

Division of Child Care Consumer Education Statement

Choosing the right child care provider is one of your family's most important decisions. This consumer education statement will provide information about your child care options and available services. If you need assistance in choosing a child care provider, you may call Child Care Aware of Kentucky to speak to a child care referral specialist at (877) 316-3552. You may also search for regulated child care providers on kynect- <https://kynect.ky.gov/benefits/s/child-care-provider>.

Contact Information:

- The Division of Child Care (DCC) supports plans that help grow and improve our state's child care services and resources. DCC can be reached at (502) 564-2524. Families may also search the Division of Child Care website for services at <https://www.chfs.ky.gov/agencies/dcbs/dcc>.
- The Division of Regulated Child Care (DRCC) licenses and investigates complaints against regulated child care providers. DRCC can be reached at (502) 564-7962. Families may view their website for services at <https://www.chfs.ky.gov/agencies/os/oig/drcc>.
- The Division of Family Support (DFS) assists and takes a family's application for the Child Care Assistance Program (CCAP). They also enroll children with your chosen child care provider. If you decide to change your child care provider, you must contact DFS. Applications are taken in all 120 counties. You may use this search tool to find your local office- https://prd.webapps.chfs.ky.gov/Office_Phone/, or call (855) 306-8959.

Learn about your Child Care Provider

You may view specific information about the child care provider you have selected by visiting the Public Child Care Search on kynect-

https://kynect.ky.gov/benefits/s/child-care-provider?origin=program-page&language=en_US.

The public search tool will provide the general information such as hours of operation and contact info as well as the following:

- Health and safety requirements met by the provider
- Any licensing or regulatory requirements met by the provider
- Date the provider was last inspected
- Any history of licensing violations
- Kentucky All STARS quality rating

Violations are referred to as non-compliances in the inspection reports available on kynect. If you need help accessing or reading a report, you may contact Child Care Aware of Kentucky to

Speak with a child care referral specialist at 859-306-8959. Specialists can provide you with a list of child care providers, inspection reports, and tips on choosing quality child care. More information on choosing a child care provider may also be found on the Division of Child Care's website at <https://www.chfs.ky.gov/agencies/dCBS/dcc/Pages/find-care.aspx>.

Types of Child Care

Some families are unaware of the differences between regulated and non-regulated child care.

- **Unregulated Child Care:** People or programs who care for three or fewer children unrelated to them and cannot receive CCAP or participate in KY All STARS. These settings will not appear on the Public Child Care Search on kynect.
- **Regulated Child Care:** Child care providers who care for more than three (3) children unrelated to them. The different types are listed below and are monitored by DRCC. DRCC ensures that all regulated child care providers provide a safe and healthy environment for the children in care.

Child Care Provider Types:

- **Licensed Provider Type I** - A licensed type I child care facility is a facility that regularly provides child care services for four or more children in a non-residential setting or 13 or more children in a residential neighborhood.
- **Licensed Provider Type II** - A licensed type II child care facility is the primary physical location where child care is regularly provided for at least seven, but no more than 12, including no more than 12 children related to the licensee.
- **Certified Family Child Care** - Care provided in a caregiver's home for no more than six unrelated and no more than four related children at any time (total of 10 children).
- **Registered Provider** - Typically a family member, friend, or neighbor who cares for children in their own or the child's home. A registered early childhood provider may not care for more than three children unrelated to the caregiver or more than six children if they are a sibling group.

More information on all the types of child care providers can be found on DCC's child care provider information website page-

<https://www.chfs.ky.gov/agencies/dCBS/dcc/Pages/childcareproviderinfo.aspx>.

Kentucky All STARS

Kentucky All STARS is Kentucky's five-star quality rating and improvement system for Licensed Type I, Type II, Certified Family Child Care Homes, Head Start, and public preschools. Kentucky All STARS recognizes programs that have made a commitment to quality improvement and provide programs with additional support, including training and coaching. Child care providers accepting child care subsidy payments (CCAP) must participate in the Kentucky All STARS Program. A child care provider's KY All STARS rating can be viewed in the Public Child Care Search on kynect- https://kynect.ky.gov/benefits/s/child-care-provider?origin=program-page&language=en_US. When searching child care providers by zip code, the search will display higher-rated centers first.

What does a Kentucky All STARS rating mean for your child?

- Kentucky All STARS standards help to measure program quality in the following areas:
 - Family & Community Engagement
 - Classroom & Instructional Quality
 - Staff Qualifications & Professional Development
 - Administrative & Leadership Practices
 - Child Care Environment
- Programs participating offer family involvement activities
- Early Care and Education Programs participating in Kentucky All STARS at Level 3 or above have been verified as high quality.
- Programs participating in Kentucky All STARS have access to quality coaching, training materials, and professional development opportunities to help them maintain a high-quality of early childhood care.

Inspections

An inspection is a tool to determine if a child care program follows the rules and regulations set by the Kentucky Division of Child Care. The child care provider type determines the areas of inspection. Inspections occur at initial licensing/certification, at least annually, when a provider reports a change (such as a new location) or when a complaint is received. A child care provider's inspection reports can be found on the Public Child Care Search on kynect-

https://kynect.ky.gov/benefits/s/child-care-provider?language=en_US.

You may search by address, zip code, provider name, or license/certification number. Once you locate the childcare provider, click on the center name to open the Provider Details page, which lists the provider's inspection history.

Complaint Process

To file a complaint against a licensed child care center or a certified family child care home, please contact the Division of Regulated Child Care at (502) 564-7962, or email CHFSOIGRCCCallCenter@ky.gov. If unsure whether something is a rule, call (502) 564-7962, ext. 0, and ask to speak to someone in the DRCC Call Center. DRCC staff will not provide the child care provider with the name of the reporting source during an investigation. More information can be found on DRCC's website: <https://www.chfs.ky.gov/agencies/os/oig/drcc>.

Child Care Assistance Program (CCAP)

The Child Care Assistance Program (CCAP) provides equal access to child care by subsidizing costs for the families who qualify. Learn more about CCAP at <https://www.chfs.ky.gov/agencies/dcb/dcc/Pages/ccap.aspx>.

If you have questions regarding your CCAP case, accessing or applying for CCAP, contact The Division of Family Support at 1-855-306-8959 or online at kynect-
https://kynect.ky.gov/benefits/s/?language=en_US.

Developmental Screenings

Developmental screenings are used to take a closer look at how a child is developing and make sure everything is on track. Help Me Grow Kentucky is a free, confidential call center for families, health providers and community service providers offering developmental screening and connections to local services and learning activities. Help Me Grow Kentucky provides two online screening tools-<https://www.chfs.ky.gov/agencies/dph/dmch/ecdb/Pages/hmg.aspx> to quickly check your child's development and identify your child's strengths as well as areas in which your child may need support. To reach Help Me Grow call center staff, you may call (877) 616-7388.