

Central Valley Children's Services Network F.I.N.D. Care Referral Policy/Procedures For Parents

Central Valley Children's Services Network (CSN) is Fresno County's Child Care Resource and Referral agency. CSN is a non-profit organization funded by the State of California Department of Education. F.I.N.D. Care is the department within CSN, which provides referrals and assistance to parents seeking child care.

Child Care Referral Policy

CSN provides education and referrals to parents and providers which, in turn, benefit the children of Fresno County. The F.I.N.D. Care staff encourages and supports parental choice in the selection of child care. Staff function under the philosophy that all children have the right to adequate and safe care; and that it is the responsibility of parents/guardians to determine the needs of their own family and to make informed child care choices based on those needs. The goal is to update provider files monthly, so the referrals made to parents contain the most current information. The FIND Care data base includes licensed and exempt child care centers and family child care homes. Providers choose to be listed in the data base. The referrals given to parents by F.I.N.D. Care are not **recommendations**. The intent is for staff to facilitate informed parental choice by making available information related to choosing child care programs. CSN is not responsible for filling child care program vacancies.

All information received from parents in the course of their inquiry shall be kept confidential. Parents have the right to be treated fairly and with respect. CSN prohibits unlawful discrimination based on race, religion, color, national origin, ancestry, gender, sexual orientation, marital status, age, physical or mental disability, or medical condition, income level or other eligibility requirement.

CSN reserves the right to refuse services to any individual who is abusive with staff.

Child Care Referral Procedure:

1. Free referral services are provided from 9:00 a.m. to 4:00 p.m., Monday through Friday.
2. Child Care referrals may be requested by: calling 456-8195 or entering requested information of the CSN website www.cvcsn.org
3. Trained Referral Counselors will:
 - a. Request information from parents in order to make appropriate referrals. The information includes, but is not limited to: caller's name, home address, cross streets, home and work phone numbers, number of children needing care, children birthdates, reason for needing care, type of child care setting desired, needed hours of care, language of provider preferred, financial assistance needed, or other requests.
 - b. Make referrals to licensed and licensed-exempt child care services in Fresno County who are in good standing with Community Care Licensing and CSN. Licensed exempt programs/individuals are those for which a California State License is not required such as recreation programs,

- parent's co-op or community based programs;
- c. Refer a minimum of four services for each request, except in such cases when this is not possible or practical. Referrals will include the names, phone numbers of child care providers and the licensee facility number. CSN does not give out the provider's address for reasons of confidentiality.
 - d. Provide parents with information on: what quality child care is; what parents need to consider when selecting care; and how visiting and evaluating various programs can assist parents in making the best child care placement for their child.
 - e. Written information is mailed to all parents requesting child care referrals. Items include:
 - i. **"Child Care Sorting Out What You See"** – a booklet with questions and issues parents should discuss and consider when visiting a provider;
 - ii. **Oliver's Law** – the legislation which ensures parents are informed that they have the right to view licensing reports/information and public files pertaining to licensed child care facilities. Reports may include information obtained from site visits or address complaints filed. Records are maintained and accessible at each licensed child care facility and at the State Department of Social Services Community Care Licensing Division.
 - iii. **Other resources per parent request**

CSN strongly encourages parents to exercise their right and check licensing information related to providers they are considering. To obtain more information including violation, complaint for a licensed child care facility in Fresno County, please call at (559) 243-4588.

A copy of this policy/procedure is available to all parents, legal guardians upon request. This policy is subject to revision.