Resource & Referral (R&R)

Childcare Referral Process for Providers

At the Resource & Referral (R&R) Department, we aim to provide parents with accurate and up-to-date childcare referrals while maintaining a fair and systematic process for all providers. It is important that providers understand the procedures that the Resource & Referral Department follows when giving a childcare referral to a parent. By understanding how the process works, providers can ensure that their childcare business details are properly recorded and effectively communicated to parents seeking care.

How the Referral Process Works

When a parent requests a childcare referral, either by email, phone, in person, or through the Child Care Referral Form on our FRC's website, the following information is collected:
- The birthdate(s) of the child(ren)
- Hours of care needed, including non-traditional hours (evenings, weekends, etc.)
- The location where childcare is needed (e.g., home, work, or school proximity)
- Specific preferences, such as language needs, special accommodation, transportation requirements, meals served etc.

This information is entered into the MyChildCarePlan (MCCP) System, which generates a list of up to 10 childcare providers based on the parent's specified criteria. The providers listed are selected based on the data entered in the system. The system determines which providers appear on the list and the order in which they are presented.

Parents are encouraged to:
- Visit the Community Care Licensing Facility Details to see if the provider has any violations or complaints.
- Contact the providers listed to learn more about their services.
- Arrange visits to meet providers in person.
- Review resources provided by the R&R Department, including information on Oliver's Law and Megan's Law, as well as tips for selecting a childcare provider.
- If the referrals provided do not meet the parent's needs, they are welcome to request an additional list.

Key Points for Providers to Understand

System-Generated Listings:
- The MCCP System automatically generates the referral list based on the information parents provide.
- The R&R Department does not control who appears on the list or the order of providers.

No Personal Recommendations:
- FRC does not make personal recommendations or endorsements of any provider.
- Parents are given impartial information based on their requests and the provider data in the MCCP database.

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Parent Follow-Up:
- o It is important to note that while parents are encouraged to contact all providers on the list, not all parents may follow through with every provider listed.

Provider Control Over Profiles:
- o Providers can directly access and manage their own profile in the MCCP System. This allows them to update key details such as their availability, services, and capacity at any time. Keeping their profile accurate ensures that their business is represented effectively and improves their chances of matching parents' needs.

Data Accuracy Matters:
- o To ensure providers receive appropriate referrals, they are strongly encouraged to keep their information in the MCCP database up to date. This includes their availability, capacity, hours of operation, and any special services that they offer.
- o Providers can contact the R&R Department at (209) 461-2908 to report updates or changes.

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