



Frequently Asked Questions

Resource and referral services are free. All information is confidential.

Call us toll-free between 8:30 am to 5:00 pm EST Monday through Friday.

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



Georgia's Source for Finding Quality Child Care

Search for Online Child Care Referrals at www.allgakids.org.

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

If you have an inquiry or complaint about a specific child care program or provider, contact the state agency responsible for overseeing child care licensing,
Bright from the Start: Georgia Department of Early Care and Learning.

Main Office 404-657-5562

How do I file a complaint against a provider?

Inquiry / Complaints 404-463-0703 or 404-463-0704

Website dec.al.ga.gov

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 office to apply.

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

County: Phone: <http://dfcs.dhr.georgia.gov>

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.



<p>Is my information confidential with Quality Care for Children?</p>	<p>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 referral specialists, 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.</p>
<p>Are recommendations given about which providers are best for my children?</p>	<p>We provide referrals to family child care providers, centers and summer camps, not recommendations. 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.</p>
<p>What makes a good child care program?</p>	<p>A Child Care Checklist is enclosed in this packet with information on quality indicators in a child care program. For additional information, please refer to our website.</p>
<p>What type of help can I get for my child with special needs?</p>	<p>Inclusion Coordinators provide assistance to parents and providers to include children with disabilities into typical child care settings. This <u>no-cost service</u> also provides parents with information on the disability laws and adaptations for children with special needs. To contact your local coordinator, call us at 877-255-4254.</p>
<p>What other services do you offer parents?</p>	<p>We have bilingual staff to assist Spanish speaking parents and providers. Please call us at 877-ALL-GA-KIDS (877-255-4254).</p> <p>Our Emergency Child Care Assistance Program offers temporary child care assistance to families in crisis. For more information, please call 404-479-4235.</p> <p>You may also subscribe to our Parenting Matters e-newsletter. Email us at comments@qualitycareforchildren.org with your name and address.</p> <p>Sign up for Parent Central, our online community, for emails for resources and information about issues affecting children and families. To join:</p> <ul style="list-style-type: none"> ▪ Go to www.qualitycareforchildren.org ▪ Click on "Parent Resources" ▪ Go to "Parent Central"
<p>Who do I call to complain or praise about the services I received?</p>	<p>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.</p>

