® of Eastern Kansas) Offices in Topeka, Lawrence and Pittsburg.  
Toll Free 877-678-2548. <http://east.ks.childcareaware.org>

**Region Four:** Office in Kansas City.  
Toll Free 800-755-0838. [www.ks.childcareaware.org/four.html](http://www.ks.childcareaware.org/four.html)

Staff at these CCR&R offices can help you with professional development, information and resources. Additionally, a variety of programs are available to support your effort to offer high-quality care for young children, including programs that bring on-site coaching right to your door! Contact the office that serves your county for more information.

## RESOURCES

Your local CCR&R office is a business resource. You can call or email with any questions on any topic, including child development, business practices, family partnerships and resources in your community. We can suggest creative learning activities, offer ways to respond to challenging behaviors, share tax and record keeping guidelines, and assist with writing your contracts and policies. Each agency offers a variety of programs and services, most of which are free, including:

### **Newsletter**

You will receive a bi-monthly newsletter called “Child Care Aware® NEWS,” which contains local and statewide information, professional development opportunities, parent pages and other information of interest.

### **Lending Libraries**

Each CCR&R office offers a Resource Lending Library. They contain teacher resource books, curriculum kits and other resources. Contact your local office to learn more about services available.

### **Technical Assistance**

Child Care Aware® of Eastern Kansas staff includes specialists with expertise in the areas of infant/toddler, early literacy, transitions, inclusion, family engagement, early education and professional development. All are available to provide technical assistance in-person, on-site, over the telephone or by email.

### **Professional Development**

Classes are offered throughout your service delivery area and are listed in the newsletter and on the website. Each CCR&R establishes their own class fees and procedures for registration. Classes are approved for in-service credit(s) needed to meet state licensing requirements.

## REFERRALS

The Child Care Aware® of Kansas Referral Center services are marketed to families as a way to link with you when they need child care. Shown below are some **frequently asked questions** about the referral process:

### **Who can use the referral center?**

Any family needing child care in the state of Kansas can contact the Referral Center by calling 785-357-5171 in Topeka or 877-678-2548 toll free.

### **How does it work?**

When a family calls, a referral counselor gathers information from the family about their child care needs. The information supplied by the family is matched to information in the Referral Center database that is supplied by child care providers, and a customized referral list is generated. Families are typically given a minimum of eight referrals and often as many as 20. Providers are listed in random order. The family chooses how to receive the referrals—either by mail, fax or email. Referrals can also be given over the telephone.

### **Do families receive any other information?**

Yes! Information on how to choose high-quality child care, including things to look for and questions to ask, are provided as part of the referral process. Families are also told how they can check the compliance history of a provider. The Referral Center does not recommend, evaluate or screen providers.

### **What does it cost?**

Nothing! There is no cost to the parent or the provider.

### **Can all child care programs list their information in the database and receive referrals?**

All early education programs regulated by the Kansas Department of Health & Environment (KDHE) are eligible to be listed and receive referrals. Providers are contacted quarterly by their local CCR&R office to verify vacancies and once each year to update their entire profile. The CCR&Rs may temporarily suspend providers from being referred to parents and guardians by the agency for any of the following reasons:

- A complaint suggests an imminent health or safety threat to the children in care. In this instance, the provider remains suspended until they receive verification from the KDHE that the case is unfounded or that the necessary corrections have been made.
- The CCR&R receives an administrative order from the KDHE, including intent to deny a license, intent to suspend a license or certificate, intent to revoke a license, intent to assess a civil penalty, or an emergency order of suspension.
- A child care provider's license becomes invalid as a result of moving to a different location. Providers must apply for a new license when they move and, in this case, the provider remains suspended until the new license is issued.
- A child care provider's telephone number is disconnected or unlisted and the CCR&R is unable to reach the provider. Once the provider notifies their CCR&R that an active telephone number has been established, (s)he can be made active again.
- Three attempts have been made by the CCR&R staff to update vacancies or the annual child care provider profile and neither phone nor email messages are returned.

### **Can families get referrals online?**

Families may do their own online search by accessing the website [www.ks.childcareaware.org](http://www.ks.childcareaware.org). When a family does an online search, they receive a list of programs with basic contact information.

### **Why would a child care provider want to be listed?**

Listing with the Referral Center is one of the best ways for you to reach your target audience— parents. Our staff receive hundreds of calls each month from families needing child care. Even if a provider does not want to receive referrals through the Referral Center, we are still required to contact you quarterly to gather current enrollment and vacancy information.

### **Why do you ask for so many details about my child care program?**

Families need information as they begin their child care search, and we want to give families accurate information about your program so the parent can decide if it meets the criteria they are looking for. This saves time for both you and the family! Keeping your information current is important, and you are encouraged to call any time that your program information or vacancies change.

### **Will my information be shared with anyone else?**

No! Your information will only be given to families seeking child care. The Referral Center does not knowingly give lists to any organization for marketing purposes.

### **My friend said she was able to post some photos of her child care program. Can I do that too?**

Yes! Programs may choose to create an online profile, complete with photos and descriptions of their services. This profile is only accessible by families searching for child care. Utilizing this service can give a program a marketing edge by conveying their unique qualities and attracting the clientele best suited to their services. To qualify, early learning programs must be licensed by the KDHE, operate a full-day program, have a working email, have access to a computer and digital camera, and be willing to have their vacancy listings available via the Child Care Aware® of Kansas online referral service. Providers interested in this service can call their CCR&R for assistance in posting their profile and for additional details.

### **How do you handle a complaint from a family about a child care provider or program?**

Each situation is unique and handled differently. If a parent believes their child has been abused or neglected, suffered trauma, deprivation of basic physical and developmental needs, or mental injury as a result of an act of a caregiver, they are advised to report the concern to the Kansas Protection Report Center at 800-922-5330. Child care resource and referral staff are mandated reporters of suspected child abuse or neglect. These kinds of serious complaints are reported by CCR&R staff to the Kansas Protection Report Center.

If a parent has concerns about health and safety-related issues, they are advised to call the local health department in the county where the incident occurred or to call the KDHE. These issues may include the cleanliness of a facility, provider or children; diaper changing and toileting practices; inappropriate hand washing, eating and nutrition practices; not maintaining adult/child ratio as outlined in regulations; use of unsafe equipment; transporting children in a careless manner; or leaving children with unqualified caregivers. Depending on the situation, CCR&R staff may do a follow-up call to the local health department to determine if the complaint was registered. They may also report a concern to the local county health department.

Sometimes parents have concerns about business practices or have disagreements with their provider around issues like fees being charged for vacation or holidays, meals, snacks, pets or use of television. The referral counselor will offer suggestions on how to resolve the issue. The family may choose to report their concerns with the local county health department and/or withdraw their child from care.

### **What if I am not happy with YOUR service?**

Your feedback about our services is important to us! We ask all providers to complete an annual survey that helps us determine where we can improve. We encourage you to complete the survey and offer your suggestions. If you have a suggestion or concern about programs or services received from Child Care Aware® of Eastern Kansas, please contact Reva Wywadis, Executive Director, by phone at 785-357-5171 in Topeka, 877-678-2548 toll free, extension 307.

**THANK YOU for working with us to assure that all Kansas families can locate child care to meet their unique needs!**