



Family Resource & Referral Policy and Procedures

ABOUT

Resource and Referral programs (R&R) began in the 1970's, to serve as a resource for families looking for assistance in finding childcare. Resource and Referral offices aim to provide free services in a manner that is responsive to the diverse cultural, linguistic and economic needs of a defined geographic area of service. (CA Welfare and Institutions Code/WIC 10221)

The referral process supports all persons requesting services with referrals to licensed-child care providers (and license-exempt center-based providers), regardless of income level or other eligibility criteria. The R&R team is available Monday through Friday, 9-3, and makes every effort to provide information in the parent's preferred language. These referrals are intended to provide parents with a range of choices and should in no instance be thought of as a recommendation to a particular provider, facility, or service. In addition, services may also include referrals to a wide variety of parent support and educational services, (WIC 10222).

REFERRAL PROCEDURE

When a parent reaches out to the Marin Child Care Council (MC3) for child care referrals, an R&R specialist will gather essential information to ensure appropriate referrals are made. Any information received from a parent is gathered with full recognition of the confidentiality rights of parents.

The information obtained includes but may not be limited to:

- a. Parent's name
- b. Location of work and home
- c. Number of children and their ages
- d. Type of care parent is considering (e.g., in-home, center-based, family child care, etc.)
- e. Location preference
- f. Days and hours care is needed.
- g. An assessment of preferences.
- h. The reason that child care is needed

For CalWORKs families, the R&R team shall work with Alternative Payment Program (AP) team to assist families to establish stable child care as soon as possible. These arrangements can be licensed and license-exempt care, (WIC 10371.5)

The R&R Specialist shall also assist parents in choosing child care services by providing parents/guardians with the following information:

- Community Care Licensing Choosing Child Care Guide- Information regarding how to select child care services that will meet the needs of the parent(s) and the child(ren).
- The Resource and Referral guide which explains the process. The guide also addresses Oliver's Law AB458 and Health and Safety Code (HSC), Section 1596.859, where R&R Specialists provide information to any person who requests a child care referral of his or her right to view the licensing information of a licensed child day care facility and where to access it. Megan's Law information is included as well.
- For families looking for help paying for child care, the R&R Specialist can assist the family with completing the Centralized Eligibility List (CEL) Application and the "Do You Need Help paying for Childcare?" guide.



- Other resources as requested.

ENHANCED REFERRALS

Enhanced referrals are given on an as-needed basis. Special circumstances such as Foster Care Bridge, Stage 1 CalWORKS, and children with special needs are some of the instances that can be accommodated. Either the Alternative Payment Case Manager or R&R team will assist the family in calling providers and learning more about their support services and current vacancies.

PROVIDER REFERRAL DATABASE

In order to provide referrals, MC3 maintains a database with information on over 350 providers, including licensed family child care homes, and licensed or license-exempt child care centers. Community Care Licensing works in partnership with MC3 notifying us of all child care provider openings, closures or pending situations. MC3 tracks providers' licensing status for all providers in Marin, along with the languages they speak, the age groups they serve, the schedules they offer, and the number of spaces available in centers or family child care home. This database is linked to My Child Care Plan, a statewide online search engine for parents seeking child care.

To ensure the accuracy of referrals, child care providers are requested to participate in an extensive database update quarterly, update their vacancies monthly, and provide ongoing updates as needed.

All providers in Marin are required to be listed in the database, unless otherwise notified by Community Care Licensing [WIC§10219a(1)(B)]. When notified by licensing that a provider/facility has been issued a temporary suspension, had its license revoked, or been placed on probation, the Resource & Referral Manager will proceed with the following steps:

1. Change the provider/facility to "Active/No Referrals" in the database for as long as it takes Community Care Licensing to conclude their investigation and issue a resolution to the complaint.
2. Inform other MC3 program managers working with the child care provider of the new status.
3. The MC3 team will also be available to assist in finding temporary childcare services ("Short-term respite care"), during the transition, especially for families in difficult situations (CPS involvement, homeless or for a child with exceptional needs).
4. Community Care Licensing will inform Marin Child Care Council of its findings, either:
 - a. The provider/facility is no longer on suspension, then provider/facility status will immediately be returned to "Active" for referrals.
 - b. Or if Community Care Licensing revokes the license, the child care provider's status will be changed in the referral database to "Inactive." Marin Child Care Council will notify the provider/facility, via letter, of the "Inactive" status. The provider/facility will no longer receive referrals.
 - Marin Child Care Council will explain to the provider/facility the process to appeal decisions regarding their status in the database.

I have received and read Marin Child Care Council's Family Resource & Referral Policy.



Business Name	License #	Date
Licensee Name (please print)	Licensee Signature	