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Agency for Workforce Innovation - Office of Early Learning
Child Care Resource & Referral (CCR&R)

CCR&R Program Requirements

CCR&R Rule Effective date – August 17, 2009

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NOTE: These requirements replace the CCR&R Standard levels of Service and contain the Agency's CCR&R program requirements from 60BB-9.300 Child Care Resource and Referral Rule, the Agency's Grant Agreement and the 2009 CCDF Plan.

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60BB-9.300 Child Care Resource and Referral Rule

<p>I – a. CCR&R Services</p>	<p>CCR&R services shall be locally administered, coordinated, and overseen by CCR&R agencies as established in accordance with section 411.0101, F.S.</p> <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
<p>I – b. CCR&R Services</p>	<p>Early learning coalitions and/or their contracted CCR&R agencies shall offer CCR&R services including early learning referrals, consumer education resources, and information regarding community resources to each individual requesting CCR&R services, including but not limited to individuals specifically requesting CCR&R services, individuals applying for School Readiness services, and individuals with a child who has a suspected or diagnosed special need or disability. CCR&R services shall be offered without regard to an individual's level of income, or individual circumstances. CCR&R services shall be available for all children, aged zero (0) through twelve (12) including unborn children and children aged thirteen (13) through eighteen (18) who are physically or mentally incapable of self-care or are under court supervision.</p> <hr/> <p>CCR&R assessment activity: Review Analyst will conduct secret shopper calls and review secret shopper calls conducted by the State CCR&R Network staff. Assessment includes interview questions for staff.</p>
<p>I – c. CCR&R Services</p>	<p>Each CCR&R agency shall provide CCR&R services without cost to the individual requesting services within three (3) business days of the individual's request for services.</p> <hr/> <p>CCR&R assessment activity: Review Analyst will conduct secret shopper calls and review secret shopper calls conducted by the State CCR&R Network staff. Assessment includes interview questions for staff.</p>
<p>I – d. CCR&R Services</p>	<p>Each CCR&R agency shall attempt to personally contact an individual requesting services in an emergency situation within two (2) business hours of becoming aware of a request for services and, if the CCR&R agency is unable to make personal contact, continue to make contact at least once every two (2) business hours. The CCR&R agency shall provide CCR&R services within 24 business hours of the time the CCR&R agency makes personal contact with the individual requesting services in an emergency situation. Emergency situations include but are not limited to:</p> <ol style="list-style-type: none"> 1. Closure of a child care or early learning provider with less than forty-eight (48) business hours of notice; 2. Declaration of a state of emergency is by local, state, or federal officials which affects families and providers within the CCR&R agency's service area; and 3. Family emergencies including the death or hospitalization of a parent or guardian, a change in custody of a child with less than forty-eight (48) business hours of notice, or a change in employment or employment status with less than forty-eight (48) business hours of notice. <hr/> <p>CCR&R assessment activity: Review Analyst will determine the coalition's process through interviews.</p>

I – e. CCR&R Services	<p>Notwithstanding subsection (1)(c) and (1)(d) of this rule, the CCR&R agency is not required to contact or attempt to contact an individual requesting services in emergency situations if the CCR&R agency is unable to operate as a result of a state of emergency as declared by local, state, or federal officials.</p> <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
I – f. CCR&R Services	<p>Each CCR&R agency shall establish and implement a plan for ensuring that CCR&R services are accessible to all individuals within its service area, including individuals who have limited access to telephone services, internet services, or transportation. The CCR&R agency may utilize technology and may coordinate with other CCR&R agencies and community entities in order to expand the accessibility of services.</p> <hr/> <p>CCR&R assessment activity: Review Analyst will review the coalition's CCR&R plan, policies and procedures and determine compliance based upon the coalition's established processes. Assessment includes interview questions for staff.</p>
I – g. CCR&R Services	<p>At least one physical location for CCR&R services shall be available in each CCR&R agency's service area. Each CCR&R agency shall designate a minimum of forty (40) hours each week when individuals requesting services may meet with staff in person on an appointment or walk-in basis to receive CCR&R services within the coalition's service area. In addition, each CCR&R agency shall make staff members available to provide CCR&R services a minimum of forty (40) hours per week via telephone. CCR&R agencies shall be permitted to reduce the number of weekly hours of in person and telephone availability by a maximum of eight (8) hours for each local, state, or federal holiday and each business day during which a local, state, or federal emergency, which makes the CCR&R agency unable to operate, is declared.</p> <hr/> <p>CCR&R assessment activity: Review Analysts will review office locations for business hours, review policies and procedures, and attempt secret shopper calls during business hours to determine telephone service is available during business hours. Analyst will also review Walk-in Policy and Appointment Schedule.</p>
I – h. CCR&R Services	<p>Each CCR&R agency shall maintain a web site and at least one other form of advertisement within its service area that describes the services offered and provides the CCR&R agency's contact information and, if the CCR&R agency is not also an early learning coalition, the contact information of the early learning coalition in which the CCR&R agency operates.</p> <hr/> <p>CCR&R assessment activity: Review Analyst will review coalition website and request from coalition information on how they are providing the other form of advertisement and review for information related to CCR&R.</p>

2 – Child Care Referrals & Information	<p>CCR&R services may be offered via telephone, e-mail, on-line, fax or in person. Child care referrals shall be generated using the statewide information system maintained by the Agency for Workforce Innovation. Each referral shall be customized by entering the following information:</p> <ul style="list-style-type: none">a. Type of household;b. Relationship to child;c. Reason for care;d. Child care issues;e. Days/time care is needed;f. Child's date of birth;g. Type of program requested;h. Child's special need, if applicable;i. Family's primary language if not English; andj. Requests for enhanced services. <hr/> <p>CCR&R assessment activity: No assessment activity. Activities related to referrals will be assessed with the next section (3-CCR&R Informational Packet).</p>
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**3 – CCR&R
Informational Packet**

Each CCR&R agency shall provide an informational packet to each individual requesting service within six (6) business days of the date upon which the individual requested services. The early learning coalition and/or CCR&R agency is not required to provide an informational packet if the individual requesting services has declined receipt of an informational packet. The individual requesting services may choose to pick up an informational packet in person or to receive an informational packet by mail, email, or fax. At a minimum, an informational packet shall contain:

(a) A cover letter including:

1. A disclaimer statement indicating that the information contained in the informational packet constitutes an unbiased referral for child care services and is not a recommendation regarding the quality of a child care program or the provider's services;
2. Suggestions describing how a family may proceed in the search for an appropriate provider;
3. The web address of the state child care provider licensing database and, if available, the phone number of the local licensing agency;
4. An invitation to contact the CCR&R agency again if further assistance is required; and
5. The contact information of the CCR&R agency, the contact information of the early learning coalition in the event that the early learning coalition is not the CCR&R agency, and the toll-free phone number and website (<http://www.floridajobs.org/earlylearning/ChildCareResourceReferralNetwork.html>) of the Agency for Workforce Innovation's Office of Early Learning, CCR&R division.

(b) A child care referral printout which lists a minimum of five (5) providers matching the criteria requested by the individual requesting information unless less than five (5) providers within the CCR&R agency's service area meet the criteria requested.

(c) Other information deemed appropriate by the CCR&R agency, as requested by the individual requesting services. Requests for other appropriate information shall be recorded in the statewide information system maintained by the Agency.

CCR&R assessment activity: [Review Analyst will conduct secret shopper calls and review secret shopper calls made by the State CCR&R Network staff. The information packet received as a result of the secret shopper calls will be assessed for the required information and to ensure information packet is received timely. Analyst will also review the coalition parent log on-site \(or request electronic\). There is no specific format for parent log so coalition can provide any type of log to the analyst to show that action is being taken on customer request for information. Analyst will interview the coordinator as to the coalition's processes and the analyst will have the coordinator sign and date the Parent Information Administrative Checklist while on-site to acknowledge any findings related to this area.](#)

**4 – CCR&R
Consumer/Community
Services**

Each CCR&R agency shall offer a list of relevant consumer education resources and community resources, including the manner in which each resource may be obtained, to all individuals requesting CCR&R services based upon the information provided by the individual requesting services. The list of relevant consumer resources shall include an offer to provide guidance regarding the content of the list and availability of resources. Each CCR&R agency shall access and maintain current subscriptions to relevant consumer education resources and community resources. Relevant consumer education resources and community resources include but are not limited to:

- (a) A resource list or directory of community services for all counties in the early learning coalition service area in which the CCR&R agency operates;
- (b) United Way Directory, FLAIRS, 2-1-1;
- (c) Information from and contact information for the Department of Children and Families;
- (d) Information from and contact information for the Department of Education;
- (e) Information regarding Florida KidCare;
- (f) Information regarding Abuse Registry;
- (g) The Florida Directory of Early Childhood Services (Central Directory);
- (h) Resources provided by the Agency for Workforce Innovation including “A Family Guide for Selecting Quality Early Learning Programs” and “A Quality Checklist for Evaluating Early Learning Programs”; and
- (i) Any other resources as needed and appropriate to the specific needs of the individual family.

CCR&R assessment activity: [Review Analyst will review the consumer education and community resource list to ensure it is available. Secret Shopper calls will be made to ensure resources are being discussed and offered. TA will be provided if necessary on the use of 2-1-1.](#)

<p>5 – CCR&R Provider Information</p>	<p>Prior to the CCR&R agency’s last business day in May, each CCR&R agency shall provide and annually update the following information in the statewide information system maintained by the Agency for Workforce Innovation for each organization offering family day care, public and private child care programs, head start, prekindergarten early intervention programs, special education programs for prekindergarten handicapped children, services for children with developmental disabilities, full-time and part-time programs, before-school and after-school programs, vacation care programs, parent education, the WAGES Program, and related family support services within the early learning coalition’s services area. At a minimum, the CCR&R agency shall provide the following information for each organization:</p> <ul style="list-style-type: none"> (a) Contact information; (b) Accreditation status; (c) Program styles offered; (d) Schedule; (e) Ages served; (f) Enrollment information and vacancies; (g) Curriculum type; (h) Private pay rates charged; (i) Environment; (j) Special services offered; (k) Languages other than English spoken fluently by the provider’s staff; (l) Staffing; (m) Transportation; and (n) Meal options. <hr/> <p>CCR&R assessment activity: Review Analyst will obtain copies of the coalition’s CCR&R policies and procedures which will determine the review process for this area. Analyst will request a random sample of 5 provider surveys (if the coalition has sent providers surveys as part of their processes). (Sample will be chosen by the review analyst.) EFS screen shots will be obtained and compared to the information on the surveys. If a difference is noted, the history screen in EFS will be reviewed. **This section will be reviewed using the same criteria as in the CCR&R Annual Provider Updates section on page 15. The requirements in these two sections overlap.</p>
<p>6 – CCR&R Providers</p>	<p>CCR&R agencies are encouraged to ensure that the information listed in paragraph (5) above is included in the statewide information system maintained by the Agency for Workforce Innovation for all other legally operating early learning and school age child care providers, such as recreational facilities and nanny and au pair agencies.</p> <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
<p>7 – CCR&R Providers</p>	<p>Early learning coalitions and/or CCR&R agencies are prohibited from charging a provider a fee for identifying the provider through the statewide information system.</p> <hr/> <p>CCR&R assessment activity: Review Analyst will assess this by asking relevant questions during the provider focus group and during provider site visits.</p>

II – AWI-OEL Grant Agreement – CCR&R Sections

<p>1 - Early Learning Plans</p>	<p>In order to receive funds under the Agreement, the Coalition must have a plan, approved by the Agency, for implementation of its Early Learning programs. Early Learning programs include the Voluntary Prekindergarten Education Program (VPK) and the School Readiness Programs (SR) including Child Care Resource and Referral and the Inclusion/Warm-Line program.</p> <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
<p>6 – Assignments and Subcontracts</p>	<p>The Agency shall at all times be entitled to assign or transfer its rights, duties, or obligations under the Agreement to another governmental agency in the State of Florida, upon giving prior written notice to the Coalition.</p> <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
<p>7 – Coalition Staffing or Address Changes</p>	<p>The Coalition shall notify the Agency as soon as possible, but no later than five (5) working days of any changes in address or key personnel positions of the Coalition.</p> <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
<p>11 – Data and Reporting Systems And Information Systems Security</p>	<p>Pursuant to section 411.01(5)(c)1.e., Florida Statutes, the Coalition shall, within sixty (60) days of the release of any system changes, use the most current release of the Agency’s single statewide information system, including a single point of entry and unified waiting list, to record, maintain, and report on Early Learning programs and services. The Coalition shall:</p> <ul style="list-style-type: none"> (a) On a monthly basis, ensure that all legally operating early learning and school-age child care providers (including, but not limited to, all licensed and license exempt centers; faith based providers; licensed, registered, and large family child care homes; school-age care providers; SR providers; VPK providers; Head Start providers; Early Head Start providers; nanny/au-pair agencies; and summer camp providers) in the Coalition’s service area are included in the Agency’s single statewide information system. Coalition CCR&R staff shall enter all Agency required data into the Statewide Information System necessary to generate child care referrals and record requests for other information and resources. (c) Comply with all Agency standard codes and definitions for all programs contained in the most current version of the Agency’s Standard Codes documents. (d) Comply with the Agency’s Records Confidentiality Policy Number 1.02, and any future changes that may occur. (e) Comply with data correction requests or data cleansing activities as communicated by the Agency. (f) Comply with any data analysis, definition, and standardization activities required by the Agency. (g) Ensure that the Agency has permanent access to any server used by the Coalition to host the statewide information system locally. In order to meet data reporting requirements and to ensure the Agency has access to information maintained on Coalition servers, the Coalition shall: <ol style="list-style-type: none"> 1. Communicate any changes made to the Coalition’s software or hardware which may adversely affect the Agency’s ability to access information. Examples of changes which may adversely affect the Agency’s ability to access information include, but are not limited to, changing the Internet Protocol (IP) address, changing the password, and configuring a firewall on the network. Any change shall

be communicated in writing not less than 72 hours prior to the implementation of the change to both the Agency's statewide information system design and maintenance contractor and the OEL IT Statewide Information System Contract Manager.

2. Ensure appropriate Coalition and contractor staff participation in statewide information system conference calls. If a Coalition representative is unable to participate in statewide information system conference call, the Coalition must ensure that minutes from the conference call are reviewed by a Coalition representative.

3. Communicate any problems that arise during the use of the statewide information system, including enhancement requests, to the Agency's statewide information system design and maintenance contractor in accordance with procedures established by the statewide information system design and maintenance contractor.

4. Check the Unified Wait List (UWL) application at least monthly for outstanding applications for VPK and SR programs.

6. Maintain the accuracy of the Coalition's contact information, and CCR&R contact information on the Coalition's page on the Single Point of Entry (SPE) website by updating this information as necessary.

10. The Coalition shall ensure that all confidential information is protected and shall use a secure method for the electronic transmission for all sensitive or confidential information. Any information security related breaches shall be reported in accordance with section 817.5681, Florida Statutes.

CCR&R assessment activity: Review Analyst will: a) compare DCF Master's and Facilities reports to Provider list in EFS to ensure all legally operating providers have been included. c) Retrieve Error Code Report from OEL DQI unit to review and ensure all standard codes for CCR&R are up to date, accurate, and no additional codes have been added where not allowed e) communicate with OELDQI unit to ensure data correction requests and cleansing activities are complete. 10) Ensure coalition has confidentiality processes and policies.

<p>24 - Records</p>	<p>a) The Coalition must comply with the confidentiality provisions and the record retention requirements of sections 119.021, 411.011, 456.057, and 1002.72, Florida Statutes, where applicable.</p> <p>(b) All Coalition records classified as public records must be open and available for inspection by any person unless otherwise specified by law. It is the responsibility of the Coalition to maintain records in a location that is accessible to the public.</p> <p>1. In accordance with section 411.011, Florida Statutes, the individual records of children enrolled in SR programs provided under section 411.01, Florida Statutes, when held in the possession of the Coalition or the Agency, are confidential and exempt from the provisions of section 119.07, Florida Statutes, and section 24(a), Article I of the State Constitution.</p> <p>(d) The Coalition also acknowledges that each agency, organization, or individual receiving confidential and exempt records in order to carry out official functions must protect the data in a manner that does not permit the personal identification of children or their parents/guardians by persons other than those authorized to receive the records. It is the Coalition's responsibility to ensure its subrecipients and subcontractors observe the same terms and conditions as contained in the Agreement and use appropriate non-disclosure agreements as necessary to ensure confidentiality and security of the data. Coalitions shall set forth processes and procedures to secure the confidential data and require individuals who have access to such data to execute an individual non-disclosure form and maintain these forms on file at the Coalition or the contractor's location.</p> <hr/> <p>CCR&R assessment activity: This is covered in the Programmatic Performance Review Operations and Program Management section. Review Analyst will only review policies and procedures for confidentiality, record retention, and public records request with CCR&R if OPM is not being reviewed.</p>
<p>25 - Reports</p>	<p>(e) The Coalition shall submit any data or reports necessary for the administration of the CCR&R program according to the requirements established by the Agency. The Coalition shall submit any data or reports necessary for ad-hoc reports upon request of the Agency. All reports shall conform to the timeline, content, format, and standard codes specified by the Agency. (See section IV for details)</p> <hr/> <p>CCR&R assessment activity: See page 14 assessment activities for quarterly, monthly, and ad-hoc reports</p>
<p>26 – Child Care Resource and Referral</p>	<p>In order to protect the confidentiality rights of parents and to guarantee high quality child care resource and referral services in accordance with section 411.0101, Florida Statutes, the Coalition shall ensure that all CCR&R staff completes a CCR&R Specialist Level 1 Evaluation within the first four months of employment as a CCR&R specialist. The Coalition shall also ensure that CCR&R Coordinators and designated trainers achieve Coordinator Certification by completing the CCR&R Coordinator Evaluation within four months of employment as a Coordinator or designated trainer. CCR&R staff designated by the coalition shall participate in conference calls, webinar training, regional training, and conferences, as Coalition funds permit. (See section IV for details)</p> <hr/> <p>CCR&R assessment activity: Assessed in section IV</p>

III – AWI-OEL Child Care Development Fund (CCDF) Plan – CCR&R Sections

<p>5.1.2 Resource and Referral Services</p>	<p>a) Describe the activities provided with these targeted funds</p> <p>The Agency’s Office of Early Learning operates the state of Florida Child Care Resource & Referral State Network, which coordinates with federal, state and local entities to provide emergency planning services determine provider status after a natural disaster. The Agency also operates the Early Learning Call Center, which is available to all families, providers, and interested parties seeking information or assistance with Voluntary Prekindergarten, Child Care Resource & Referral, School Readiness and Inclusion Warm-Line support services.</p> <p>Early learning coalitions provide Child Care Resource & Referral (CCR&R) services to families directly or through contracted service providers. In the fiscal year 2007-2008, CCR&R staff fielded 402,400 requests for CCR&R services to families statewide. Early learning referrals, consumer education, and community resources are offered to each client requesting services including private pay and public clients; clients applying for the single point of entry waiting list; clients requesting online referrals; clients seeking Voluntary Prekindergarten, school readiness, or other financial assistance; and clients with a child who has a suspected or diagnosed special need or disability. Each early learning coalition maintains a database of all legally operating child care providers in their service area and includes them in the Agency’s single statewide information system, from which all CCR&R referrals are generated. Clients receiving CCR&R services receive an informational packet within six (6) business days of the referral via mail, email, fax, or in person.</p> <hr/> <p>CCR&R assessment activity: Already assessed in other CCR&R sections.</p>
<p>5.1.2 Resource and Referral Services</p>	<p>b) Identify the entities providing the activities</p> <p>The Agency’s Office of Early Learning operates an Early Learning Call Center in the State CCR&R Network Office. CCR&R staff at each early learning coalition provides child care referrals and consumer information on community resources, early learning options, Voluntary Prekindergarten, School Readiness, and other financial assistance programs to help families make informed decisions about child care.</p> <hr/> <p>CCR&R assessment activity: No assessment activity</p>
<p>5.1.2 Resource and Referral Services</p>	<p>c) Describe the expected results of the activities.</p> <p>The expected result of the activities is to ensure that CCR&R services are available and accessible to all Florida families. These services will support families in becoming self-sufficient and making informed decisions about child care.</p> <hr/> <p>CCR&R assessment activity: No assessment activity. Availability and accessibility is assessed in 1b and 3 with secret shopper calls.</p>

IV – AWI-OEL Required CCR&R Reports, Forms and Evaluations

<p>CCR&R Level 1 Specialist Evaluation</p>	<p>CCR&R Specialists, including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion), who provide CCR&R referrals and/or consumer information, must pass the CCR&R Specialist Level 1 Evaluation, prior to completion of their 4th month of employment as a CCR&R Specialist. The evaluation must be submitted by CCR&R Coordinators, via e-mail, fax or mail to the Agency’s CCR&R State Network. Level 1 results letters and certificates will be mailed to CCR&R Coordinators for those staff achieving Level 1 and the certificate is valid for one year, from the date of the letter. The Level 2 Evaluation is not required but if a Specialist passes Level 2, they do not have to repeat Level 1, annually.</p> <ul style="list-style-type: none"> ▪ CCR&R staff achieving Level 1 certification must be reevaluated every year. CCR&R staff achieving Level 1 must retake the evaluation within one year of notification. ▪ An updated CCR&R staffing list must be sent to the Agency’s CCR&R State Network by August 31st of each fiscal year and within 30 days of staffing changes. ▪ CCR&R Specialists who do not achieve Level 1 certification on the evaluation must repeat the following orientation/training and evaluation process within 90 calendar days of notification: <ul style="list-style-type: none"> ○ Repeat all orientation/training activities. ○ Re-take the Level 1 evaluation. <hr/> <p>CCR&R assessment activity: Review Analyst will obtain copies of staffing list(s) for review period. Obtain staff training checklist, copy of evaluation certificates, and results letters. Compare date of hire for start as CCR&R Specialist and evaluation date. Obtain referral listing report from EFS. Interview coordinator and at least one specialist. Discuss staffing changes during interviews with CCR&R Coordinator and Specialist. Ensure compliance with 30 day notification of staffing changes.</p>
<p>CCR&R Coordinator Evaluation</p>	<p>ALL CCR&R Coordinators and designated trainers must achieve Coordinator Certification by completing the CCR&R Coordinator Evaluation within four months of assuming their position. The CCR&R Coordinator Evaluation consists of completing the Level 1 Evaluation and Coordinator Evaluation. This evaluation will be submitted to the Agency’s CCR&R State Network.</p> <hr/> <p>CCR&R assessment activity: Review Analyst will obtain copies of staffing list(s) for review period. Obtain staff training checklist, copy of evaluation certificates, and results letters. Compare date of hire for start as CCR&R Coordinator and evaluation date. Obtain referral listing report from EFS. Interview coordinator. Discuss staffing changes during interviews with CCR&R Coordinator.</p>
<p>CCR&R Quality Assessments</p>	<p>CCR&R Coordinator/designated trainer must use the AWI-OEL CCR&R Quality Assessment form to observe each CCR&R specialist, (including blended staff) conducting a complete family interview and generating child care referrals at least once per fiscal year.</p> <ul style="list-style-type: none"> ▪ The Quality Assessment Roll-up Report must be submitted to the Agency’s CCR&R State Network with the 4th Fiscal Quarterly Reports, detailing the staff name, date of assessment and result. (Passed; did not pass). ▪ Quality Assessment reports will be tracked by the Agency’s CCR&R State Network staff and used to establish coalition technical assistance plans. <hr/> <p>CCR&R assessment activity: Review Analyst will review the Quality Assessment Roll Up report provided to the State CCR&R Network. Review staffing list. Review quality assessment reports for each staff for the fiscal year.</p>

CCR&R Requests for Other Information	<p>When a customer (parent, provider, coalition, Community Agency, etc.) requests information or services other than child care referrals, the correct code must be entered into the EFS/CCR&R database interview screen. CCR&R staff must use the codes contained in the current version of the Agency's CCR&R Standard Codes document. Once entered in the database, this data is automatically captured on the CCR&R monthly report. This data entry is required for reporting purposes and crediting the actual work completed by CCR&R staff.</p> <ul style="list-style-type: none"> • The purpose for this data entry is to record 'Requested Other Info' when the customer is not requesting child care referrals. If staff enter a 'Requested Other Info' code and then generate referrals, this information will not be counted on the Monthly Report; the generated referral will override the "Requested Other Info" code. • It is expected that all CCR&R Specialist's will assist customers with requests for any services/information, in addition to offering child care referrals, the first time they call for referrals, as this is part of 'Resource & Referral'. If the customer calls back, requesting additional information/services but does not need child care referrals, the CCR&R Specialist must complete a new interview and check the appropriate "Requested Other Info" code. • Provider Updates can only be counted in this field if the provider requests information/technical assistance, in addition to the provider update. <hr/> <p>CCR&R assessment activity: No assessment activity.</p>
Monthly Statistical Report	<p>The Monthly Statistical Report is now produced by the Agency and is not required to be submitted to the Agency by coalitions. The activities listed below will need to be continued in order to ensure data integrity. Required data must be entered into EFS, including data for child care referrals generated in EFS as well as requests for resources and other information (NOT CHILD CARE REFERRALS), requested by families, providers and others.</p> <ul style="list-style-type: none"> • Run EFS-CCR&R Ad hoc reports (CR002 – CCR&R Referrals by Counselor, and CR003 – Total CCR&R Interviews) before the end of each month, for all Counties in the ELC Service area. • CCR&R Coordinator should use these reports to ensure that all CCR&R staff are accurately entering CCR&R data into EFS and conduct additional training as needed. • Reporting errors/inconsistencies must be explained in detail to the State CCR&R Network. <hr/> <p>CCR&R assessment activity: The Review Analyst will check with the State CCR&R Network for compliance.</p>
Quarterly Report	<p>The Quarterly Statistical Report is now produced by the Agency and is not required to be submitted to the Agency by coalitions. The Quarterly Narrative report for all counties in the ELC service area must be reviewed by the CCR&R Coordinator before being submitted to the State CCR&R Network.</p> <hr/> <p>CCR&R assessment activity: The Review Analyst will check with the State CCR&R Network for compliance.</p>

**CCR&R Annual
Provider Updates**

Annual updating of all legally operating providers in the CCR&R database must [be conducted by the last day of May](#), according to provider survey instructions provided by the State CCR&R Network.

The current CCR&R Requirements contain the following Provider Update instructions:

- All provider screens/fields in the Agency's single statewide information system must be updated according to CCR&R Network instructions/guidelines;
- An optional provider update survey may be mailed or e-mailed to providers;
- Providers that do not return the survey, or return a survey with missing or inaccurate information, must be called to complete the survey;
- If a provider update survey is not used to obtain the annual provider update, the update may be conducted via phone;
- DCF CCIS Licensing lists or local county licensing lists if available must be used during each update of registered and licensed providers; and
- If provider fails to return a survey, providers information/operational status must be verified with licensing; coalition/contractor must make at least two written and three verbal (phone or in-person) attempts to contact provider; if these attempts fail, uncheck the "Accepts Referrals" box in EFS; insert a 'UP' code in the provider history screen and indicate action taken in the text box. Do not inactivate providers you cannot update as this will affect the accuracy of local and statewide data reports.
- A 'UP' code must be entered in the Provider History screen for every provider that is updated.
- A new rate date must be entered in the Provider Rates screen, even if the rates have not changed.
- If a provider does not charge a rate, such as a Head Start program, enter the RNR code in the Provider History Screen to indicate that the provider does not charge a rate.
- Anytime provider information is updated in EFS, such as a rate or vacancy change, the update must be recorded in the Provider History Screen.

CCR&R assessment activity: [Review Analyst will obtain copies of the coalition's CCR&R policies and procedures as this will determine the process used to review compliance with this section. Analyst will request a random sample of 5 provider surveys \(if the coalition has sent providers surveys as part of their processes\). \(Sample will be chosen by the review analyst.\) EFS screen shots will be obtained and compared to the information on the surveys. If a difference is noted, the history screen in EFS will be reviewed. **This section will be reviewed using the same criteria as in the 5-CCR&R Provider Information section on page 8. The requirements in these two sections overlap.](#)

CCR&R Community Education and Outreach Plan for Families and Providers	<p>Develop an annual CCR&R Community Education and Outreach Plan for Families and Providers <i>(to be submitted with the first Quarterly Report)</i> containing planned activities in the coalition service area. This plan will promote: 1) quality early learning, 2) the value of CCR&R, employer work/family benefits, and, 3) provider recruitment/retention.</p> <p>Possible activities may include but are not limited to:</p> <ul style="list-style-type: none"> ▪ Displaying/distributing posters, brochures in key locations in the community. ▪ Setting up a booth/table or speaking at local health/employer fairs or other community events. ▪ Presenting at provider trainings. ▪ Speaking at local schools, colleges or parenting classes. <hr/> <p>CCR&R assessment activity: Check with the State CCR&R Network for compliance.</p>
CCR&R Staff Competency Checklist	<p>All new CCR&R Specialists, including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion) must complete the Agency's CCR&R Staff Competency Checklist within four (4) months of beginning training in CCR&R. Checklists must be signed by a CCR&R Coordinator/Trainer and kept on file at the coalition.</p> <hr/> <p>CCR&R assessment activity: Obtain copies of the signed checklists and review and compare with date hired as a CCR&R Specialist.</p>
CCR&R Staff Lists	<p>A new CCR&R staffing list must be sent to State CCR&R Network by August 31st of each Fiscal Year and within 30 days of staffing changes.</p> <hr/> <p>CCR&R assessment activity: See assessment activity under CCR&R Level 1 Specialist Evaluation and CCR&R Coordinator Evaluation on page 13</p>