

REFERRAL POLICY

POLITICA EN MATERIA DE REFERENCIAS

CRC BULLETIN #125

Community Resources for Children provides comprehensive information and referrals for families seeking child care and child related services throughout Napa County.

Community Resources for Children (CRC) strives to give parents a variety of child care referrals to choose from. CRC neither encourages nor discourages parents from seeking care from any particular program. Our role is to provide objective information to the parents in order for them to make informed decisions about the placement of their child. CRC does not guarantee the quality of the family child care homes or centers in our files. Staff urge parents to thoroughly interview and check references before leaving a child in care. CRC staff end every referral with a statement clarifying the fact that our referrals DO NOT constitute recommendations. The telephone number for Community Care Licensing is given to parents to check on licensed caregivers' complaint history. They are also informed of their right to review complaint history from the last three years at the facility itself. The telephone number for Trustline is given to verify Trustline status. A referral sheet is sent to all parents after their first call along with an agency brochure and choosing child care information.

CRC staff makes every effort to give at least three referrals based upon the location of the parent's home and/or work, the child's age, the hours of care needed and vacancies available. Child care referrals can include a variety of situations including, but not limited to: Family Child Care Homes, Child Care Centers, Preschool/Nursery School Programs, Sick Care, Special Needs Care, Licensed-Exempt (Trustlined) Caregiver, Nanny Care, and Co-ops. An intake form is completed for each child care referral to assess the family's needs before referrals are given to parent. This information is kept confidential and is used for statistical purposes to determine the child care needs in the community.

Licensed facilities (and exempt programs operated by a school district) are referred to depending upon the expressed needs of the parent. Referral files are updated on a regular basis for current vacancies. Licensed facilities remain in our files unless the caregiver

requests removal or is removed by CRC per complaint procedures.

All caregivers are encouraged to call us whenever any change occurs in the services they provide, or in the availability of that service.

CRC does not discriminate against groups or individuals on the basis of race, religion, color, national origin or ancestry, age, income, sex or sexual preference.

The referral process shall afford parents maximum access to all referral information. This access shall include, but not be limited to, telephone referrals to be made available for at least thirty (30) hours per week as part of a full week of operation.

M/R&R/referral policy form
Revised 9/01

"The mission of Community Resources for Children is to provide resources for the early care and education of children in Napa County"