



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA CHILDCARE RESOURCE SERVICE

Child Care Referral Policies

YMCA Childcare Resource Service (YMCA CRS) is funded by the California Department of Social Services to provide childcare referral services to parents and child care providers in San Diego County. Free child care referrals are provided to all persons regardless of income, race, color, sex, age, religion, disability, sexual orientation, or national origin. The toll-free Child Care Referral Line, 1-800-481-2151, is available Monday-Friday 8:00 am to 5:00 pm. Confidentiality of both parents and providers is maintained at all times. Clients can access child care referrals using five (5) methods:

- Call the Child Care Referral Line during operating hours
- Call the Child Care Referral Line after hours and leave a message. Calls will be returned within one business day
- Visit our office at 4451 30th St, San Diego, CA 92116
- CalWORKs parents may receive child care referrals by calling the CalWORKs direct line at 619-952-0242
- Search on-line for child care referrals at www.ymcasd.org/childcarereferrals
- Email myreferral@ymcasd.org and request child care referrals

YMCA CRS maintains a referral database of all licensed family child care homes and centers in San Diego County, exempt (legally non-licensed) school age programs, and In-Home (nanny) agencies. Trained Childcare Navigators ask questions to identify the type of care and services the client is looking for before searching the database to provide at least four (4) referrals that best match the needs of the child and family. The parent is offered enhanced referrals –advisors contact program to confirm space availability on behalf of the parent, before providing the referrals. The referral consists of a provider profile, which contains program contact information, ages served, hours of operation, rates, program features, and license number. Childcare Navigators will also provide information on how to apply to the Centralized Eligibility List (CEL) for child care fee assistance. YMCA CRS seeks to promote quality child care choices by providing parents with resources on choosing child care.

Consumers are informed of the different types of child care options available including licensed family child care homes and child care centers (both subsidized and non-subsidized), exempt (legally non-licensed) school age child care, nanny agencies, and school break programs. Parents are also informed that they may be able to combine both a subsidized program and a family child care provider, non-subsidized center, or license-exempt caregiver, for a full day child care option. Parents are informed that Childcare Resource Service seeks to promote and develop quality care for children but does not make recommendations regarding individual providers. YMCA CRS does not license or regulate

child care programs. The California Department of Social Services, Community Care Licensing Division (CCL) provides monthly and quarterly listings of referable and closed licensed child care programs as required by Assembly Bill 72. YMCA CRS strongly encourages parents to visit several facilities and to review provider histories in one of three ways: visiting the State's Online [website](#), by calling 1-844-538-8766 to obtain the information over the telephone, or by making an appointment (619-767-2200) with the local Community Care Licensing agency to review the files in person prior to making the final decision for child care arrangements. Responsibility for selecting a child care provider rests with the parent or guardian. YMCA CRS policies on handling complaints are available to parents, providers, or other interested persons by calling 1-800-481-2151.

Providers will be removed from the active referral list under the following conditions:

1. The Associate Executive Director or R&R Department Head receives official notice by mail, fax, e-mail or call from Community Care Licensing that the provider is under investigation for providing care that threatens the health, safety, and well-being of children.
2. The Associate Executive Director or R&R Department Head receives official documentation from Community Care Licensing that the provider has been served a Temporary Suspension Order (TSO), was placed on probation or their license has been permanently revoked.
3. The provider has moved without obtaining a license for their new site, their license was forfeited due to failure to pay licensing fees, the referral number is out of service, or mail to the address on file returns undeliverable.
4. Over a period of 24 months, provider has not responded to requests to update their program file of information concerning services, rates, hours, ages enrolled and current vacancies. YMCA CRS is required to contact and update provider files quarterly.

Within two (2) business days of receiving notice from DSS/Community Care Licensing that a provider has been served an accusation, placed on probation, had their license revoked or received a Temporary Suspension Order, YMCA CRS will remove the licensed child care facility from referable status. The Provider will be notified of the action in writing. Providers placed on probation will be requested to inform YMCA CRS when they are no longer on probation. The agency will contact CCL for verification before returning the provider to active status in the referral database.

In-Home agencies, nanny and domestic services are required by legislation to ensure that their employees are cleared through TrustLine before being hired by a family. YMCA CRS recommends that parents require babysitters to complete a fingerprint background clearance through TrustLine. For information on TrustLine call 1-800-822-8490. YMCA CRS does not refer to individual nannies or domestic workers, only In-Home agencies.

If you have a complaint or question about these referral policies, please contact the Associate Executive Director at 619-837-8013. Complaints will be responded to within one business day and brought to the attention of the Senior Vice President of Social Services.