

California's Child Care Resource & Referral System



Supporting Families, Child Care Providers, and Businesses

For over 50 years, California's Child Care Resource and Referral (CCR&R) system has been foundational in serving families and child care providers in every zip code in 58 counties across the state. These community-based agencies provide comprehensive, coordinated, and cost-effective child care and development services for hundreds of thousands of children from infancy to 13 years of age, parents, and caregivers.

As the foundation and infrastructure of the statewide child care system, CCR&R agencies develop program goals and objectives that reflect the cultural and linguistic characteristics of local families and communities providing families with free consumer education, technical assistance, and connections to child-related, community-based services.

CCR&R agencies are required to conduct the following activities as specified in California regulations.

Provide Free and Equitable Access to Services for ALL California Families

- ▶ Ensure nondiscrimination and equitable access to services including toll-free telephone referral lines, convenient office space, and services in languages spoken in the community served.
- ▶ Provide these services free of charge and publicize them across all available media sources.

Connect Families to Child Care and Other Community-Based Services

- ▶ Based on family needs, connect parents with a full range of child care program types and education on how to select care that meets their needs, ensuring personal and private data confidentiality.
- ▶ Initiate new child care programs with supportive services including licensing, zoning, program and budget development and quality child care training and technical assistance. Child care provider environments include centers, homes, and legally license-exempt family, friend and neighbor care.
- ▶ Connect at least once annually with each licensed child care program to update available resources.

Support Vulnerable Children

- ▶ Actively partner (incl. MOU) with the local county child welfare agency to provide: 1) a child care navigator to support foster children during placement in foster care, upon return to home of origin, and those involved in the child welfare system, and 2) trauma-informed care training and coaching to child care providers.
- ▶ When possible, provide respite care with priority to families referred by child protective services and second priority to parents with serious illness or injury, homelessness, and parents of children with exceptional needs.



Collaborate with Community Partners to Ensure Whole Child-Whole Family Service Delivery

- ▶ Develop a community involvement component that includes at minimum soliciting support from the community including donated goods and services and providing information about available services.
- ▶ Co-locate staff with the local county welfare department to ensure swift receipt of child care.
- ▶ Facilitate communication between child care and child-related service providers in the community served.

Ensure Child Safety

- ▶ Inform parents of their right to access child care licensing violations, and that programs are required to provide a copy of the licensing report to the public.
- ▶ Develop and implement procedures to document and resolve complaints and refer reports of licensing violations to appropriate agencies.
- ▶ Remove programs from the referral list upon receiving a temporary suspension order from the state and inform all programs in the service area that might have children at that location. Notify the program and return them to the referral list if the probation or temporary suspension is lifted.
- ▶ Publicize the availability, purpose and benefits of TrustLine to people and organizations with frequent family and provider contact. Provide technical assistance on the TrustLine process ensuring accessibility regardless of language.

Ensure Qualified Staffing Levels

- ▶ Develop and implement a staff development program that includes written job descriptions, a staff orientation plan, annual written performance evaluations, identification of training needs, supportive development opportunities, and an effective internal communication system.

Ensure Program Compliance and Fiscal Responsibility

- ▶ Provide the state with a line-item budget with narrative prior to receiving annual allocation of funds. Submit for approval a revised fiscal plan/annual budget upon a 10% or greater variance per line item.
- ▶ Develop and implement annual plan for program self-evaluation, including: 1) comprehensive review of files and documents using the state Compliance Review and Desired Results resources/rubrics, 2) assessment of the program by parents, staff, and members of the agency's Board of Directors, 3) analysis of the Compliance Review findings, 4) written list of tasks for program improvement based on the analysis of the Contract Review findings, 5) establish and implement procedures for ongoing monitoring to ensure the program meets standards and program modifications are addressed in a timely and effective manner, and 6) submit a summary of the full program self-evaluation annually to the state.
- ▶ Submit quarterly Program Services Data Reports to the state.

Collect, Maintain, and Share Child Care Data

- ▶ Collect and report data on child care supply, demand, and usage including referral calls, program, child ages, time category (e.g., evening/weekend), part or full day, and reason care is needed.
- ▶ Maintain data in a manner that is easily accessible for: 1) general dissemination, 2) local child care planning councils and, 3) any county implementing an individualized county child subsidy plan.
- ▶ Maintain and update (quarterly) a comprehensive and current data system of child care programs including homes and centers.
- ▶ Develop referral policies available to parents and providers upon request.
- ▶ Cooperate with the California CCR&R Network in its promotional and data collection efforts and reports.



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Beyond this list of required activities, CCR&R agencies are the foundation upon which other child and family services are built. These may include Head Start, Home Visiting, Early Intervention, Workforce Development and Apprenticeships, and full Family Resource Center activities with community referrals to key services. CCR&R agencies ensure access to quality child care so California's families can work and businesses have access to employees. CCR&R agencies also serve as hubs for innovation, piloting new initiatives and testing programs before taking them to scale.