



Child Care Resource and Referral Program Requirements

OF INTEREST TO

Office of Early Learning (OEL), Early Learning Coalitions (ELCs, Coalition), and Coalition's contracted service providers.

PURPOSE

To identify the Child Care Resource and Referral (CCR&R) Program requirements.

REFERENCES

Rule 6M-9.300, Florida Administrative Code (FAC)

Sections(s) 1002.84(3) and 1002.92, Florida Statutes (F.S.)

Child Care and Development Fund Plan (CCDF) Florida State Plan

Office of Early Learning (OEL) Grant Agreement

OVERVIEW

Child Care Resource and Referral (CCR&R) serves as the "front door" to all services offered through a coalition or the coalition's contracted service provider. In accordance with Rule 6M-9.300, Florida Administrative Code (FAC); sections(s) 1002.84(3) and 1002.92, Florida Statutes (F.S.); Child Care and Development Fund Plan (CCDF) Florida State Plan; and the Office of Early Learning (OEL) Grant Agreement; early learning coalitions and/or their contracted service provider must offer families assistance with locating child care and information that will help families make an informed decision, as well as consumer education and community resources as appropriate.

CCR&R services shall be locally administered, coordinated and overseen by CCR&R entities as established in accordance with ss. 1002.84(3) and 1002.92, F.S. In order to protect the confidentiality rights of parents and to guarantee high quality CCR&R services in accordance with ss. 1002.84(3) and 1002.92, F.S., the coalition shall guarantee that all CCR&R staff complete a CCR&R Specialist Evaluation within the first four months of training as a CCR&R specialist. The coalition shall also guarantee that CCR&R coordinators and designated trainers achieve coordinator certification by completing the CCR&R Coordinator Evaluation within four months of employment as a coordinator or designated trainer.

All coalition-designated CCR&R staff shall participate in CCR&R conference calls and webinar training conducted by the Office of Early Learning. Additionally, CCR&R staff designated by the coalition shall attend OEL-conducted CCR&R regional or statewide training and relevant conferences as coalition funds permit.

A coalition shall follow the minimum standards required to guide the coalition in delivering CCR&R services to a family. The CCR&R Program Requirements document serves as a resource to the

coalitions for implementation of the CCR&R program at the local level. The CCR&R Program Requirements address performance expectations, such as customer service criteria, staff training and certification, consumer services and information and database maintenance. It also addresses the expectation of each CCR&R specialist to explain various types of legally operating early learning and school-age child care providers.

Complete documents of the CCDF Florida State Plan and the OEL Grant Agreement are located at <http://www.floridaearlylearning.com/> and/or OEL's SharePoint.

Rule 6M-9.300, (FAC), Child Care Resource and Referral and Consumer Education

6M-9.300 Child Care Resource and Referral and Consumer Education

(1) The Office of Early Learning, Child Care Resource and Referral (CCR&R) state network, shall ensure delivery of CCR&R services as defined in the Child Care Development Block Grant of 2014 and Section 1002.92, Florida Statutes (F.S.).

(2) Definitions.

- (a) "CCR&R organization" refers to any early learning coalition or other contracted entity providing CCR&R services to customers pursuant to Section 1002.92, F.S.
- (b) "Service area" refers to the county or multicounty region served by the CCR&R organization.
- (c) "Business hours" refers to the hours during which a CCR&R organization has staff available to provide services to customers via telephone, through email, or in person.

(3) Child Care Resource and Referral (CCR&R) Services.

CCR&R services shall be locally administered, coordinated, and overseen by early learning coalitions in accordance with Section 1002.92, F.S. early learning coalitions or their contracted CCR&R organizations shall:

- (a) Offer CCR&R services including child care/early learning listings, consumer education, and information regarding community resources to each individual requesting services.
- (b) Provide access to information and resources that enable parents to make informed choices on quality child care, including information and resources on the full-range of provider types available; child care licensing; health, safety, and inspection requirements for each type of provider; child care personnel background checks and disqualifying offenses; research and best practices regarding child development; indicators of quality child care; meaningful parent and family engagement; state policies, if applicable, regarding the social-emotional behavioral health of children; and developmental screenings.
- (c) Offer CCR&R services to all individuals requesting services without regard to age, an individual's level of income, or individual circumstances.
- (d) Provide CCR&R services without cost to the individual requesting services within three (3) business days of the request.

- (e) Attempt to contact and respond to individuals requesting services in an emergency situation within four (4) business hours of becoming aware of the request. Emergency situations may include:
 - 1. Closure of a child care or early learning provider with less than forty-eight (48) hours of notice;
 - 2. Declaration of a state of emergency by local, state, or federal officials that affects families and providers within the CCR&R organization's service area; and,
 - 3. Family emergencies including the death or hospitalization of a parent or guardian, a change in custody of a child with less than forty-eight (48) hours of notice, or a change in employment or employment status with less than forty-eight (48) hours of notice.
- (f) Notwithstanding paragraphs (1)(d) and (e) of this rule, the CCR&R organization is not required to provide services in emergency situations if the CCR&R organization is unable to operate as a result of a state of emergency as declared by local, state, or federal officials.

(4) Accessibility of Information and Services.

- (a) Each CCR&R organization shall provide the Office of Early Learning with an annual report identifying how CCR&R services are made accessible to individuals within its service area, including individuals who have limited access to telephone services, internet services, or transportation. The CCR&R organization may utilize technology and shall coordinate with other community entities in order to expand the accessibility of services.
- (b) Each CCR&R organization shall maintain a website and one other form of outreach and awareness within its service area that describes the services offered. The front page of the website of the early learning coalition and the contracted CCR&R organization, if applicable, shall clearly display administrative and CCR&R contact information, including phone numbers and hours of operation.

(5) Location and Hours of Service.

- (a) At least one physical location for CCR&R services shall be available in each CCR&R organization's service area.
- (b) Each CCR&R organization shall have staff members available to provide CCR&R services via telephone and in person for a minimum of forty (40) hours each week.
- (c) CCR&R organizations shall be permitted to reduce the number of weekly hours of in-person and telephone availability by a maximum of eight (8) hours for each local, state, or federal holiday and each business day during which a local, state, or federal emergency is declared that makes the CCR&R organization unable to operate.

(6) Customized Child Care/Early Learning Listings.

- (a) CCR&R services, including listings, may be offered in person, via telephone or using other electronic means.

- (b) Child care/early learning listings shall be generated using the statewide information system maintained by the Office of Early Learning.
- (c) CCR&R organizations shall provide or send each individual requesting services a list of legally operating child care providers in their service area within three (3) business days and in the format requested by the individual. Each list shall be customized according to information provided by the individual requesting services, or at a minimum, by entering the following information:
 - 1. Location;
 - 2. Days/time care is needed;
 - 3. Child's date of birth;
 - 4. Type of program requested;
 - 5. Child's special need, if applicable; and,
 - 6. Family's primary language if not English.
- (d) Child care/early learning listings shall include a minimum of ten (10) providers matching the criteria identified by the individual requesting services unless fewer than ten (10) providers match the criteria.
- (e) Consumer education and community resources, as outlined in subsection (7), shall be included with each customized listing, unless declined by the individual.
- (f) Contact information for the state and local child care provider licensing agencies shall be included with provider listings sent to the individual.

(7) Consumer Education and Community Resources.

- (a) CCR&R organizations shall offer information regarding and access to consumer education and community resources to all individuals requesting CCR&R services.
- (b) Each CCR&R organization shall maintain a current directory or access to community resources, which shall include:
 - 1. Community services for each county in the CCR&R organization's service area;
 - 2. Financial assistance programs;
 - 3. Federal, state and local partners, state agencies, and social services organizations;
 - 4. Child healthcare;
 - 5. Child welfare and abuse;
 - 6. Services for children with special needs or developmental disabilities;
 - 7. Resources provided by the Office of Early Learning or identified through collaboration with other entities; and,
 - 8. Other resources as needed and appropriate to the specific needs of the individual family.

(8) Provider Updates.

- (a) Prior to the CCR&R organization's last business day in May, each CCR&R organization shall ensure that provider information is updated annually in the statewide information system maintained by the Office of Early Learning for each legally operating child care/early learning provider licensed or registered by the Department of Children and

Families and each provider receiving state or federal funds within the CCR&R organization's service area.

- (b) At a minimum, the CCR&R organization shall update the following information for each provider:
1. Contact information;
 2. Gold Seal or accreditation status;
 3. Quality rating, if available;
 4. Program schedule;
 5. Ages served;
 6. Group sizes and ratios;
 7. Enrollment information;
 8. Private pay rates charged;
 9. Environment;
 10. Special services offered;
 11. Languages other than English spoken fluently by the provider's staff;
 12. Transportation; and,
 13. Meal options.
- (c) Notwithstanding paragraph (8)(a) above, the CCR&R organization shall ensure updated provider information is entered into the statewide information system within thirty (30) calendar days of receipt of information from a provider.
- (d) Legally operating providers not defined in paragraph (8)(a) shall be included in the provider update process upon request by the provider.
- (e) CCR&R organizations may include information in the statewide information system for other legally operating early learning and school age child care providers, such as license-exempt providers, before-school and after-school programs, summer recreation and summer day camp programs, and recreational facilities and nanny and au pair agencies.

(9) Staff Training Requirements.

The CCR&R organization shall ensure all CCR&R staff are trained in customer service, consumer education, community resources, financial assistance programs for families, and available types of child care and early learning providers and programs, specific to their service area, within four (4) months of employment as a CCR&R specialist.

(10) Early learning coalitions and CCR&R organizations are prohibited from charging a provider or other organization a fee for identifying the provider or other organization through the statewide information system.

Rulemaking Authority 1002.92 FS. Law Implemented 1002.92 FS. History—New 8-10-09, Formerly 60BB-9.300, Amended 9-1-15.

Child Care and Development Fund (CCDF) Plan

The CCDF Plan describes the CCDF program to be administered by the State/Territory for the period

6/1/2016 – 9/30/2018. As provided for in the applicable statutes and regulations, the Lead Agency has the flexibility to modify this program at any time, including amending the options selected or described.

1.2.2 How is the CCDF program operated in your State/Territory? In other words, which agency(ies) implement or perform these CCDF services and activities and how will the State/Territory ensure that Federal CCDF requirements are fully implemented by other governmental or nongovernmental agencies. ACF recommends minimizing differences in eligibility or other policies across counties or other jurisdictions to ease family burden and confusion. Check all that apply and describe the services performed by the entity and how the State/Territory ensures accountability that federal requirements are fully implemented by other agency(ies).

Child care resource and referral agencies. Describe. [The OEL's Child Care Resource and Referral \(CCR&R\) Network serves all families seeking early learning services in Florida free of charge. Trained staff provide consumer education on child care best practices and quality indicators for early learning to inform families on how to recognize quality in early learning programs. CCR&R specialists also provide listings of early learning program providers to parents within their local areas, and information for and referrals to other local community resources.](#)

[The CCR&R State Network serves two fundamental purposes: \(1\) to help parents identify and select quality early learning programs that best meet their children's needs and \(2\) to provide technical assistance that addresses and improves the quality, availability and affordability of child care. This is accomplished through the provision of information and resources about quality early learning options and work/family solutions to families, child care professionals and government entities.](#)

[Each CCR&R program maintains a database of all legally operating child care providers within its service area. The CCR&R database captures information on licensed, license-exempt, faith-based, registered family child care homes, and may also include information on non-traditional child care providers, such as summer camps, afterschool programs and Boys and Girls Clubs. This database is the primary data source for families searching for child care arrangements. The database also supports local businesses by serving as an advertisement resource for child care services.](#)

[Each family who contacts CCR&R for information receives a listing of child care providers that meets that family's individual needs, suggestions on how the family can proceed with its search for a child care provider, website information for the state licensing database and an invitation to call back if further assistance is needed. Parents also receive electronic or printed resources to assist parents in their search](#)

[for quality care.](#)

1.4 Coordination with Partners to Expand Accessibility and Continuity of Care

The CCDBG Act of 2014 added a requirement that the Plan describe how the State/Territory will efficiently, and to the extent practicable, coordinate child care services supported by CCDF with programs operating at the Federal, State/Territory, and local levels for children in the programs listed below.

Child care resource and referral agencies. Describe: [The CCR&R State Network office, housed within OEL, contracts and coordinates with 30 early learning coalitions throughout the state to offer families and providers comprehensive child care resource and referral services at the local level, including consumer education, provider listings, information on financial and community resources, and provider training and technical assistance. State network staff develop and provide local CCR&R agencies with consumer education resources to educate parents and providers on best practices in child development and early childhood care and education.](#)

1.7 Coordination with Local or Regional Child Care Resource and Referral Systems

States and Territories may use funds to establish or support a system of local or regional child care resource and referral organizations (CCR&R) that is coordinated, to the extent determined by the State/Territory, by a statewide public or private non-profit, community-based or regionally based, lead child care resource and referral organization (also see section 7.4). If they do, the law identifies specific requirements for that entity or system receiving CCDF funds. (658E(c)(3)(B)(iii)) These include:

- Provide families with information on a full range of child care options (including faith-based, community-based child care centers and family child care homes, nontraditional hours and emergency child care centers) in their local area or region
- To the extent practicable, work directly with families who receive child care assistance to offer the families support and assistance in making an informed decision about child care options in an effort to ensure families are enrolling their children in the most appropriate child care setting to suit their needs and that is of high quality as determined by the State/Territory
- Collect data and provide information on the coordination of services and supports, including services provided through the Individuals with Disabilities Education Act for children with disabilities
- Collect data and provide information on the supply of and demand for child care services in local areas or regions of the State/Territory and submit such information to the State/Territory

- Work to establish partnerships with public agencies and private entities, including faith-based and community-based child care centers and family child care homes providers, to increase the supply and quality of child care services in the State/Territory
- As appropriate, coordinate their activities with the activities of the Lead Agency and/or local agencies that administer CCDF.

Nothing in statute prohibits States from using CCR&R agencies to conduct or provide additional services beyond those required by statute above.

1.7.1 Does the State/Territory fund a system of local or regional CCR&R organizations?

- Yes. The State/Territory funds a CCR&R system. See also related follow-up questions in Section 7.1 and 7.4. If yes,

Describe the State/Territory’s written agreement or contract with the CCR&R, what services are provided through the CCR&R, and any other activities for which the State partners with the CCR&Rs.

[The OEL houses the CCR&R State Network and contracts with 30 early learning coalitions to provide CCR&R services locally in each of Florida’s 67 counties. Each coalition is responsible for administering CCR&R services to families in its service area. CCR&R services are provided by trained specialists and available to all families regardless of income or individual circumstances. These services include providing child care listings and information about consumer education, financial assistance programs, information on programs for children with special needs and community resources to families. The Florida CCR&R state-level Network works closely with early learning coalitions and local CCR&R offices statewide. Network staff develop written materials, brochures and guidance documents and offer technical assistance and training designed to support parents and providers.](#)

- No. The State/Territory does not fund a CCR&R system and has no plans to establish. Use section 7.4 to describe plans, if any, to establish a CCR&R system

2. Promote Family Engagement through Outreach and Consumer Education

Parents are their children’s most important teacher and advocate. State and Territory child care systems interact with parents in multiple ways, therefore presenting many opportunities to engage and inform families. Child care providers can serve as convenient and trusted sources of information for parents and family members on child development and community supports and services. State/Territory and local child care assistance systems should be designed to promote seamless linkages to useful information and other child- and family-services, such as during subsidy intake and redetermination processes and when parents utilize child care resource and

referral or QRIS agencies. Outreach and consumer education is an ongoing process and is expected to cover the entire age span covered by CCDF from birth through age 12.

2.1 Information about Child Care Financial Assistance Program Availability and Application Process

Lead Agencies must inform parents of eligible children and the general public of the process by which they can apply for and potentially receive child care assistance services. (658E(c)(2)(E)(i)(1))

2.1.1 Describe how the State/Territory informs families of availability of services.

- a) How does the State/Territory identify populations and areas of potentially eligible families (e.g., using available federal, State/Territory and local needs assessments to identify potentially eligible families?)

Some of the early learning coalitions conduct needs assessments to identify populations in need of child care assistance. Local coalitions also partner with their local child care licensing office, community partners, community-based organizations, public schools, local Head Start centers/offices and health care professionals to refer families to the local early learning coalitions and alert early learning coalitions of the need for services.

Early Learning Coalitions have access to Head Start, EHS and Migrant and Seasonal Head Start annual needs assessment data, which identifies potential school readiness-eligible families and provides opportunities for collaboration.

OEL partners with the University of Florida (UF) to identify populations of potentially eligible families. UF uses data from national and state sources to inform local and statewide decision-making and ensure early learning programs are meeting the needs of children and families in Florida.

- b) What partners help with outreach? For example, child care resource and referral agencies, home visitors, pediatricians, faith-based services, State/Territory or local agencies and organizations or other familiar and safe access points serving vulnerable or low-income populations.

Each early learning coalition provides CCR&R services to families. Services include consumer education regarding early learning quality indicators, referrals to child care providers that meet the needs of the child and other available financial and community resources that meet the needs of the family. OEL also is party to an interagency agreement (sponsored by Florida’s Children and Youth Cabinet) that coordinates services and supports for children to develop local and statewide resources for children being served by multiple state agencies.

Local coalitions build collaborative partnerships with community-based care organizations (local child welfare service coordinators) and local homeless coalitions to provide services to foster families, children in protective services and homeless families.

LEA Homeless Education Programs help with outreach through distributing of consumer education and information, identifying qualifying children and families, and providing referrals to available services.

Local coalitions are governed by a board partially consisting of governor-appointed board members from the communities the coalitions serve. Other board members represent a variety of agencies and private businesses such as local representatives from DCF, school districts, regional workforce boards, health departments, children’s services councils, Head Start directors, a representative of programs for children with special needs and private child care providers.

Home Instruction for Parents of Preschool Youngsters (HIPPY) aims to promote preschoolers’ school readiness and support parents as their children’s first teacher by providing instruction in the home. HIPPY provides outreach in the form of weekly, hour-long home visits for 30 weeks per year, and two-hour long group meetings a minimum of six times per year. The program model is designed for parents who lack confidence in their ability to prepare their children for school, including parents with past negative school experiences or limited financial resources.

The Healthy Start Initiative provides funds to local agencies to promote health education and provide outreach and support for women, infants and children up to age 3 who are at risk for poor birth, health and developmental outcomes. Local programs participating in Healthy Start also deliver services and provide support and education through home visits to clients with identified risks.

The Maternal Infant Early Childhood Home Visiting Program helps families with their children’s school readiness and linkage to childcare.

- c) What outreach strategies does the Lead Agency use (e.g., media campaigns, State/Territory website, or other electronic outreach?)
- Florida’s Office of Early Learning website, www.floridaearlylearning.com.
 - Parent pages.
 - Pinterest.
 - Facebook.
 - Twitter.
 - Family Guide/ Quality Checklist.
 - Community Partners.
 - Participation in community and state-wide events.

Many of the early learning coalitions have media campaigns for reaching families in need of child care or assistance in other areas. Coalitions also host a variety of events to raise awareness such as 5K races/fun runs, family fun days, back-to-school events and

community baby showers.

Where needed, family outreach, trainings and materials (e.g., CCR&R packets) target non-English language. Many print and media outlets are offered in multiple languages, including Spanish, Haitian-Creole, Portuguese and others. Child screening and assessment information is also provided in Spanish and English in many areas of the state.

2.2.2 Describe how the State/Territory makes information available about the full diversity of child care services that will promote informed child care choices, including consumer-friendly strategies such as materials that are culturally responsive and in multiple languages as needed that reflect the literacy levels of consumers, and are easy to access, including accessible to persons with disabilities.

- a) Describe how the State/Territory makes information about the full diversity of child care services available to 1) parents of eligible children, 2) providers and 3) the general public

The OEL partners with other state agencies, TANF offices, child care resource and referral agencies, community-based organizations, local public schools, faith-based child care organizations, local Head Start agencies, Early Head Start and Migrant and Seasonal Head Start to inform parents, providers and the general public about the full diversity of child care services available in Florida. The 30 early learning coalitions work closely with the agencies in their local communities to distribute information about all varieties of child care available in their area.

Child Care Resource and Referral (CCR&R) serves all parents seeking early learning services in Florida free of charge. Trained staff provide consumer education on quality indicators for early learning to inform families about ways to recognize quality early learning programs. CCR&R specialists also provide referrals to early learning programs, and information and referrals to other local community resources.

The CCR&R State Network serves two fundamental purposes: (1) to help parents identify and select quality early learning programs that best meet their children’s needs and (2) to provide technical assistance that addresses and improves the quality, availability and affordability of child care. This is accomplished through the provision of information and resources about quality early learning options and work/family solutions to families, child care professionals and government entities.

Each CCR&R program maintains a database of all legally-operating child care providers in its service area. The CCR&R database contains licensed, license-exempt, faith-based, registered family child care homes and non-traditional child care providers, which includes summer camps, afterschool programs and Boys and Girls Clubs. This database is the primary data source for families searching for child care arrangements, and the data also supports local businesses by serving as an advertisement for child care services.

Additionally, each family who contacts CCR&R for information receives a listing of child care providers that meets that family's individual needs, suggestions on how the family can proceed with its search for a child care provider, website information for the state licensing database and an invitation to call back if further assistance is needed. Parents also receive electronic or printed items created by OEL to assist in their search for quality care. The OEL website provides consumer education and resources with accommodations for persons with disabilities.

- b) Describe what you provide and how (i.e., methods such as written materials, direct communication, etc.)

Through promotional materials, community outreach meetings, workshops or other in-person meetings, radio or television announcements, print media, websites, and other digital media such as Facebook, Twitter and Pinterest, the early learning coalitions and OEL provide parents and the general public with opportunities to learn about all of the different types of child care and assistance for families in Florida.

The OEL and the local CCR&R programs provide parents with a non-biased listing of child care providers that meets each family's individual needs, suggestions on how the family can proceed with its search for a child care provider, website information for the state licensing database and an invitation to call back if further assistance is needed. Parents are also provided with electronic or printed items created by OEL to assist in their search for quality care.

The OEL and the early learning coalitions also provide information on their websites to support families in the selection of quality child care providers and inform them about the variety of child care programs and settings for children in local communities. OEL's website, www.floridaearlylearning.com, allows families the access to The Guide for Parents and the Quality Checklist. DCF's website, www.myflfamilies.com/childcare, offers families the ability to locate childcare providers online and to research provider-specific information: 1) results of monitoring and inspection reports, including those due to major substantiated complaints, 2) last date of inspection and 3) information on corrective actions taken (if applicable). DCF's website allows providers and parents access to information about 1) licensing child care providers, 2) conducting background checks and the offenses that would keep a provider from being allowed to care for children and 3) conducting monitoring and inspections of child care providers. Parents, providers and the general public can obtain information about child abuse and mortality rates and causes on DCF's website, including aggregate annual information about 1) the annual number of deaths, 2) the annual number of serious injuries and 3) the annual number of incidences of substantiated child abuse.

The OEL CCR&R state network office and the early learning coalitions' local CCR&R

[programs have personnel available to speak with parents, providers and the general public in languages other than English. Many of the early learning coalitions have multilingual staff available to translate brochures, flyers, forms and other printed materials into languages other than English that are most commonly found in their area, or they outsource translations to make these materials available.](#)

- c) Describe who you partner with to make information about the full diversity of child care choices available

[The DCF, local Head Start, Early Head Start and Migrant and Seasonal Head Start agencies, Child Care Aware, early learning coalitions, RCMA, Help Me Grow Florida, 2-1-1 organizations, local public schools and the Florida Early Steps program \(Florida Department of Health\).](#)

2.2.3 Describe how the State/Territory makes information about the quality (such as through a quality rating and improvement system, if available, nationally-recognized accreditation, or other means) of child care services available to the public, including consumer-friendly strategies such as messages that are designed to engage intended audiences and are easy to understand

- a) Describe how the State/Territory makes information about child care quality available to 1) parents of eligible children, 2) providers and 3) the general public

[The Lead Agency partners with other state agencies, TANF offices, child care resource and referral agencies, community-based organizations, local public schools, faith-based child care organizations and local Head Start, Early Head Start and Migrant and Seasonal Head Start agencies to inform parents, providers and the general public about the quality of child care services available in Florida.](#)

- b) Describe what you provide and how (i.e., methods such as written materials, direct communication, etc.)

[The 30 early learning coalitions work closely with the agencies in their local communities to distribute information to help parents understand the importance of high-quality child care and help them locate quality child care available in their areas. The OEL has information on its website, and through the CCR&R program, distributes information to parents and the general public, and informs parents and the general public through phone calls, emails and mail about quality child care.](#)

[The DCF has information on its website about quality child care and selecting quality child care for children, as well as brochures and checklists available online and in print. The DCF administers the Gold Seal Quality Care Program – a designation for providers that was established by the Florida Legislature in 1996 to acknowledge child care facilities and family day care homes that are accredited by DCF-approved Gold Seal accrediting agencies and](#)

[whose standards reflect national levels of quality of care and supervision provided to children. Parents can search online in their area for providers with a Gold Seal designation. Florida law allows early learning coalitions and RCMA to reimburse providers at higher rates \(up to 20 percent of the approved reimbursement rate\) if the provider has received a Gold Seal Quality Care designation as determined by DCF pursuant to s.402.281, F.S.](#)

[The Lead Agency provides resources on quality indicators and quality activities on its website as well as through Facebook, Pinterest and Twitter. There are also “Parent Pages,” which are information flyers developed and distributed monthly throughout the state. They contain information about quality early learning experiences.](#)

- c) Describe who you partner with to make information about child care quality available

[The DCF, local Head Start agencies, Child Care Aware, early learning coalitions, RCMA, Help Me Grow Florida, 2-1-1 organizations, local public schools and Florida Early Steps \(Florida Department of Health\). The OEL also collaborates with the state Head Start Training and Technical Assistance Early Childhood Education provider and the Head Start State Collaboration Office on these initiatives.](#)

2.2.4 Describe how the State/Territory shares information with eligible parents about other available human service programs. For example, does the State/Territory share information about these other programs through linkages from the online application, universal applications, through intake process/front line workers, providers, child care resource and referral agencies or other trusted advisors such as home visitors, pediatricians, faith-based services, etc.? At a minimum, include in your description how you provide information to eligible parents, what you provide and by what methods, and which partners you work with to provide information about other available service programs.

- a) Temporary Assistance for Needy Families (TANF): [Local CCR&R organization are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the TANF program. OEL also includes contact information for the TANF program in the community resources flyer.](#)
- b) Head Start and Early Head Start Programs: [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as Early Head Start and Head Start programs. OEL also](#)

includes contact information for Early Head Start and Head Start programs in the community resources flyer.

- c) Low Income Home Energy Assistance Program (LIHEAP): Local CCR&R organizations are required by rule 6M-9.300, FAC, to offer other resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the LIHEAP program. OEL also includes contact information for the LIHEAP program in the community resources flyer.
- d) Supplemental Nutrition Assistance Programs (SNAP- formerly known as Food Stamps): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the SNAP program. OEL also includes contact information for the SNAP program in the community resources flyer.
- e) Women, Infants, and Children Program (WIC): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the WIC program. OEL also includes contact information for the WIC program in the community resources flyer.
- f) Child and Adult Care Food Program (CACFP): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the CACFP program, along with other food programs, such as local food banks. OEL also includes contact information for the CACFP program in the community resources flyer.
- g) Medicaid: Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the Medicaid program. OEL also includes contact information for the Medicaid program in the community resources flyer.

- h) Children’s Health Insurance Program (CHIP): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the CHIP program, along with Florida Kid Care, another low-cost health insurance program for children. OEL also includes contact information for the CHIP program in the community resources flyer.](#)
- i) Individuals with Disabilities Education Act (IDEA): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer services to all families via phone, Internet and in-person. CCR&R specialists provide families with resources, information about and access to programs such as the Individuals with Disabilities Education Act. OEL also includes information on the American’s with Disabilities Act and inclusive childcare in our Family Guide for Selecting Quality Early Learning Programs.](#)
- j) Other State/Federally Funded Child Care Programs (e.g., state pre-kindergarten): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as the state’s VPK Program for 4-year-olds, which is housed within all early learning coalitions. The OEL also directs families with 4-year-olds to the VPK department.](#)
- k) Other early childhood programs (e.g., Maternal, Infant, and Early Childhood Home Visiting program): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All eligible families can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists provide families with resources, information about and access to programs such as Home Instruction for Parents of Preschool Youngsters \(HIPPI\), Healthy Families Florida, Early Head Start and Head Start, local 211’s and Help Me Grow program, as well as other local community resources and statewide early childhood programs.](#)

2.2.5 Describe how the State/Territory shares information with providers (where applicable) to link families to these other available human service programs. For example, does the State/Territory provide information to providers through CCR&R outreach, as a condition of their contract or voucher agreement, through community-based hub agencies that partner with subsidy providers, county/local collaboration, through quality rating and improvements systems, etc.?

- a) Temporary Assistance for Needy Families (TANF): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs.](#)

All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as the TANF program. OEL also includes contact information for the TANF program in the community resources flyer.

- b) Head Start and Early Head Start Programs: Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person during the eligibility interview process. CCR&R specialists give providers resources, information about and access to programs such as Early Head Start and Head Start Programs. OEL also includes contact information for the Early Head Start and Head Start Programs in the community resources flyer.
- c) Low Income Home Energy Assistance Program (LIHEAP): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as the LIHEAP program. OEL also includes contact information for the LIHEAP program in the community resources flyer.
- d) Supplemental Nutrition Assistance Programs (SNAP- formerly known as Food Stamps): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as the SNAP program. OEL also includes contact information for the SNAP program in the community resources flyer.
- e) Women, Infants, and Children Program (WIC): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as the WIC program. OEL also includes contact information for the WIC program in the community resources flyer.
- f) Child and Adult Care Food Program (CACFP): Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as the CACFP program, along with other food programs, such as local food banks. OEL also includes contact information for the CACFP program in the community resources flyer.

- g) Medicaid: [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers family resources, information about and access to programs such as the Medicaid program. OEL also includes contact information for the Medicaid program in the community resources flyer.](#)
- h) Children’s Health Insurance Program (CHIP): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R gives providers resources, information about and access to programs such as the CHIP program, along with Florida Kid Care, another low-cost health insurance program for children. OEL also includes contact information for the CHIP program in the community resources flyer.](#)
- i) Individuals with Disabilities Education Act (IDEA): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer services and information to providers via phone, internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as, the Individuals with Disabilities Education Act. OEL also includes information on the American’s with Disabilities Act and inclusive childcare in our Family Guide for Selecting Quality Early Learning Programs.](#)
- j) Other State/Federally Funded Child Care Programs (example-State Pre-K): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers resources, information about and access to programs such as the state’s VPK Program for 4-year-olds, which is housed within all early learning coalitions.](#)
- k) Other early childhood programs (e.g., Maternal, Infant, and Early Childhood Home Visiting program): [Local CCR&R organizations are required by Rule 6M-9.300, FAC, to offer resources and referrals to other human services programs. All providers can receive this information via phone, Internet and in-person. CCR&R specialists give providers resources, information about and access to local and statewide early childhood programs such as the Home Instruction for Parents of Preschool Youngsters \(HIPPY\) and Healthy Start programs for parents and children.](#)

2.2.6 Describe how the State/Territory makes available information to parents of eligible children, the general public, and where applicable, providers (see also section 6) about research and best practices in child development, including all domains of early childhood development, including social and emotional development, cognitive, and physical health and development (particularly healthy eating and physical activity), and meaningful parent and family engagement.

(658E(c)(2)(E)(VI))

- a) Describe how the State/Territory makes information about research and best practices in child development available to 1) parents of eligible children, 2) providers and 3) the general public. [Consumer education resources and information are made available to parents, providers and the general public on research and best practices in early childhood development, social and emotional behavioral health, developmental screenings, meaningful parent and family engagement, and physical and mental health and development, including healthy eating and physical activity. This information is disseminated through OEL, early learning coalition and RCMA websites, parent workshops, newsletters, brochures, parent and provider guides, Facebook pages, Pinterest boards and Twitter.](#)
- b) Describe what you provide and how (i.e., methods such as written materials, direct communication, etc.) [Printed materials regarding the above-mentioned research and information topics are made available to parents, providers and the general public through the local early learning coalitions and are available for download on many of their websites, including OEL’s website. Upon request, these materials are also mailed parents, providers or others requesting them. Some of these resources include “A Parent’s Guide to Child Care,” the “Quality Checklist for Evaluating Early Learning Programs” and a variety of other parent and provider guides, brochures and flyers.](#)

[Additionally, information regarding the above-listed topics is provided during direct communication with parents, providers and the general public – for example, during eligibility interviews or calls for resource and referral services.](#)

[To help parents and providers know what children should understand and be able to do as they move from birth to 5, Florida adopted the *Florida Early Learning and Developmental Standards: Birth to Five* in 2011. The standards address physical, social-emotional, cognitive, language and communication development and strategies to help young children learn \(approaches to learning\). Parents and providers can read, search or download a printable version of the standards on OEL’s website \(\[www.floridaearlylearning.com/parents/parent_resources/floridas_early_learning_and_development_standards_birth_to_five.aspx\]\(http://www.floridaearlylearning.com/parents/parent_resources/floridas_early_learning_and_development_standards_birth_to_five.aspx\)\) and use them to plan experiences and activities with children. The standards have valuable information and tips for supporting children’s development in the first five years.](#)

[Many early learning coalitions provide workshops and newsletters for parents and providers on these topics and have videos available onsite or online for them to view.](#)

[OEL makes resources available on all of the topics listed to all of the early learning](#)

[coalitions, the Head Start Collaboration Office and RCMA through newsletters and SharePoint.](#)

- c) Describe who you partner with to make information about research and best practices in child development available. [OEL’s programs partner with early learning coalitions, RCMA, DCF, the Head Start State Collaboration Office and local Head Start, Early Head Start and Migrant and Seasonal Head Start agencies, The University of Florida \(UF\) through Early Learning Florida training for early childhood professionals, Help Me Grow Florida, 2-1-1 organizations, local public schools, Florida Early Steps \(DOH\) and Child Care Aware to provide information through list servs, websites, meetings, webinars and email newsletters. Research and information is also shared by OEL through statewide conferences and early childhood association meetings.](#)

2.2.7 Describe how information on the State/Territory’s policies regarding the social-emotional/behavioral and early childhood mental health of young children, which may include positive behavioral intervention and support models, and policies on expulsion of preschool-aged children (from birth to five for purposes of this requirement), in early childhood programs receiving CCDF is collected and disseminated to 1) parents, 2) providers and 3) the general public. (658E(c)(2)(E)(i)(VII))

- a) Describe how the State/Territory makes information regarding social-emotional/behavioral and early childhood mental health of young children, which may include positive behavioral intervention support models, available to parents of eligible children, providers and the general public. At minimum, describe **what** you provide (e.g., early childhood mental health consultation services to child care programs) and **how** (i.e., methods such as written materials, direct communication, etc.) for each group:
- i. Parents – [Resources are available as print materials; online resources; social media such as Facebook, Pinterest and Twitter; workshops for parents; and parent meetings, newsletters and referrals for support from other agencies through the CCR&R specialists. Florida’s Early Learning and Developmental Standards for children: Birth to 5 is available on OEL’s website for parents, providers and the general public. Resources through 211 call centers and Help Me Grow are intended to provide linkages for children’s social-emotional, behavioral and other developmental needs \(\[http://www.floridaearlylearning.com/parents/parent_resources/floridas_early_learning_and_development_standards_birth_to_five.aspx\]\(http://www.floridaearlylearning.com/parents/parent_resources/floridas_early_learning_and_development_standards_birth_to_five.aspx\)\).](#)
 - ii. Providers – [Resources are available as print materials; online resources; social media such as Facebook, Pinterest and Twitter; workshops for providers; and](#)

provider meetings, newsletters and referrals for support from other agencies through the CCR&R specialists. Training and technical assistance are available through OEL, DCF, ELC/RCMA program staff and UF through Early Learning Florida. *Florida's Early Learning and Developmental Standards for children: Birth to 5* is available on OEL's website for parents, providers and the general public (http://www.floridaearlylearning.com/parents/parent_resources/floridas_early_learning_and_development_standards_birth_to_five.aspx).

The state has a toll-free number to provide assistance and consultation about including children with disabilities and special health care needs. The Warm Line is available to any early care and education provider requesting information relating to the disability and special health care needs of children. Each early learning coalition provides warm line services for child care providers on strategies to support inclusive practices, including

- Positive behavioral support.
- Curriculum.
- Child development.
- Health.
- Environmental adaptations.
- Laws and regulations (e.g., The Americans with Disabilities Act).

The Florida Association of Infant Mental Health provides discounted memberships for child care providers and offers websites, trainings and conferences about infant mental health (www.FAIMH.org). Many of the children's services councils offer early childhood mental health consultation to child care providers and a variety of infant mental health training, aligned with IMH competencies, for child care providers. Florida's LAUNCH grant has provided training on early childhood mental health consultation. In 2015, First 1000 Days joint conference brought together for training ELCs, Part C, the Florida Association of Infant Mental Health (FAIMH), Maternal Infant Early Childhood Home Visiting Program (MIECHV), Healthy Start and more than 700 child advocates, including the Infant Mental Health track.

- iii. General public – Resources are available as print materials; online resources; social media such as Facebook, Pinterest and Twitter; workshops for parents and parent meetings; newsletters; and referrals for support from other agencies through CCR&R specialists. *Florida's Early Learning and Developmental Standards for children: Birth to 5* is available on OEL's website for parents, providers and the general public

4.1 Parental Choice In Relation to Certificates, Grants or Contracts

The parent(s) of each eligible child who receive(s) or is offered financial assistance for child care services has the option of either enrolling such child with a provider that has a grant or contract for the provision of service or receiving a child care certificate. (658E(c)(2)(A)) This did not change under the CCDBG Act of 2014.

- 4.1.1 Describe how the parent of each eligible child is advised that the Lead Agency offers the option of selecting a provider that has a grant or contract or receiving a child care certificate (658E(c)(2)(A)(i), 658P(2)).

[Child Care Resource and Referral \(CCR&R\) serves all parents seeking early learning services in Florida free of charge. Trained staff provide consumer education on quality indicators for early learning to inform families on how to recognize quality early learning programs. CCR&R specialists also provide referrals to early learning programs, and information and referrals to other local community resources. The CCR&R State Network serves two fundamental purposes: \(1\) to help parents identify and select quality early learning programs that best meet their children’s needs and \(2\) to provide technical assistance that addresses and improves the quality, availability and affordability of child care. This is accomplished through the provision of information and resources about quality early learning options and work/family solutions to families, child care professionals and government entities. Each CCR&R program maintains a database of all legally operating child care providers in its service area. The CCR&R database contains licensed, license-exempt, faith-based, registered family child care homes, including Head Start, Early Head Start and Migrant and Seasonal Head Start programs, and non-traditional child care providers, which includes summer camps, afterschool programs and Boys and Girls Clubs. This database is the data source for families searching for child care arrangements, and the data also support local businesses by serving as advertisement for child care services. Additionally, each family who contacts CCR&R for information is provided a non-biased listing of child care providers that meets that family’s individual need, suggestions on how the family can proceed with its search for a child care provider, website information for the state licensing database and an invitation to call back if further assistance is needed. Parents are also provided with electronic or printed items created by OEL to assist in their search for quality care.](#)

7.4 Child Care Resource & Referral

- 7.4.1 Describe the status of the child care resource and referral system (as discussed in Section 1.7)

- State/Territory has a CCR&R system operating State/Territory-wide. Describe how the CCR&R system is operated, including how many agencies and if there is a statewide network and how the system is coordinated and if it is voluntary.

[The OEL houses the CCR&R State Network and contracts with 30 early learning coalitions to provide CCR&R services locally in each of Florida’s 67 counties. Local CCR&R programs serve all individuals seeking early learning services in Florida free of charge. Trained staff](#)

provide families with information regarding available early learning options, child care licensing requirements, financial assistance programs, customized child care listings, and consumer education to help families recognize quality indicators of child care. Local CCR&R's also provide information and referrals to other community resources available within their local communities.

Additionally, the state provides funding for Help Me Grow, Florida which is a comprehensive, and integrated statewide system designed to address the need for early identification of developmental and/or behavioral concerns, and then link children and their families to community-based developmental and behavioral services and supports.

7.4.2 Describe the measures relevant to this activity that the State/Territory will use to evaluate the State/Territory's progress in improving the quality of child care programs and services in the State/Territory.

The CCR&R State Network serves two fundamental purposes: (1) to help parents identify and select quality early learning programs that best meet their children's needs, and (2) to provide technical assistance that addresses and improves the quality, availability and affordability of child care. This is accomplished through the provision of information and resources about quality early learning options and work/family solutions to families, child care professionals, and government entities. Each CCR&R program maintains a database of all legally operating child care providers within its service area. The CCR&R database contains licensed, license-exempt, faith-based, registered family child care homes, Head Start, Early Head Start and Migrant and Seasonal Head Start, and other non-traditional child care providers, which includes summer camps, afterschool programs and membership organizations, such as Boys and Girls Clubs. This database is the primary data source for families searching for child care arrangements. The data also supports local businesses by serving as advertisement for child care service providers. Each family who contacts CCR&R for information is offered a listing of child care providers that meet that family's individual needs, suggestions on how the family can proceed with their search for a child care provider, access to state child care licensing information, as well as inspection reports, and an invitation to call back if further assistance is needed. Families are also provided with access to electronic or printed consumer education to assist in their search for quality care.

Office of Early Learning Grant Agreement

The State of Florida Office of Early Learning Grant Agreement (the agreement) is between the state of Florida, Department of Education, Office of Early Learning and each early learning coalition.

Exhibit II, Scope of Work, Section 4, page 28

4. Child Care Resource and Referral (CCR&R) Network – A free service for any family living in or preparing to move to Florida that helps parents identify and select quality child care and early education programs and offers consumer education and community resources. ELCs provide resource and referral services for families and childcare providers in their local areas. These local resource and referral programs:

- 4.1** Act as the “front door” to families, providing early learning information and referrals and community resources.
- 4.2** Verify all legally operating provider information is up-to-date in their service area in accordance with Rule 6M-9.300 within the single statewide information system.
- 4.3** Provide assistance to those applying for SR or VPK Programs or to families with children who have disabilities or special healthcare needs.
- 4.4** Offer start-up and on-going training and technical assistance for providers.
- 4.5** Offer information and access to consumer education, financial assistance programs and community resources.

4. Child Care Resource and Referral Network (CCR&R), page 34

___ Initial here if SR Program CCR&R services are a subrecipient’s responsibility. If so, the ELC shall provide the OEL grant manager a copy of the subrecipient agreement along with the executed grant agreement.

- 4.1** The ELC shall establish and maintain at least one CCR&R office in the ELC’s county or multicounty region to provide unbiased child care and community resource consumer information. It shall assist parents in making informed choices and provide training and technical assistance to current and potential child care providers and employers seeking to expand their employees’ child care opportunities. CCR&R services shall comply with program requirements established by the state network office.
- 4.2** The ELC shall provide CCR&R office location(s) and hours of operation in Exhibit V. ELC CCR&R Office Locations and services shall comply with Rule 6M-9.300, F.A.C.
- 4.3** The ELC’s CCR&R data shall identify legally operating child care and early childhood education service providers. These shall, if appropriate, include public and private employer child care, family child care home, large family child care home, public and private child care, VPK Education programs, SR services, special education programs for children with disabilities, full-time and part-time programs, and before- and after-school programs, parent education programs, financial assistance programs, including the temporary cash assistance program, and related community and social services resources. The ELC shall develop and maintain a resource file of these programs and services through the single statewide information system. Resource file data elements shall include, but are not limited to the following:
 - 4.3.1** Type of program.
 - 4.3.2** Hours of service.

- 4.3.3** Ages of children served.
 - 4.3.4** Number of children served.
 - 4.3.5** Program information.
 - 4.3.6** Fees and eligibility for services.
 - 4.3.7** Availability of transportation.
- 4.4** The ELC at minimum shall annually update CCR&R child care and community resource consumer education information. The request for updated information begins June 1. By the last business day in May, the ELC shall verify the profile information of all legally operating providers in its service area is up-to-date in the single statewide system.
- 4.5** The ELC shall submit data, reports and staff evaluations for administering the CCR&R Program as OEL requires. The data and reports will conform to the timeline, content, and format OEL specifies.
- 4.6** The ELC shall participate in OEL CCR&R conference calls and webinar trainings as scheduled. If an ELC representative cannot participate in conference calls, an ELC representative must review minutes from the conference call. As ELC funds allow, designated CCR&R staff shall also attend OEL regional or statewide trainings.
- 4.7** The ELC shall offer all contracted childcare providers and potential providers training and technical assistance. The ELC shall assist providers with information to maximize their ability to serve children. The ELC will assist potential providers with information including, but not limited to, zoning, program requirements and budget development.
- 4.8** The ELC shall assist families and employers with applying for and providing information on subsidy programs including, but not limited to, the VPK Program, the SR Program, Head Start, private funding programs and the federal child care and dependent care tax credit.
- 4.9** The ELC shall offer training and technical assistance to employers to improve their community child care resources, consumer education knowledge, and their ability to support working families.
- 4.10** The ELC will assist families with identifying creative child care options or other special arrangements with providers, with identifying summer camp programs and with accessing consumer education and local community resources.
- 4.11** The ELC shall provide, to all individuals who do not decline, child care provider listings and consumer information within three (3) business days of the request date, in the format requested by the individual. The consumer information shall consist of consumer education, community resources and other materials outlined in Rule 6M-9.300, (6) and (7), F.A.C.
- 4.12** The ELC shall follow the OEL-established referral process. The ELC shall maintain requests for services and responses to requests for services documentation. These include phone records, office visit sign-in logs, completed surveys and applications, referral documents, and accurately-completed personnel activity reports. The ELC shall compile CCR&R services requests data in the single statewide information system. Information recorded in the single statewide

information system for CCR&R customer data shall include:

- 4.12.1 The number of calls and contacts to the CCR&R by type of service requested.
 - 4.12.2 Age of children for whom services are requested.
 - 4.12.3 Day and time categories for needed child care services.
 - 4.12.4 Special time categories such as nights, weekends and swing shifts.
 - 4.12.5 Type of program requested such as child care center, family child care home, after-school program.
- 4.13 Prior to the last business day in August, the ELC shall annually submit an accessibility report, pursuant to Rule 6M-9.300(4), identifying how CCR&R services are made available to all individuals within its service area, including individuals who have limited access to telephone services, internet services, or transportation.

E. Deliverables, Tasks and Activities, page 49

Child Care Resource and Referral (CCR&R)	97Q14	Developing, establishing, expanding, operating and coordinating CCR&R services specifically related to the provision of comprehensive education to parents and the public. CCR&R services that increase parental choice by helping all families find answers to their questions about how to identify quality early learning programs and how to locate a provider that meets each family’s needs when choosing early learning programs. Services that provide child care listings customized to meeting the needs of each family, as well as offering referrals and information about other services available in local communities. Activities to improve the quality and availability of inclusive child care, including resource and referral for early special needs intervention, special needs referrals, warm line, and other activities that facilitate inclusion(s. 1002.89(6)(b), F.S., and CCDF State Plan)
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CCR&R Evaluations, Forms, Procedures and Reports

CCR&R Specialist Evaluation

All CCR&R specialists, including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion), who provide CCR&R referrals, community resources and/or consumer education, must pass the CCR&R Specialist Evaluation, using the most recent OEL approved format, prior to completion of their fourth month of training as a CCR&R specialist. Evaluations are submitted to OEL’s CCR&R State Network for review. All evaluation result letters and certificates will be mailed to the CCR&R coordinator.

- The CCR&R Specialist certificate is will remain valid while the staff member maintains employment and/or work responsibilities in CCR&R.
- Any CCR&R specialist with more than a 2-year break in employment and/or work responsibilities in CCR&R must re-take the CCR&R Specialist Evaluation.
- CCR&R Specialists who do not achieve certification must repeat the orientation/training and evaluation process within 90 calendar days from the date of the result letter.

CCR&R Specialist Evaluation Instructions

- The CCR&R Specialist Evaluation is located on classmarker.com. To begin the evaluation, please click here – <https://www.classmarker.com/online-test/start/?quiz=v6q575adea5342b2>
 - If clicking the link does not work, try copying and pasting it into your web browser.
 - If it is your first time starting the evaluation, click on “start new test.”
- You will be required to register as a user by providing your email address and creating a password. This will allow you to save the evaluation and return to it to finish at a later time/date if needed.
- After you submit your evaluation, you will be able to see any questions that were answered incorrectly. The essay/scenario questions must be graded by OEL. You will be contacted via email with your final score once the grading is completed. Please forward your final score to your local CCR&R Coordinator and save your results email for your records.

Evaluation info and test taking tips

- To receive certification, you must receive at least a 75% on the evaluation. Certificates will be mailed to the CCR&R Coordinator.
- Before taking the evaluation, make sure you are in an environment where you will not be disturbed.
- All evaluation questions were developed from the CCR&R Reference Guide.
- The evaluation consists of 42 total questions. The types of questions will include true/false, multiple choice, multiple answer, fill in the blank and essay/scenario questions.
- The evaluation does not have a time limit.
- You must answer all questions before submitting your evaluation.
- Your answers are saved as you submit each one, not at the end of the evaluation. This means you will not lose any work.
- Avoid using the browser back button as this will not work. To go back, use the “Previous” button which will be under your Questions.
- To avoid being logged out-
 - Stay connected to the internet during the evaluation.
 - Do not click away from the evaluation until you have submitted your answers.

Troubleshooting

- ClassMarker is an online system, so you need internet access and we recommend using a modern web browser:
 - Internet Explorer 6+
 - Firefox 2.0+
 - Safari 3+
 - Opera 10.6+
 - Chrome 8+

- If your evaluation page freezes, you can always click refresh on your web browser and the Evaluation will again load on the same question/s you were on.
 - **Note:** If you have written any long answers on the frozen page, **make a copy** of these answer/s first so you do not lose them.
- If your computer or web browser has a problem or they are closed, using the same web browser, re-open your Web browser go to the Start Link for the evaluation and you will be taken back to the last question you were on, where you will be able to resume your evaluation.
- I have saved my Evaluation but how do I resume it?
 - To resume your Evaluation, go back to the Evaluations' Start Link and select the Resume option to login and finish your evaluation.
- I have forgotten my password!
 - Use the Forgot password link and follow the instructions. Remember: Check your Spam folder for the reset password email just in case!
- If you need additional assistance, please contact the CCR&R state network office at CCRRevals@oel.myflorida.com or 1-866-357-3239.

CCR&R Coordinator Evaluation

All CCR&R coordinators and designated trainers must achieve coordinator certification by completing the CCR&R Coordinator Evaluation, using the most recent OEL approved format, within four months of assuming their position. The CCR&R Coordinator Evaluation consists of completing the CCR&R Specialist Evaluation and Coordinator Evaluation. Completed evaluations will be submitted to the OEL CCR&R State Network for review.

CCR&R Quality Assurance Assessments

CCR&R coordinator and/or designated supervisor is encouraged to use the most recent OEL approved CCR&R Quality Assurance Assessment form to observe each CCR&R specialist, (including blended staff) conducting a complete family interview and generating child care referrals at least once per fiscal year. Save locally on file for monitoring review.

ELC CCR&R Staff List

Coalition will submit an ELC CCR&R Staff List, using the most recent OEL approved form, to the OEL CCR&R State Network by August 31 of each fiscal year and within 5 days of CCR&R staff changes.

CCR&R Requests for Other Information

Coalition will enter all requests for information or services, other than child care listings, using the most recent instructions provided by the OEL CCR&R Network. When a customer (parent, provider, coalition, community agency, etc.) requests information or services other than child care listings, the correct code must be entered into the OEL CCR&R database interview screen. CCR&R staff must use the codes contained in the current version of the OEL standard codes document. This data entry is required for reporting purposes and crediting the actual work completed by CCR&R staff.

- The purpose for this data entry is to record “Requested Other Info” when the customer is not requesting child care listings. A child care listing will override the “Requested Other Info” code.
- It is expected that all CCR&R specialists will assist customers with requests for community resources and consumer education, in addition to offering child care listings, the first time they call for listings, as this is part of CCR&R.
- If the customer calls back requesting additional community resources and/or consumer education but does not need child care listings, the CCR&R specialist must complete a new interview and check the appropriate “Requested Other Info” code.
- Provider updates can only be counted in this field if the provider requests information/technical assistance, in addition to the provider update.

CCR&R Annual Provider Updates

Coalition must conduct annual provider updates of all legally operating providers in the CCR&R database by the last business day of May. The provider update process must follow the most recent provider update instructions provided by the OEL CCR&R State Network. For details related to the provider update process, refer to the most current OEL provider update process and Frequently Asked Questions and Answers document located on SharePoint and distributed to all coalitions.

CCR&R Accessibility Report

Each CCR&R organization shall provide OEL with an annual report identifying how CCR&R services are made accessible to individuals within its service area, including availability for individuals who have limited access to telephone services, internet services and/or transportation. The report is due October 30, for fiscal year 2015-2016. Then it will be due the last business day in August for each following fiscal year.

EFFECTIVE DATE

Issuance of this guidance represents approval by OEL management of the indicated procedures and related administrative forms. These procedures will be effective as of the date of this guidance.

HISTORY

Issued September 1, 2014. Reissued September 1, 2015. Revised and reissued September 1, 2016.

Please direct questions and comments to Office of Early Learning at (850) 717-8500