



Child Care Resource & Referral Frequently Asked Questions

50 Executive Park South, Suite 5015, Atlanta, GA 30329

What do I do if I need additional child care referrals or resources?

You may call us again at **404-479-4240** or **877-722-2445** (877-QCC-CHILD) between 8:30 am to 5:00 pm EST Monday through Friday. You may also use our **Online Child Care Search** at www.qualitycareforchildren.org. Our services are free and confidential.

How do I find out more information about a child care provider?

Bright from the Start: Georgia Department of Early Care and Learning is the state agency responsible for overseeing child care licensing and educational services for Georgia's children ages birth through four and their families.

How do I file a complaint against a provider?

Main Office 404-657-5562
Complaints 404-463-0703 or 404-463-0704
Website www.dec.state.ga.us

How can I find out if I am eligible for child care assistance?

The **Division of Family and Children Services (DFCS)** assists with child care costs for low income parents who are working or in job training; Contact your local DFCS office for to apply.

Butts*	770-504-2200	Fayette	770-460-2555
Cherokee	770-720-3610	Fulton	404-206-5300
Clayton	770-473-2300	Gwinnett	678-518-5500
Cobb	770-528-5000	Henry	770-954-2014
Coweta*	770-254-7234	Paulding*	770-443-7810
DeKalb	404-370-5000	Rockdale	770-388-5025
Douglas	770-489-3000	http://dfcs.dhr.georgia.gov	

*CCR&R of Metro Atlanta does not provide referrals in these areas

DFCS also investigates child abuse; finds foster homes for abused and neglected children; helps low income, out-of-work parents get back on their feet; and provides numerous support services and innovative programs to help troubled families.

Is my information confidential with Quality Care for Children?

We are committed to protecting the confidentiality of all our clients. It is our goal to provide a safe, secure, and friendly environment for all who utilize our service. Any information submitted to Quality Care for Children through the resource and referral community counselors, the website or through any other source will remain confidential except for the expressed purpose of assisting parents in finding child care and statistical purposes.

Do you provide recommendations about which providers are best for my family?

We provide referrals to family child care providers, centers and summer camps. We are strictly a referral service and do not visit providers or evaluate the quality of care. We empower parents to evaluate all child care options and make the best decision for their families.

What makes a good child care program?

Child Care Checklist: A Guide for Finding Quality Child Care is enclosed in this packet with information on quality indicators in a child care program. For additional information, please refer to our website.

What type of help can I get for my child with special needs?

The **Inclusion Project** at QCC provides assistance to parents and providers to include children with disabilities into typical child care settings. This no-cost service also provides parents with information on the disability laws and adaptations for children with special needs.

What other services do you offer parents?

As part of our **Latino Initiative**, we have bilingual staff to assist Spanish speaking parents and providers. Please call our referral line for further assistance.

Our **Emergency Child Care Project** offers temporary child care assistance to families in crisis. For more information, please call 404-479-4235.

Who do I call to complain or praise about the services I received?

Contact the Assistant Director of Parent Services at 404-479-4203 or reynaldo.green@qualitycareforchildren.org. Also, a representative of our agency will contact you to discuss the quality of the services and referrals within 4-6 weeks. We appreciate any input you give into making our services better.

4/05

CHECK OUR WEBSITE FOR MORE INFO ON CHOOSING QUALITY CHILD CARE.



STOP THINKING SO LOUD. I'M READING.