



**PARENT SERVICES BEST PRACTICES CRITERIA**

**SCORING SHEET**

<b>CCR&amp;R:</b>		<b>Agency ID:</b>		<b>City, State:</b>		
<b>Number</b>	<b>Indicator</b>	<b>Meet</b>	<b>Partially Meet</b>	<b>Do NOT Meet</b>	<b>Need Training</b>	<b>Need Technical Assistance</b>
<b>5.A.1.a</b>	CCR&R has a written policy in use regarding fees charged to parents for child care referrals. Referral specialists inform clients of the agency's fee policy prior to giving referrals, even when the fee policy provides that referral services are free of charge. The fee policy includes sliding fees, if appropriate.					
<b>5.A.1.b</b>	CCR&R has a written policy in use regarding confidentiality, which referral specialists share with parents prior to giving referrals.					
<b>5.A.1.c</b>	CCR&R has a written disclaimer policy in use requiring referral specialists, prior to giving referrals, to inform all parents that child care referrals are not recommendations.					
<b>5.A.1.d</b>	CCR&R has a written policy in use for complaints by parents about child care referral services. Referral specialists inform parents about the agency complaint policy prior to giving child care referrals.					
<b>5.A.1.e</b>	CCR&R has a written policy in use for complaints by parents about child care facilities and individual child care providers. There are procedures for each type of complaint, including child abuse or neglect, licensing, etc; how to document complaints; and how internal communications and follow up will occur.					
<b>5.A.1.f</b>	CCR&R has written policies and procedures in use to meet the needs of parents whose first language is the second most commonly spoken language in the CCR&R's service delivery area.					
<b>5.A.1.g</b>	CCR&R conducts an assessment of parents' needs for child care and for child care resource and referral services, develops and implements an outcomes-based plan that is revised annually, and annually evaluates services provided to parents, which includes conducting direct assessments of referral calls and consumer education materials. (See NACCRRRA's CCR&R Core Competencies Best Practices.)					
<b>5.A.2.a</b>	CCR&R offers easy access of services to parents using a toll-free telephone line, which is staffed by trained referral specialists a minimum of 30 hours per week; messages are returned within one business day; and hold times are less than 10 minutes.					



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<b>5.A.2.b</b>	CCR&R offers face-to-face consumer education and referrals at locations and times convenient to families, including the CCR&R office and out-posting of referral specialists in the community.					
<b>5.A.2.c</b>	CCR&R offers referrals to parents via the agency's website, including referrals available by email within one business day and/or real time referrals available online.					
<b>5.A.3.a</b>	CCR&R referral specialists use appropriate customer service skills including: establishing rapport with parents, listening actively, asking open-ended questions, and being sensitive to the needs and time constraints of parents calling for child care referrals.					
<b>5.A.3.b</b>	Referral specialists give consumer education and referrals in a manner that is sensitive to all cultures represented in the CCR&R's service delivery area					
<b>5.A.3.c</b>	Referral specialists give parents appropriate referrals to family preferences and each child's individual needs. Family choice is respected.					
<b>5.A.3.d</b>	Referral specialists explore creative solutions in response to requests by parents for care which include, but are not limited to, part-day, non-traditional hours, and / or emergency child care.					
<b>5.A.4.a</b>	CCR&R follows best practices in data and reporting, as prescribed in NACCRRRA's <i>CCR&amp;R Core Competencies Best Practices</i> , to ensure that referrals given to parents are accurate and current.					
<b>5.A.4.b</b>	CCR&R provides a minimum of three referrals, if available and appropriate.					
<b>5.A.4.c</b>	CCR&R provides, either verbally or in follow-up written materials, or both, depending on parent's preference, detailed information about each child care program or individual provider. Detailed information should include, at a minimum, contact information, location, days and times available, rates, environment description, provider educational qualifications, and quality rating, if available, accreditation, and training.					



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<b>5.A.5.a</b>	CCR&R provides consumer education orally, in follow-up written materials, and on the agency's website.					
<b>5.A.5.b</b>	CCR&R gives parents information about types of child care options.					
<b>5.A.5.c</b>	CCR&R gives parents information about child care regulations pertinent to the age of child and type(s) of care in which the parent is interested.					
<b>5.A.5.d</b>	CCR&R gives parents contact information for the state and local child care licensing office(s) and encourages parents to check the licensing records before selecting a child care program or provider.					
<b>5.A.5.e</b>	CCR&R ensures parents have at least a basic understanding of six quality indicators: group size, ratio, family involvement, caregiver education and turnover, health and safety indicators, and accreditation.					
<b>5.A.5.f</b>	CCR&R gives parents the average range of cost for child care relative to the geographic area, age of child, and child care option sought by the parent.					
<b>5.A.5.g</b>	CCR&R gives parents information on available public child care subsidies and specific information on how to pursue eligibility.					
<b>5.A.5.h</b>	CCR&R informs parents about other financial assistance programs, including Federal, State, and any other private or public programs in the service delivery area, as appropriate for the family.					
<b>5.A.5.i</b>	CCR&R offers and makes available additional resources to meet the parents' needs or requests beyond those pertaining to child care referrals, as appropriate.					
<b>5.A.5.j</b>	CCR&R tailors written information provided to a parent to the individual needs of the family.					
<b>5.A.5.k</b>	CCR&R develops written information to meet appropriate readability levels and to ensure cultural sensitivity to the demographics of the service delivery area.					
<b>5.A.5.l</b>	CCR&R provides consumer education to parents using the method requested by the parent, i.e., mail, fax, or email.					



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<b>5.A.5.m</b>	CCR&R reviews with the parent on the referral call or electronic contact all written consumer education materials that will be provided in writing in the referral packet ensuring that the parent knows what to expect and how to interpret the written information.					
<b>5.A.6.a</b>	CCR&R offers and ensures the availability of training workshops to meet the need of parents in the service delivery area.					
<b>5.A.6.b</b>	CCR&R offers and ensures the availability of workshops for parents in the top two languages spoken by parents in the service delivery area, as appropriate to meet the needs of parents.					
<b>5.A.6.c</b>	CCR&R offers and ensures the availability of workshops for parents on recognizing and choosing high-quality child care, addressing children's behavioral issues, social and emotional development of children, age-appropriate activities, developing children's language and literacy skills, ensuring children's health and safety, and promoting positive parent and provider relationships.					
<b>5.A.6.d</b>	CCR&R offers and ensures that workshops are available for parents at times and in locations convenient for parents to attend.					