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Changing lives for a lifetimeSM

**BROWARD
CHILD CARE PROVIDER
INFORMATION BOOKLET**

2010-2011

Family Central, Inc.
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OVERVIEW

Family Central, Inc. is a comprehensive, multi-faceted, non-profit, social service organization serving more than 80,000 South Florida children and their families a year in Broward, Palm Beach, and Miami-Dade counties. Most of Family Central's clients are working families who are economically disadvantaged, at-risk, or otherwise vulnerable to the effects of poverty.

Family Central was founded in 1971 to provide affordable, quality child care for low-income families in Broward County. At that time, the Agency managed four child care centers. In the last three and a half decades, the scope of Family Central's mission and the range of services provided have increased dramatically to meet the needs of today's families.

SERVICES

Resource & Referral:

- Provides consumer education on selecting quality child care.
- Provides referrals for child care to families based on individualized needs.
- Maintains database of all legally operating early learning programs in Broward County such as child care centers, family child care homes, school age programs, VPK programs, faith based programs, Head Start programs, nanny/in-home care, private schools, summer camps, recreation programs, Mommy and Me programs, and sick care.
- Pre-screens families for financially assisted child care.
- Provides referrals to families to social service resources in the community.
- Has a social service coordinator who will work with families who are in need of in-depth linkage and follow-up with other social service resources.
- Helps with recruitment and start-up of new family child care homes and child care centers.
- Brings the ResourceMobile with training and resources to prospective family child care providers.
- Provides enhanced resource and referral services to employers to purchase for their employees as a benefit.

Community for Quality Early Learning and Literacy (C-QuELL):

- Countywide group of twelve (12) child care centers developing partnerships within the community and with public school kindergarten in order to improve the transition and increase the school readiness and literacy skills of children that are 3 and 4 years old
- Enhances teaching skills and literacy classroom environment at child care sites.
- Increases parent involvement with children as their first teachers.
- Facilitates partnerships with community and government agencies to create a community for quality early learning and literacy.

Eligibility, Determination, and Enrollment, Slot Management and Payment:

- Administrator of financially assisted child care funds for TANF recipients, income-eligible families, the homeless, children in protective services, and others eligible for financial assistance for child care.
- Determines initial and re-determines program eligibility
- Responsible for the reimbursement of child care providers who are providing VPK services and/or financially assisted child care for families.
- Executes and oversees service agreements to child care providers.
- Administers Child Care Executive Partnership (CCEP) program.

Early Care and Education:

- Provides technical assistance (including accreditation assistance and inclusion), training, and administrative support to child care providers.
- Has an extensive resource library which contains books, curriculum, toys, videotapes, etc. Provides Story Time, Arts and Crafts activities and Music and Movement for Children with Special Needs.
- Brings the ResourceMobile to locations within the community for easy access to resources.
- Provides monetary incentives to providers who are participating in quality initiative programs.

Family Support Services:

- Nurturing Parenting Program (NPP) for parents of children ages birth to 11. This is a “best practice” parent education program created to enhance parent/child relationships and prevent child abuse and neglect. Services are delivered via home visits or in a group setting.
- Provides developmental screening and referrals for further assessment and evaluation.
- Provides on-going child assessment services to a select group of children receiving school readiness services.
- Provides training on the use and implementation of developmental screening tools.
- Conducts client-centered workshops and interactive family events and activities.
- Home Instruction for Parents of Preschool Youngsters (HIPPPY) is a parental involvement program in which parents can learn to prepare their three, four, and five year olds for school success through home-based instruction.
- Parents As Teachers (PAT) is a parental involvement program which enhances child development through home-based parent education for parents of children ages birth to 36 months.
- Cherish the Family (CTF) is a Family Central home-based family support program that provides comprehensive transdisciplinary services to meet the complex needs of families affected by Substance Abuse and/or HIV. The program’s goal is to prevent the abandonment of children under age three who are in the dependency system and who have been affected by substance abuse and/or HIV/AIDS. The Project is being evaluated by the University of Miami - School of Medicine locally and is being researched by the University of California, Berkley at the National Level.
- The Positive Behavior Support (PBS) Program is a program that sits in both the Early Care and Education and the Family Support Services departments. The program teaches directors, teachers, parents and children the skills needed for successful social/emotional development. The program is delivered in the child care setting, utilizing the PBS approach and the “Conscious Discipline” and “I Can Problem Solve” curriculums. The program helps children improve behavior, maintain behavioral gains over time, and prevents the development of later mental health problems.

Training Academy:

- Provides CEU in-service training in a variety of topics and FCCPC/CDA National Training to early childhood practitioners in face-to-face classes. .
- Provides FCCPC/CDA National Training to early childhood teachers in face-to-face classes.
- Provides online training for the CDA National Credential.
- Provides 4.5 CEU training to renew both the FCCPC/CDA National Credential and the Florida Director's Credential in both face-to-face classes and online trainings.
- Other training includes: ECERS/ITERS Training; Curriculum Training (Beyond Centers and Circle Time, Beyond Cribs and Rattles), Infant-Child First Aid/CPR, CEU in-service trainings in Spanish, CDA National Prep Course.

Voluntary Prekindergarten (VPK):

- Administrator of funds for children enrolled in VPK.
- Responsible for eligibility determination and registration of children into the VPK program.
- Responsible for the authorization of child care providers to provide VPK services.
- Information sharing, training, and technical assistance for VPK providers.
- Facilitation of annual Broward Early Childhood Educators Conference for teachers and directors.

Nutritional Services

- Processes monthly claims for reimbursement of eligible meals for family child care homes
- Provides training on program policies and procedures
- Provides training on nutrition, health, and food safety
- Conducts on-site reviews and technical assistance visits
- Facilitates communication between child care centers and family child care homes
And county and state departments of health, licensing agencies, and caterers.
Contracts with registered caterers and assists child care centers in the procurement process
Sponsors the Child Care Food Program for child care centers in Miami-Dade, Broward, Palm Beach, Martin, St. Lucie, and Indian River counties
Sponsors the Child Care Food Program for family child care homes in Broward and Palm Beach counties.

WHO TO CALL

Broward Office (main switchboard): 954-720-1000

Toll free: 877-5-FAMILY (877-532-6459)

Web Site: www.familycentral.org

954-724-3976	To give updated information about your program for the R&R database.
954-724-4609	R&R Hotline for parents who need child care referrals or screening for eligibility for financial help.
954-724-7579	For help with licensing and start-up technical assistance.
954-724-3936	For information on service agreements.
	<u>For information on the USDA Food Program:</u>
954-724-3969	(homes)
954-724-3938	(centers)
954-724-3957	For information on CDA and state-mandated training.
954-724-7540	For information on inclusion/special needs.
954-724-3955	For information on accreditation.
954-724-4616	For information on technical assistance.
954-724-3986	For information on scholarships for CDA, college credit, and in-service hours.
954-724-3822	For information on how to access community resources for the children in your care.
866-968-4875	For information on VPK.
954-724-4051	For information on the Resource Library/ResourceMobile.
954-724-4087	For information on developmental screening.

SERVICES FOR PROVIDERS OF CARE

Referrals

The Resource and Referral (R&R) team keeps up-to-date information about each program in a computerized database so that appropriate referrals may be made to families. Referrals are made based on the criteria set by the family, such as location, hours, and age of children. All legally operating programs are listed in the referral database. Our staff updates the information semi-annually. If there is a change in your rates, hours of operation or any other aspect of your program, please call our office at 954-724-3976 to update your information. It is important that we have accurate information to share with parents.

Parents can access referral information, which is a free public service, by calling the Broward Resource & Referral Hotline at **954-724-4609** or **1-877-5-FAMILY**.

There are no charges/fees associated with a provider listing in the Child Care Resource & Referral Database or for referrals to your program. If you are asked to provide a payment for a referral or listing in the Child Care Resource & Referral database, please call the Agency for Workforce Innovation's Office of Early Learning at 1-866-357-3239. The information reported about a provider's program is objective program information that is based on standards that are attainable for providers.

Training

Training is offered through Family Central's Training Academy. All programs listed in our database receive information about scheduled training. Among the training classes offered are: CDA classes, in-service and CEU workshops, nutrition training, and Infant-Toddler training. Training varies by county.

Technical Assistance

Technical assistance is available to child care programs. Prospective family child care home providers are given assistance with the licensing and start-up process. New family child care home providers are offered start-up training including program development and budget development. Child care center start-up information is also available. Technical assistance is provided to existing programs to enhance program quality. In addition, programs wishing to become professionally accredited can find help at Family Central, as well as those needing assistance with inclusion of children with special needs.

T.E.A.C.H.

What is the T.E.A.C.H. Early Childhood® Scholarship Program? The T.E.A.C.H. (Teacher Education and Compensation Helps) Scholarship Program:

- Links training, compensation and commitment to improving the quality of early childhood care and education experiences for young children and their families.
- Provides scholarships for early childhood caregivers and center directors to work toward earning an A.S. degree in Early Childhood Education, a Child Development Associate (CDA) credential, a Florida Staff Credential or a Director Credential
- Involves a partnership for the sharing of expenses by the caregiver receiving the scholarship, the sponsoring child care center or family child care home, and the T.E.A.C.H. Early Childhood® Scholarship Program.

Child care center teachers, directors, owners, and family child care providers may be eligible for a scholarship if they:

- Are a Florida resident.
- Work in a licensed or license-exempt early child care facility, in a family child care home or in a licensed afterschool program.
- Have the support of the sponsoring facility or family child care home which employs them.
- Have a high school diploma or GED.
- Work a minimum of 20 hours per week in a classroom with birth through pre-K population (directors are exempt from the "classroom" portion of this requirement) **OR** work a minimum of 20 hours per week in a licensed after school program (AS degree scholarships are not available to ASP workers)

A BOX HERE-work a minimum of 520 hours per week

In most scholarship models early childhood programs agree to sponsor a scholarship recipient by:

- Contributing a portion of the cost of tuition and sometimes books.
- Giving the participating recipient 3 hours of paid release time each week while classes are in session (T.E.A.C.H. reimburses the center for a part of that cost).
- Awarding the participant a bonus or raise upon completion of the contract requirements.

Scholarship recipients must:

- Attend classes and successfully complete courses.
- Pay a portion of the cost of tuition and books.
- Agree to remain in the sponsoring early childhood program or family child care home for a period of time following completion of the contract (typically one year).

The T.E.A.C.H. Early Childhood® Scholarship program provides:

- The majority of the cost of tuition and books.
- For most participants, a per-semester stipend for travel or for internet access.
- A bonus for caregivers and directors who complete their contract.
- Counseling and administrative support.
- In most scholarship models, reimbursement to the early childhood program or family child care home for the release time given participants.

T.E.A.C.H. (cont'd)

Who benefits from T.E.A.C.H.?

- Child care programs benefit by having staff members who are more knowledgeable about good early childhood practices. Programs will experience reduced turnover, which increases the quality and marketability of the program.
- Teachers, directors and family child care providers increase their knowledge as they attend classes and are better compensated through participation in the program. In turn, they experience increased professional status and job satisfaction.
- Children are the main beneficiaries of the T.E.A.C.H. Program. Children benefit by having consistent caregivers with a commitment to the field. They benefit from caregivers who are specialists in early childhood education, who understand child development and, who are sensitive to the needs of very young children.

How can I get more information?

To receive additional information and scholarship applications, contact the Children's Forum at:

T.E.A.C.H.: 850-487-6302
TOLL FREE: 877-FL-TEACH (877-358-3224)
Website: www.thechildrensforum.com

ResourceMobile

The ResourceMobile is a van that brings resources directly to designated community sites. To find out more information on locations and schedules, call 954-724-4051.

Resource Library

Family Central has a lending library offering early childhood materials that include big books, curriculum guides, records, video and cassette tapes, professional journals, toys, classroom equipment and materials, such as puzzles, puppets, assessment tools, and references for students. It also offers Story Time that promotes language-enriched programs with stories, songs and activities for parents and children. Staff is available to help locate developmentally appropriate activities and research-based methods and materials. Providers can also access the Florida Performance Standards for birth - 5 year olds. These standards describe age appropriate understandings related to the ways young children think, reason, create, and recreate as they engage in the learning process. They also incorporate an exhaustive analysis of research, a review of best practices and standards used across the nation, principles developed by NAEYC, and input from early childhood practitioners and kindergarten teachers. Other comprehensive services, such as music programs for children with special needs, arts and crafts sessions, on-line assistance, die cuts, and laminating are also available in the Resource Library. For further information call 954-724-4051.

Director Credential

The State of Florida requires directors of child care centers to obtain a Director Credential. There is Level 1, Level 2, and an Advanced Level.

Core Requirements for all Levels:

1. High School Diploma or GED;
2. The 30 hour Part I Department of Children and Families' Introductory Child Care Training. FOR SCHOOL-AGE APPLICANTS ONLY: School-age training from a national organization as outlined in 65C-22.008(4)(b) may substitute for the Child Growth and Development and Behavioral Observation and Screening components of the 30 hour Part I Department of Children and Families' training.
3. A minimum of eight (8) hours of in-service training on children with disabilities or the department's Special Needs Appropriate Practices course.
4. An active Staff Credential outlined in 65C-22.003(7)(a), F.A.C., excluding Employment History Recognition Exemption.

Level I Requirements:

Core Requirements: Must meet all core requirements listed above.

Education: An "Overview of Child Care Management" course approved by the department for vocational credit, CEU's or college credit; or a Director Credential from another state, subject to approval by the Florida Child Care Director Credential Program.

Level II Requirements:

Core Requirements: Must meet all core requirements listed above.

Education: An "Overview of Child Care Management" course approved by the department for vocational credit, CEU's or college credit; or a Director Credential recognized by another state, subject to approval by the Florida Child Care Director Credential Program.

Experience: A minimum of one (1) year experience as an on-site child care director* in a licensed child care facility or facility that is legally exempt from licensure.

- Experience may be gained as a director, co-director, assistant director or lead teacher in a Head Start program.

Advanced Level Requirements:

1. Meet all core requirements listed above; and
2. Meet the requirements of one (1) of the following categories:
 - a. An associate's degree or higher; a minimum of two (2) years experience as an on-site child care director** in a licensed child care facility or facility that is legally exempt from licensure; and an "Overview of Child Care Management" course approved by the department for vocational credit, CEU's or college credit.**
 - b. A minimum of two (2) years experience as an on-site child care director* in a licensed child care facility or facility that is legally exempt from licensure; an "Overview of Child Care Management" course approved by the department for vocational credit, CEU's or college credit; ***and at least two (2) three (3) credit courses in the following curriculum areas:

Director Credential (cont'd)

- Child Care and Education Organizational Leadership
 - Child Care and Education Financial and Legal Issues
 - Child Care and Education Programming
- c. Five (5) years experience as an administrator or director* in a licensed child care facility or facility that is legally exempt from licensure and an "Overview of Child Care Management" course approved by the department for vocational credit, CEU's or college credit. ***

* Experience may be gained from the positions of director, co-director, assistant director or lead teacher in a Head Start program.

** The "Overview of Child Care Management" requirement may be substituted by successfully passing a corresponding child care competency exam with a minimum score of 70; by completing a three (3) credit college level course in Child Care Administration, Business Administration, or Education Administration; or a copy of a Director Credential from another state.

*** The "Overview of Child Care Management" requirement may be substituted by successfully completing a three (3) credit college level course in Child Care Administration, Business Administration, or Education Administration or a copy of a Director Credential from another state.

Applications and documentation will be verified and credentials will be issued through the Children's Forum, 2807 Remington Green Circle, Tallahassee, FL 32308, 1-888-FL-CHILD.

For course information, call Charlene Swanson, Nova Southeastern University, 954-262-6905.

Gold Seal

The State of Florida has designated a standard called the Gold Seal of Excellence for those child care programs meeting the higher quality level required by many national and regional professional accreditation organizations. Many parents ask for accredited programs. The State authorizes a higher reimbursement rate for financially assisted child care for Gold Seal programs. Currently, the following accrediting organizations are accepted for the Gold Seal designation:

- National Association for the Education of Young Children (NAEYC) – 800-424-2460, www.naeyc.org
- National Early Childhood Program Accreditation (NECPA) – 800-505-9878, www.necpa.net
- National Association for Family Child Care (NAFCC) – 800-359-3817, www.nafcc.org
- Association of Christian Schools International (ACSI) – 719-528-6906 or 800-367-0798, www.acsi.org
- Accredited Professional Preschool Learning Environment (APPLE) – 800-322-2603, www.faccm.org
- National Association of Child Care Professionals – 512-301-5557, www.naccp.org
- National Council for Private School Accreditation – www.ncpsa.org
- United Methodist Association of Preschools – 407-716-3538, www.umapfl.com
- National Afterschool Association (NAA) – 703-610-9028, www.naaweb.org
- Association of Christian Teachers and Schools (ACTS) – 417-865-4290, www.actsschools.org
- Southern Association of Colleges and Schools (SACS) - 404-679-4500, www.sacs.org
- Montessori School Accreditation Commission (MSAC) - 212-235-1250, www.montessori-msac.org
- Council on Accreditation (COA). Available only to multi-site, multi-program organizations – 212-797-3000 or 866-COA-8088, www.coanet.org

Gold Seal (cont'd)

Family Central has Accreditation Specialists available to assist in the process, as well as support groups for those working on accreditation. For more information call 954-724-3955.

In addition, beginning July 1, 2005, the DCF Child Care Training Information Center (CCTIC) was launched. A team of CCTIC Specialists are available Monday-Friday, 8:00 a.m. - 5:00 p.m. to answer questions about state-mandated training, educational exemptions and staff training requirements (CDA, CDAE, Director's Credential, VPK, etc.). CCTIC is also responsible for processing staff credential verifications and updating/creating training transcripts. CCTIC may be reached at 1-888-FL-CCTIC (1-888-352-2842) or on their website at www.myflorida.com/childcare/training.

Inclusion/Special Needs Resources

If you are in need of information on providing an inclusive setting for children in your care, please call the Statewide Inclusion Warm-Line toll-free at 1-866-357-3239. Florida also has available a resource for information and referrals regarding special needs and inclusion. The Florida Directory of Early Childhood Services (Central Directory) can be reached at 1-800-654-4440 or on the web at www.centraldirectory.org. Local contact information is:

Family Central, Inc.
Diane Hunter, Inclusion Specialist
954-724-7540
dhunter@familycentral.org

Bilingual Resources

Family Central's Resource Library offers many resources for child care providers in Spanish and Creole including children's books. The Resource Library has both Spanish and Haitian-Creole speakers available on staff. Many of our forms and informational materials are available in Spanish and/or Creole as well.

Licensing/Zoning

In Broward and Palm Beach Counties, family child care home providers, large family child care homes and group child care facilities (centers, preschools, etc.) must be licensed. We encourage parents to visit the local licensing office to review the files of programs they are considering. State licensing information can be accessed at www.myflorida.com/childcare.

In Broward County, child care licensing is provided by the Bureau of Children's Services, Child Care Licensing and Enforcement Section (a department of County Government), 2995 North Dixie Highway, Oakland Park, FL 33334, 954-537-2800. Provider listings and access to their monitoring reports are available online at www.broward.org/children.

In many municipalities and unincorporated areas, Occupational Licenses and Certificates of Use and Occupancy may be required. Fire inspections and health inspections are also required. Zoning regulations vary and in some communities, deed restrictions or homeowner's association by-laws may impede the operation of a family child care home or large family child care home. Family Central's Resource Developer can help you when questions arise. Call 954-724-7579 for further information.

USDA Food Program

The United States Department of Agriculture (USDA) offers a program to reimburse part of the cost of providing meals and snacks to low-income children. It is available to all family child care home providers and to child care centers serving at least 25% low-income children. For information on how to participate: family child care home providers can call 954-724-3969 and child care centers can call 954-724-3938.

Employer Supported Child Care

Employers today are realizing the benefits of providing child care assistance for their employees. There are numerous options available through Family Central:

- **CONSULTATION**

Family Central staff can assist you in planning your employee child care benefit package. Family Central will conduct an employee survey, analyze the needs of your workforce, and plan a program tailored to meet those needs and implement that plan.

- **WORKPLACE SEMINARS**

The professional staff at Family Central will conduct seminars in your workplace at a time convenient for you and your employees. A variety of seminar topics can be selected relating to child care, child development, and parenting issues.

- **FINANCIAL ASSISTANCE**

Many employers find that helping employees pay for child care can be the most valuable benefit of all. Low-income employees can be helped through participation in Florida's **Child Care Executive Partnership (CCEP)**, where the State matches employer contributions dollar for dollar. The purpose of this program is to serve more children of low-income working parents by creating incentives for employers, local government and other partners to share the cost, and to involve business leaders in the oversight of child care policy, including child care financing and efforts to improve quality and promote school readiness.

How the **Child Care Executive Partnership (CCEP)** program works:

- For every dollar an employer or other local partner contributes, the State will contribute a dollar.
- Employers may contribute for their own low-income employees and/or to a community Child Care Purchasing Pool.
- The result is that parents, employers and the government share the cost of child care.
- For more information call 954-724-7564

Employees who do not meet low-income guidelines can still be helped with a voucher or reimbursement program or with an IRS Section 129 Dependent Care Assistance Plan. Or you may want to reserve slots in a nearby center or two near your location offering a discount to your employees.

Professional Associations

National

For Child Care Centers:

NAEYC, 1313 L St. N.W. Suite 500 Washington, DC 20005, 800-424-2460, www.naeyc.org

NACCP, PO Box 90723 Austin, Texas 78709, 512-301-5557, www.naccp.org

NCCA, 1325 G Street NW, Suite 500 Washington DC, 20005 800-543-7161, www.nccanet.org

For Family Child Care Home Providers:

NAFCC, 1743 W. Alexander St., Salt Lake City, Utah, 84119, 800-359-3817, www.nafcc.org

For School-Age Programs:

National Afterschool Association (NAA), 8400 Westpark Drive, McLean, VA 22102, 703-610-9028, www.naaweb.org

State

Florida Family Child Care Association, Inc. – 954-581-1192, www.familychildcare.org

Local

For Child Care Centers:

- Broward Association for the Education of Young Children (BAEYC), local NAEYC Affiliate Contact: Liz Glaird – baeycsecretary@comcast.net

For Family Child Care Home Providers:

- Broward Family Child Care Association: Pam Robinson – 954-344-2020
- Latino Family Child Care Providers Association: Irma – 305-822-9739

For School-Age Programs:

Florida Afterschool Alliance (FASA), www.floridaafterschool.org

Other Community Resources

There are community-wide information and referral resources available in each county. These services are free and have information on all types of programs and services in the local community:

Broward: First Call for Help - Call 211 for information.

Health Insurance for Children

If parents in your program need low-cost health insurance for their children, they can be referred to the State of Florida's KidCare health insurance program at 1-888-FLA-KIDS. Applications are also available online at www.floridakidcare.org.

Mentoring

There is nothing as helpful as learning from a peer. If you are an experienced family child care home provider who would like to help a new person or if you are new and seeking to learn from someone with experience, give us a call. Our Resource Developers will try to make a match!

Information about Family Central's Policies for Responding to Complaints about Providers

Our child care resource and referral services stimulate and support high quality child care in our community. Toward that end, we assist parents with information and referrals, we provide consultation and training to providers, and we work with planners in the public and private sectors. We believe that one important way to support the quality of child care in the community is for us to maintain an effective system for documenting and responding to complaints.

The Resource and Referral department refers licensed and license-exempt child care centers, licensed family child care home providers, in-home care agencies, and licensed exempt private schools, summer camps, and after-school programs to families. While we do not, at the outset, screen all providers who seek to be included in our referrals, we do reserve the right to suspend providers from receiving referrals. These would be providers whose license has been suspended or revoked by the licensing office. As directed by the Licensing Office, Family Central will also act immediately to protect children and temporarily suspend referrals to providers about whom we have received serious complaints until an investigation indicates reinstatement to our referral system is appropriate.

When we receive complaints that indicate serious licensing violations or child abuse or neglect, we will report them ourselves and urge persons with such complaints to report them directly to the appropriate authorities. Where complaints involve personal disputes with providers, we encourage parents to clarify and resolve such matters themselves. We have careful procedures for receiving, recording and following up on complaints. If you would like to have a copy of our complaint policy and procedures for your files, please let us know and we will be happy to provide you with one.

Referral Policies

Family Central operates a Resource and Referral service for the purpose of offering consumer information to the general public. Referrals are made to all forms of child care and children's services. The service is available free of charge to all citizens, regardless of income or eligibility for financially assisted child care. No person shall, on the basis of race, color, religion, national origin, sex, age, disability or sexual orientation, be excluded from participation in, be denied the benefits of, or be subjected to, unlawful discrimination under any program or activity receiving or benefiting from federal financial assistance. In addition to the free public service, an enhanced service is available, for a fee, to employers wishing to assist their employees in accessing child care.

The following types of services are listed by Resource and Referral: child care centers, family child care homes, VPK programs, Head Start programs, in-home care agencies, school age programs, private schools, summer camps, faith-based programs, sick care providers, special needs programs, and Mommy & Me programs. Information is gathered in a variety of ways: The School Board, Child Care Licensing, advertisements, word of mouth, and from other providers. All programs and persons listed must be legally operating, i.e. licensed or license exempt.

How Referrals Are Made

Parents call the R&R service with a variety of needs. Counselors begin the conversation by letting them know what we can do for them. Parents may indicate a preference for a type of care, or they may need an explanation about the types of care available. They also may choose to look at programs near home, near work or near another convenient location. Some parents also express a preference for a particular curriculum style or religious affiliation. Once the type(s) of care, location, hours, and ages of children, etc. have been determined, referrals that match the parent's criteria are located in the computerized database. Providers have the right to request that their name not be given out. Eliminating those names from any referrals given to a parent honors those requests. Parents are encouraged to visit several programs and check references before making a decision. Parents are counseled on their rights and responsibilities and provided information on quality care. Current vacancies are checked for corporate clients whose employers choose to purchase an enhanced resource and referral service. All providers meeting a parent's criteria are referred. There is no maximum on the number of referrals given; however, if a parent is searching a wide area, attempts are made to narrow the area so the number of referrals will not be overwhelming and because it is a nationally recognized best practice is to give the family 5-10 referrals at any one time.

Database Maintenance

The database is kept up-to-date on an ongoing basis with child care providers updated annually at a minimum. Information on costs, current enrollment, vacancies and other programmatic information are gathered to make the parents' child care search easier and to fulfill contractual requirements to provide aggregate data to the State. Child care programs are encouraged to call when there are changes so that we can keep the listings current.

Access to Database

The basic data about providers, i.e. name, address, phone and license number, is public information that is available from the Licensing Office or from Family Central. Additional information about the programs is collected by Family Central staff for the purpose of helping parents find child care and for capturing statistical data on the supply of child care in the community.

Occasionally, parties other than parents make requests for access to the database. These requests are considered on an individual basis. In general, requests for information from governmental entities for planning purposes are honored, as are requests from non-profit organizations wishing to share information with providers. In addition, vendors occasionally request a list of names and addresses for marketing purposes. Sets of mailing labels are available for this purpose at a fee of \$50.00 per set.

Hurricane/Disaster Preparedness Plan **Clearinghouse for Parents and Child Care Programs**

This is a summary of the plans that will be activated by Family Central in the event of a hurricane or other disaster. Please keep this with your important papers to refer to in case of a disaster.

Family Central is the designated clearinghouse in our service area for child care information in case of a disaster. If our offices and/or phone systems are not operational after a hurricane, teams of staff will be activated in the North, Central and South areas of Broward and Palm Beach counties to gather and provide information about short-term emergency child care. A 1-800 number will be e-blasted to all providers prior to the issue of a hurricane warning. Providers will be able to call this number in order to let Family Central know the status of their facilities after the occurrence of a disaster. Teams of Family Central and Child Care Licensing staff will also be contacting and/or visiting providers after the occurrence of a disaster to determine their operational status.

Hurricane Preparedness Plan (cont'd)

Parents seeking child care will be able to call the Resource and Referral Hotline at 954-724-4609 and Family Central staff will direct callers to the closest programs open and able to accept additional children. We hope that every one of you has your own disaster plans in place. If not, please think about how you will respond in case of a hurricane/disaster, and make sure all your staff and families know of these plans. The more prepared everyone is the better everyone will be able to cope in case a real disaster strikes.

Child Care Resource and Referral (CCR&R) Resources List

Family Central, Inc.

840 SW 81st Avenue, North Lauderdale, FL 33068, 954-720-1000

www.familycentral.org

- Child Care Resource and Referral, Resource Library, Story Hour

Child Care Aware, 1-800-424-2246

www.childcareaware.org

- Nationwide child care information

National PTA, 800-307-4782

www.pta.org

- Information on starting an early childhood PTA.

National Child Care Information Center

800-616-2242

www.nccic.org

- Child care related information

National Association for the Education of Young Children

800-424-2460

<http://www.naeyc.org>

- Professional association for early childhood educators. Publications, accreditation for early childhood programs.

I Am Your Child

<http://www.lamyourchild.org>

- An educational campaign about child development.

National Network for Child Care

www.nncc.org

- A web site with lots of great information on child care and parenting.

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Additional Websites and Phone Numbers

Florida Directory of Early Childhood Services (Central Directory)

1-800-654-4440

www.centraldirectory.org

AWI Early Learning Call Center

1-866-357-3239

www.flready.com

Florida KidCare

1-888-FLA-KIDS (888-352-5437)

www.floridakidcare.org

Department of Education (general information)

<http://www.fldoe.org/earlylearning>

Department of Education (VPK and Readiness Rate Information)

Vpk.floe.org

Child Abuse Registry

1-800-96-ABUSE (800-962-2873)

www.dcf.state.fl.us/abuse

Early Learning Coalition of Broward County, Inc.

954-377-2188

www.elcbroward.org