



*A Child Care Resource and Referral Agency*

## **Referral Policy and Procedure**

The Children's Resource Center (CRC) provides a free referral service to families looking for child care. The CRC never recommends a program or provider, nor do we license or determine if a provider or program is "good" or "bad." All legal child care providers are eligible to list with the CRC database. CRC services and policies are unbiased and available to all people regardless of race, national origin, religion, age, gender, handicap, or political affiliation.

The CRC referral service is available Monday through Friday, 8:00 a.m. until 5:00 p.m. with a voice mail system for messages after hours. We also have a website available for referrals and information 24 hours per day. To effectively match family needs with our computer database listings, a Family Intake Form is completed during the referral process. This intake process is simple, confidential, and follows the NC Child Care Resource & Referral Network data requirements. CRC staff shares factual information about the child care providers/programs from their Provider Questionnaires with families during this intake process. Every effort is made to provide each family with at least three referrals, provided they exist on the database, so families can compare and choose the best provider/program for their child(ren). CRC staff can explain child care options and licensing regulations, as well as referring families to agencies and community resources which could help with financial and other needed services. Families are encouraged to call the CRC back if they cannot find care they are satisfied with or if they need further assistance.

All families receive a letter listing the referrals made during the intake process, written CRC program information regarding our complaint policy, and appropriate brochures. Follow-up telephone calls are made to families to help with any further child care questions or problems and measure the effectiveness of our referral service. If the family cannot be reached and there is no answering machine, two more telephone attempts will be made. All follow-up efforts are recorded on the Family Intake Form and computer database.

The services, programs, activities, and employment practices of The CRC are available to all people regardless of race, color, national origin, religion, age, sex, handicap, or political affiliation. A Smart Start Agency Funded through the Catawba County Partnership for Children.

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