



Resource & Referral Department

Child Care Referrals: A Guide for Parents

At the Resource & Referral (R&R) Department, we are committed to helping families find childcare providers that meet their needs. Below is an overview of the procedures that the R&R Department follows when assisting parents with childcare referrals. By understanding this process, parents can make the most of the services that the R&R Department provides.

REFERRAL PROCESS

Requesting Child Care Referrals

Parents can request child care referrals in the following ways:

- Phone: Call (209)461-2908.
- Online: Complete the Child Care Referral Form available on FRC's website.
- In person: Visit our office during business hours.
- Email: Send requests to referralhotline@frcsj.org.

Information Collected

To provide parents with the most appropriate referrals, the Community Resource Specialists will collect information from the parents.

Generating the Referral List

Once the information is collected, it is entered into the MyChildCarePlan System, which generates a list of up to 10 child care providers who meet the parent's criteria.

Receiving Referrals


Parents will receive a list of providers along with important resources, including:

- Oliver's Law and Megan's Law information
- Guidance on how to select a high-quality child care provider.
- Tips for conducting interviews and visiting child care programs.

CONTACT US

 (209) 461-2908

 referralhotline@frcsj.org

 3127 Transworld Dr. Ste 100
Stockton, CA 95206

 frcsj.org

THINGS TO KNOW

System-Generated Referrals

- The list of providers is generated automatically by the MCCP System based on the information that the parent provides.
- The R&R Department does not control who appears on the list or the order of the providers.
- Community Resource Specialists are not able to provide recommendations or endorsements for specific providers. The referral list is entirely generated by the database based on the criteria that the parent provided at the time of their request.

Before Contacting Providers

- Obtaining providers background information by calling Community Care Licensing at (916)263-5744

Contacting Providers

- Parents are encouraged to contact all providers on the list to learn more about their services and schedule visits to meet them in person.
- Please note that not all providers may have current availability, as the information is based on the most recent updates in the system.

Additional Listings

- If the referrals provided do not meet the families' needs, parents are welcome to request an additional list of providers by phone, email, or in person.

**Thank you for allowing us to assist you in finding the right child care provider for your family. We are here to help every step of the way!*