

## I. Statement of Standards and Values

Illinois Action for Children champions quality child care and early education for all families in Cook County and the State of Illinois. To this end, the Child Care Resource & Referral (CCR&R) service of Illinois Action for Children offers the following:

### To Families: Information and resources that assist with choosing quality care, such as:

- Consumer education on types, availability, cost, and selection criteria, so that informed decisions on care are made
- Referrals to child care providers in locations requested
- Coordination of financial assistance (for eligible families) with their child care payments, through the Illinois Department of Human Services (IDHS) Certificate Program

### To Providers: Technical assistance and support, such as:

- Random/non-discriminatory referrals
- Connections to licensing, funding and public policy
- Training on early childhood education, health/safety, small business management and other relevant topics
- Professional development opportunities
- Information and access to resources available within the community

Through advocacy efforts, Illinois Action for Children also helps keep child care and early education issues in the forefront of state and local legislative agendas.

## II. Membership to Public Policy and Advocacy

Yearly membership to Illinois Action for Children Public Policy and Advocacy is available to all interested persons at a nominal cost. Membership enables Illinois Action for Children to continue its advocacy, public education and technical assistance work on behalf of children, families and providers. For more information on membership, please contact Member Services at (773) 697-6137

Please Note: Yearly membership is not required for listing with the referral service nor does referral listing constitute membership in Public Policy and Advocacy.

## III. Referrals, Not Recommendations

Illinois Action for Children does not license, endorse or recommend any individual child care provider or program. Families are given information about choosing care and listings: It is then up to the family to select a child care arrangement that best meet their needs. Illinois Action for Children also does not guarantee children for child care providers. All arrangements are made at the discretion and decision of the family.

## IV. Statement of Non-Discrimination

Illinois Action for Children does not discriminate among providers or families with respect to race, religion, creed, handicap, sexual orientation or gender.

## V. Statement of Fees

The child care referral service is available to providers at no charge. The provider determines his/her own tuition and fees with the family: Illinois Action for Children does not govern provider fees.

## VI. Provider Eligibility

All licensed home providers, licensed centers, and license-exempt centers that wish to be listed with the referral service must request an intake packet. From this packet, they must submit and agree to the following:

- Database Policies and Procedures acknowledgement Signature Page (final page of this document)
- Completed database information collection forms
- Copy of a valid license (or, for license-exempt centers, a copy of their IDHS confirmed license-exempt status)
- Inform Illinois Action for Children of any notification/investigation by a government agency for possible violations relating to the program, staff and/or physical facilities.

All license-exempt providers who wish to be listed with the referral service must submit and agree to the above outlined AND:

- Care for a maximum of three children (including his/her own children) with no more than two children under 2 years of age or care for children from only one family
- Schedule an Information Visit with Illinois Action for Children License-Exempt Quality Enhancement Initiative
- Submit a Health Report
- Submit two Reference Forms
- Submit a Self-Evaluation (in lieu of the copy of a valid license listed above)
- Submit a completed Child Abuse and Neglect Tracking System (CANTS) form

## VII. Referrals

Families will be given names, addresses and phone numbers of three or more providers who meet the stated criteria. Families will be encouraged to ask all providers for copies of the references that they may contact. Providers may be listed in Illinois Action for Children's referral database but choose not to be given as referrals to parents searching for child care

## VIII. Notification of Changes

It is the obligation of the provider to notify Illinois Action for Children of **any** changes that affect the listing (e.g., ages of children accepted, hours, address or telephone changes). Without this information, Illinois Action for Children will **not** be able to give accurate and timely referrals. Illinois Action for Children also requests notification from a provider if she/he discontinues offering child care.

## VIII. Complaints

Illinois Action for Children maintains a system for documenting and responding to complaints. If you would like a copy of Illinois Action for Children Complaint Policies and Procedures, please contact Illinois Action for Children at 312-823-1100.

**I have read, understand, and agree to the above stated Child Care Resource and Referral Policies and Procedures of Illinois Action for Children.**

**Provider/Program Name (please print):** \_\_\_\_\_

\_\_\_\_\_  
**Provider Signature**

\_\_\_\_\_  
**Date**