



CHILD CARE REFERRAL POLICY

Children's Home Society of California (CHS) Resource and Referral (R&R) Program provides child care referrals to parents within CHS' designated service area to all parents requesting services regardless of income level or other eligibility requirements. All information received from parents is confidential. Referrals are provided to parents based on their specific needs. CHS refers to child care centers, license exempt child care centers and licensed family child care homes.

In order to promote quality child care for children, CHS will:

- Assist parents seeking child care, but will not make recommendations.
- Provide written information about selecting quality child care.
- Recommend that parents visit facilities before making a decision.
- Inform parents of their right to review licensing information about providers.
- Maintain confidentiality of all information received from the parent.
- Operate all programs and services based on the CHS Non-Discrimination Policy.

CHS reserves the right to discontinue referrals to a child care provider when:

- Licensing, law enforcement or another regulatory agency has substantiated a complaint involving the health, safety or personal rights of children, or actions that would impact the care or services to children.
- CHS is informed of an ongoing investigation regarding the health, safety, or personal rights of children, or actions that would impact the care or services to children.
- CHS has received a complaint regarding the health, safety or welfare of a child and CHS is waiting for a response from the local licensing agency regarding the results of the complaint.
- CHS has been notified by Community Care Licensing (CCL) that the provider has been issued a probationary license or corrective action plan, or the license has been suspended or revoked.

According to the laws of the State of California, CHS will remove from the referral database a licensed child care facility that has been issued a revocation, temporary suspension order or that is on probation.

CHS will notify the provider in writing when it is determined that CHS will discontinue referrals to the provider because of one of the above items.

Complaint Policy

While CHS is not a licensing agency, we do receive complaints from the public regarding child care facilities. All complaints involving the health, safety, or personal rights of children, or actions that would impact the care or services to children are reported to the local licensing agency. When appropriate, CHS also reports complaints to the Child Abuse Registry or local law enforcement. CHS relies on the local licensing agency to determine the results of a complaint.

Appeal Policy

In order to appeal CHS' decision to discontinue referrals to a child care provider, the provider must file a written request within fourteen (14) calendar days of receipt of the notification from CHS. Upon receipt of the request for an appeal, the CHS Program Administrator will contact the provider and attempt to resolve the appeal through discussion. If the appeal is not resolved by discussion, or attempts to reach the provider are unsuccessful, a hearing will be scheduled within fourteen (14) calendar days from the date that CHS originally received the appeal request. Following the hearing, the provider will receive a written decision from CHS within fourteen (14) calendar days.