

## ADDITIONAL SERVICES

Children's Council offers many programs and services that support the child care needs of San Francisco families. Some of the most important ones, with their contact phone numbers, are listed below.

### ◆Resource Room: (415) 343-3300

Our Resource Room contains parenting guides, newsletters, brochures about child health and safety, listings of community educational and recreational opportunities, and many other publications.

### ◆Choosing Child Care workshops: (415) 343-3300

These workshops are held on the second Tuesday of each month from 6 to 8 p.m. Topics include scheduling visits to child care facilities, interviewing providers and assessing their services, pay scales for child care providers, and preparing your child(ren) for their first experience in child care. Upon request, our R&R office can conduct Choosing Child Care workshops for community groups and organizations at other site locations.

### ◆Child Care Lending Library: (415) 276-2900

Parents, guardians, and child care providers can borrow materials from our collection of age-appropriate toys, books, audio tapes, videos, and other items. A current catalog makes it easy to find what you need, and nearly everything is available to borrow for free or at low cost. The library is open Monday through Thursday from 10 a.m. to 4 p.m., Fridays from 10 a.m. to 12 noon, and the second Tuesday of each month from 6 to 7:30 p.m.

### ◆Child Care Subsidy Services: (415) 276-2900

Children's Council manages contracts providing child care financial assistance to low-income parents and guardians in job training or in transition from welfare to work. There are some subsidized places in child care centers, and subsidy vouchers that can be used to pay the individual child care provider of your choice. R&R can refer you to programs administered by Children's Council, as well as to other child care subsidy programs in San Francisco.

### ◆Child Development Consultation: (415) 343-3329

Children's Council consultants offer support to child care providers, center staff, children, and families. They also offer individual and group therapy for children in designated center-based or family child care homes.

### ◆Provider Services and Training (415) 343-3327

Children's Council offers a wide variety of support services for child care providers, both those working in centers and those who operate family child care homes. Program specialists conduct family child care licensing orientations and training in business management, health and safety, child development, and family child care.

Children's Council of San Francisco

## Child Care Resource & Referral Services

***Working to meet child care needs  
in our community***

445 Church Street  
San Francisco, CA 94114  
Phone: (415) 343-3300  
Fax: (415) 392-2399

Website: [www.childrenscouncil.org](http://www.childrenscouncil.org).

*Children's Council is a member of the  
California Child Care Resource & Referral  
Network (CCCRN) and the  
National Association of Child Care Resource  
and Referral Agencies (NACCRRA).*



## Child Care RESOURCE & REFERRAL SERVICES

***Helping San Francisco families  
find affordable, high-quality  
child care***



## WHAT IS CHILD CARE RESOURCE & REFERRAL?

Children's Council of San Francisco (and its sister agency, Wu Yee Children's Services) provides free information to families who are seeking child care. Our **Resource & Referral (R&R)** office keeps a database of more than 700 child care providers, including licensed child care centers and family child care homes. We also list parent cooperatives, playgroups, and other forms of child care.

Our multilingual (English, Spanish, Cantonese, Mandarin, Tagalog and Vietnamese) services are available free of charge to parents, guardians, and families in all areas of San Francisco.



## GETTING IN TOUCH WITH R&R

When you contact us, we ask a few questions to gather general information on your child care needs—for example, the location, days, and hours of child care you are requesting; the age(s) of your child(ren); and the type of child care you prefer. Using this information, we search our database for providers that come closest to meeting your needs.

We generally offer five to seven referrals per phone call, but try to accommodate all reasonable requests. You are free to call back as many times as you want, until your child care needs are met.

To get in touch with our Resource and Referral office, you can

- ◆ **Drop in to our office** at 445 Church Street, San Francisco 94114 (office hours: Monday – Friday, 9 a.m.– 4 p.m.)
- ◆ **Phone** our 24-hour R&R line (leave a message during non-working hours): (415) 343-3300, or send a **fax** to (415) 392-2399.
- ◆ **Visit our Website** ([www.childrencouncil.org](http://www.childrencouncil.org)) and fill out the Online Referral Request Form.

**NOTE:** Information submitted to R&R, including data gathered from parents through the Online Referral Request Form, is kept completely confidential. We do not share your name or contact information with any other organizations, agencies, or individuals.

## HOW DO WE LIST CHILD CARE PROVIDERS?

To be listed in our database, child care providers must submit a copy of their license. All family child care homes and centers listed with us are licensed by the Community Care Licensing (CCL) Agency of the California Department of Social Services.

CCL is responsible for ensuring that licensed centers and family child care homes meet health and safety requirements. Parents and guardians can contact CCL for information about a facility's licensing listing and about any complaints that may appear on its record. Any provider who is being investigated for a complaint is placed on an "inactive" list until the investigation is complete.

We call the providers on our list--more than 700 of them!--every three months to make sure our information is as correct and up-to-date as possible..

## IT'S UP TO YOU: PARENT RESPONSIBILITIES

Children's Council only refers families to licensed child care centers and providers. Nevertheless, a license is not a guarantee of quality! Further, since providers' information is self-reported, we cannot certify that it is accurate. We ask providers to call us whenever their rates, hours, or other information has changed. But it is up to you, the parent or guardian, to make sure a child care provider is acceptable.

We encourage you to make a thorough visit to the provider(s) you are considering, and assess whether or not they are the right choice for your family. Then call Community Care Licensing at **(650) 266-8843** to inquire about any complaints and/or violations in their files.

