

# **Helping Families & Shaping Futures:** *A Step-by-Step Guide on Becoming a Home Child Care Provider*





# Table of Contents

- Step 1: Explore Your Options ..... 3
- What is a License Exempt Home Child Care Provider?..... 4
- Benefits of Being a License Exempt Home Child Care Provider..... 5
- What is a Licensed Home Child Care Provider? ..... 6
- Benefits of Being a Licensed Home Child Care Provider ..... 6
- Step 2: Becoming a License Exempt Home Child Care Provider ..... 8
- Step 2: Becoming a Licensed Home Child Care Provider..... 9
- Step 3: Getting Listed on the Referral Database as a License Exempt Home Child Care Provider .. 10
- Step 3: Getting Listed on the Referral Database as a Licensed Home Child Care Provider..... 11
- Step 4: Getting Child Care Assistance Funds as a License Exempt Home Child Care Provider ..... 12
- Step 4: Getting Child Care Assistance Funds as a Licensed Home Child Care Provider..... 13
- Step 5: Joining the Gateways to Opportunity Registry ..... 14
- Your Home, Your Business: The Professional Side of Child Care ..... 15
- Your Home, Your Business: Record Keeping ..... 16
- Your Home, Your Business: Insurance ..... 17
- Your Home, Your Business: Retirement ..... 17
- Your Home, Your Business: USDA Food Program ..... 18
- Your Home, Your Business: Caring for a Group of Mixed Age Children ..... 19
- Your Home, Your Business: Marketing Your Business ..... 20
- Child Care Resource and Referral ..... 21–23
- General Resources: Helpful Websites ..... 24
- General Resources: FAQ..... 25–27
- Child Care Connection Referral Listing Agreement ..... 31–33
- Sample Contracts..... 35–38
- Contact Us..... 39
- Notes ..... 40–43



# Explore Your Options: *Types of Home Child Care Providers*

## STEP ONE

### **License Exempt Home Child Care Provider:**

A License Exempt Child Home Care Provider is someone who cares for children without a requirement to be licensed by the Illinois Department of Children and Family Services (DCFS). This is often a family member, friend, or neighbor of a parent.

### **Licensed Home Child Care Provider:**

A Licensed Home Child Care Provider is someone who has met the State of Illinois standards for care in areas such as teacher to child ratio, educational qualifications, safety standards, capacity, and nutritional requirements.

SAL Child Care Connection supports Home Child Care Providers in accessing resources like the Child Care Assistance Program, professional development and training, grants, and food programs. A Family, Friend, or Neighbor (FFN) child care provider is someone who offers care to children they already know. This care often takes place in a home setting, and does not require an Illinois child care license. This type of care offers flexibility for families with irregular schedules, infants, or children with special needs. It can be a good way to earn income while strengthening and supporting working families in the community.



# What is a License Exempt Home Child Care Provider?

## STEP ONE

A License Exempt Home Child Care Provider is someone who watches a small group of children, in a home setting. These providers often build strong bonds with the children in their care due to the group size. This type of care can be especially helpful for parents with nontraditional hours.

- A License Exempt Home Child Care Provider is someone who cares for children without a requirement to be licensed by the Illinois Department of Children and Family Services (DCFS). This is often a family member, friend, or neighbor of the parent. A couple examples are:
  - › An aunt or uncle who cares for their niece or nephew.
  - › A neighbor who cares for a child after school.
  - › A grandparent caring for their grandchild.
  - › A provider caring for a child from a family with whom there is no prior relationship.
- License Exempt Home Child Care Providers may care for up to 3 children, including their own, unless all the additional children are from one household. All children under the age of 13 in the provider's household are counted, even if they are not present at the time (e.g., they are at school).
  - › License Exempt Home Child Care Providers can be paid through the Child Care Assistance Program (CCAP).

The following are different group options as a License Exempt Home Child Care Provider. In these examples, Jane is the provider:

Jane has no children of her own.

- Jane can care for up to 3 children, or children all from one household.
- If John has 2 children and Lee has 1, Jane can care for all 3 of them.
- If John and Lee both have 2 children, Jane cannot care for all 4 of them.

Jane has 1 child of her own.

- Jane can care for up to 2 additional children, or children all from one household.
- If John has 2 children and Lee has 1, Jane cannot care for all 3 of them.
- If John has 3 children, Jane can care for them and her own children for a total of 4.

Jane has 2 children of her own.

- Jane can care for 1 additional child, or children all from one household.
- If John has 1 child, Jane can care for them in addition to her own children. She cannot care for any additional children.
- If John has 3 children, Jane can care for them in addition to her own children for a total of 5.

Jane has 3 children of her own.

- Jane can only care for children who are all from one household.
- If John has 2 children, Jane can care for them and her own children for a total of 5.
- If John has 1 child and Lee has 1 child, Jane cannot care for both of them.

# Benefits of Being a License Exempt Home Child Care Provider

## STEP ONE

### **Smaller Group License**

Exempt Home Child Care Providers care for fewer children, so it is often (not always) calmer than a larger group setting.

### **Personalized Care**

License Exempt Home Child Care Providers can personalize care to each child's interests easier in a smaller group setting.

### **Flexibility**

License Exempt Home Child Care Providers can be flexible with their schedules, which can be helpful for families with nontraditional work hours.

### **Affordability**

License Exempt Home Child Care Providers have fewer startup costs than Licensed Home Child Care Providers.

### **Filling Gaps**

License Exempt Home Child Care Providers can fill gaps in care in areas with limited child care options.

### **Relationship Building**

Because License Exempt Home Child Care Providers care for children of multiple ages, the children stay with one caregiver longer and thus form a stronger bond, leading to greater development.

### **CCAP Funds**

License Exempt Home Child Care Providers can qualify to receive payments from the Child Care Assistance Program (CCAP).

### **Child and Adult Care Food Program (CACFP)**

CACFP is a United States Department of Agriculture (USDA)-funded program administered by the Illinois State Board of Education (ISBE) which provides reimbursement for meals served to children ages birth through 12 years of age enrolled in a child care home.

Non-relative LE Providers can apply to receive reimbursement for meals through the CACFP.

### **Health and Safety Requirements for Non-Relative License Exempt Home Child Care Providers**

Child Care Connection's Health and Safety Coach will help License Exempt Home Child Care Providers complete their required health and safety trainings and get them uploaded onto the Gateways to Opportunity website. The coach will also visit annually to help ensure providers have all the necessary supplies to keep the children in their care safe (i.e. fire extinguishers, outlet covers, etc.)

*\*\* Relative License Exempt Home Child Care Providers have additional support through SAL Child Care Connection of Central Illinois.*

# What is a Licensed Home Child Care Provider?

## STEP ONE

A Licensed Home Child Care Provider offers care to children within the provider's own residence and has met the standards set by the Illinois Department of Children and Family Services (DCFS). This includes passing health and safety inspections, completing background checks, and adhering to specific training requirements.

Licensing is required if you care for more than three children under the age of 12, including your own. The license specifies the number of children you can care for, the areas of your home approved for child care, and whether you can provide night care.

## Benefits of Being a Licensed Home Child Care Provider

**Meet recognized health and safety standards**, giving families peace of mind

**Earn higher child care rates**, including access to CCAP payments

**Qualify for local and state-funded grants** to support your business

**Join the Child and Adult Care Food Program (CACFP)** to help cover healthy meals

**Access training, coaching, and professional development** to grow your skills

**Receive support from your local CCR&R agency**, including referrals and business guidance

# Support

*Strengthening and Supporting the Child Care System to ensure families, providers, and communities have access to affordable, quality early childhood education and care in central Illinois.*



# Becoming a License Exempt Home Child Care Provider

## STEP TWO

In making the commitment to provide child care in your home as a License Exempt Home Child Care Provider, there are several considerations:

### 1. Confirm Eligibility

You must be at least 18 years old and care for no more than three children under age 12 (including your own), or only care for children from a single household. If you plan to care for more children, a child care license through DCFS will be required.

### 2. Join the Gateways to Opportunity Registry

Joining the free Gateways to Opportunity Registry offers access to online training, professional development and credentials, and tracks your progress and completion on a personal and secure Professional Development Record.

### 3. Connect with SAL Child Care Connection to be listed on our Referral Database

Listing with SAL Child Care Connection means parents seeking care that matches what you provide will be given your information. This can help you grow your business more quickly when starting up or fill vacancies once you are established.

### 4. Register with CCAP

To receive payment through the Child Care Assistance Program (CCAP) for caring for children in lower income households, you can request a New License Exempt Home Child Care Provider packet from SAL Child Care Connection. Participation in the Child Care Assistance Program is voluntary.

#### For non-relative providers accepting the Child Care Assistance Program:

- A background check, including fingerprinting is required.

#### Finish Required Training (must be completed within 90 days for CCAP participation)

- Pediatric First Aid and CPR
- Mandated Reporter Training
- Child Development, Health, and Safety Basics Training or ECE Credential Level 1, Tier 1

#### Maintain Compliance

Expect yearly health and safety home visits and stay current with training requirements to continue offering care and remain eligible for CCAP if participating.

# Becoming a Licensed Home Child Care Provider

## STEP TWO

In making the decision to become a Licensed Home Child Care Provider, the first connection to be made is to the Child Care Licensing Unit at the Department of Children and Family Services in your county of residence.

### **Request a Licensing Application:**

Contact the local DCFS office for Application:

<https://sunshine.dcf.illinois.gov/Content/Licensing/BecomeLicensed.aspx>

Licenses are issued in the family home of the individual(s) applying. This means that the child care must occur in the home where you and your family live—not in any other location. You may not rent or buy another home or apartment or use an unattached garage/outbuilding, etc.

Everyone age 13 years and older living or working in the licensed home is subject to a background check. Individuals 18 and over must be fingerprinted and will receive a full background check, which consists of a review of information from the Illinois State Police, Federal Bureau of Investigation, State and National Sex Offender Registry (SOR), Illinois DCFS Child Abuse and Neglect Tracking System (CANTS), and the child abuse and neglect registry of any other state of residence. There is no cost for this check.

### **Individuals who apply for a home child care license must also submit:**

- A medical examination, including TB, DPT, and MMR
- Proof of high school diploma, GED, or other degree from an accredited university or vocational school
- Affidavit that they are current with any child support owed
- Proof of at least 15 hours of required pre-service training on specific topics
- Illinois Gateways Registry membership
- Proof of liability insurance (group child care homes only)
- Proof of 6 hours of college coursework in early childhood or child development (group child care homes only)

Once the application is accepted as complete and correct, and background check results have been received, DCFS will schedule a home visit. This visit is to verify compliance with all parts of licensing. A walk-through of the home and property will be conducted to note any safety hazards, sign other agreements and verifications, set capacity, determine areas of use, days and hours of operation, and explain required record-keeping for children enrolled and employees.

# Getting Listed on the Referral Database as a License Exempt Home Child Care Provider

STEP THREE

## What is the Referral Database?

Child Care Connection of Central Illinois maintains a database of Licensed and License Exempt providers in our 9-county area (Bureau, Fulton, LaSalle, Marshall, Peoria, Putnam, Stark, Tazewell, and Woodford). When a parent calls needing child care, customized referrals are made according to their needs (number of children, ages, hours, etc).

## Why get listed in our Referral Database?

Being listed in our Referral Database means parents seeking care that matches what you provide will be given your information, which can help you grow your business more quickly when starting up or fill vacancies more quickly once you are established.

To be listed in our database as a License Exempt Home Child Care Provider, you will need to submit the following:

- A completed Child Care Connection Referral Listing Agreement verifying your home is safe and healthy for children (see pages 31–33).
- A current, physician-signed health report on yourself, including a TB test.
- Authorization for Background Check Form. This must be completed by everyone who lives in your household who is 13 years of age or older, regardless of whether or not you are related to the child(ren) in your care. This check will match your name against the Child Abuse and Neglect Tracking System (CANTS), and a check of the Illinois and/or National Sex Offender Registries (SOR) maintained by the Department of Children and Family Services (DCFS).
- A current certificate of completion for a Community CPR and First Aid Course.
- Names, addresses, and phone numbers of three references who can provide comment on your abilities to care for children.

These documents can be dropped off in person or mailed to our office at 3425 N Dries Ln Peoria IL 61604. Our office hours are Monday-Friday 8am-4pm, but we do have a drop box for paperwork dropped off when we are closed. These documents can also be emailed to [Referrals@salccc.org](mailto:Referrals@salccc.org).

Upon receipt and review of these materials, we will call you to complete a provider information sheet about your services (hours, fees, vacancies, etc.) We do ask that all providers fill out this form, even if they do not want to be part of our referral service, as it gives us the clearest, most complete picture of child care in Central Illinois. If you don't want to join the referral service, simply mark "no" for that question and your sheet will only be used for internal data purposes.

# Getting Listed on the Referral Database as a Licensed Home Child Care Provider

## STEP THREE

### What is the Referral Database?

Child Care Connection of Central Illinois maintains a database of Licensed and License Exempt providers in our 9-county area (Bureau, Fulton, LaSalle, Marshall, Peoria, Putnam, Stark, Tazewell, and Woodford). When a parent calls needing child care, customized referrals are made according to their needs (number of children, ages, hours, etc).

### Why get listed in our Referral Database?

Being listed in our Referral Database means parents seeking care that matches what you provide will be given your information, which can help you grow your business more quickly when starting up or fill vacancies more quickly once you are established.

To be listed in our database as a Licensed provider, you will need to submit the following:

- Once you are Licensed, you will automatically be put into our system.
- Our Referral Specialist will reach out to have you fill out a Complete Update Survey. We do ask that all providers fill this out.
- You will receive monthly Vacancy Update Surveys so you can let us know how many open spaces you have for children.
- You will receive a yearly Complete Update Survey so we can be sure we have the most complete, up-to-date information on your program to pass along to parents. You may also update us any time your information changes, even if you have already filled out the Complete Update Survey.

# Getting Child Care Assistance Program Funds as a License Exempt Home Child Care Provider

To receive Child Care Assistance Program payments, a License Exempt Home Child Care Provider must request a New Provider packet from SAL Child Care Connection or be included in a family's application for the Child Care Assistance Program and the Provider will be added automatically.

When you have received your packet, please complete and return:

- A copy of your valid driver's Illinois driver's license or state ID
- A copy of your social security card
- A W-9 form
- A complete Authorization Background Check Form for everyone over 13 years of age in your household
- Fingerprinting for everyone over the age of 18 in your household
- Certificate of completion of First Aid/CPR and Mandated Reporter trainings

These documents can be dropped off in person or mailed to our office at 3425 N Dries Ln, Peoria, IL, 61604. Our office hours are Monday–Friday 8am–4pm, but we do have a drop box for paperwork dropped off when we are closed. These documents can also be emailed to [CCAPHelp@salccc.org](mailto:CCAPHelp@salccc.org).

To remain an eligible License Exempt Home Child Care Provider receiving payment from the Child Care Assistance Program, non-relative providers must complete within 90 days:

1. Become a Gateways to Opportunity Registry Member (see page 14)
2. Choose a training route and complete the required training
3. Self-Report Training requirements on your Professional Development Record in the Gateways to Opportunity Registry (see page 14)
4. Complete annual Child Care Assistance Program Health and Safety training requirements

This QR Code gives a better idea of various pathways to obtain Health and Safety Credentials:



# Getting Child Care Assistance Program Funds as a Licensed Home Child Care Provider

## STEP FOUR

To receive Child Care Assistance Program payments, Licensed Home Child Care Providers may request paperwork from SAL Child Care Connection.

The paperwork includes:

**Child Care Rate Certificate Form.** This notifies the state of your published payments rates. You must also fill this out whenever there is a change in rate or licensing status,

**W-9.** Be sure to sign your name EXACTLY as you printed it. If you are a single member LLC with a FEIN/EIN, you must use your SSN on the W-9.

**OPTIONAL: Debit Card Application.** Application to apply for a debit card for your child care payments.

Send the completed forms to SAL Child Care Connection. You may email them to [CCAPHelp@salccc.org](mailto:CCAPHelp@salccc.org) (note this email is for documents only and is not monitored), fax them to (309) 686-3580, or mail them or drop them off in person to our office at 3425 N Dries Ln, Peoria, IL, 61604. We have a drop box for paperwork dropped off while we are closed.

If you have questions about how to fill out these forms, you can call the CCAP Department at: (309) 686-3750 OPT 2. Their phone hours are Monday–Thursday 8am–4pm and Friday 8am–1pm.

For more information:

DHS website: <https://www.dhs.state.il.us/page.aspx?item+32115>

Joining the Gateways Registry allows you to track your education, Credentials, and training online in your personal and secure Professional Development Record.

# Joining the Gateways to Opportunity Registry

## STEP FIVE

Gateways to Opportunity provides free online training. The Gateways i-learning System has more than 85 trainings that Registry Members can take online for free!

Also available to registry members are resources and information about Gateways credentials, Great START, Training Tiers, and the Gateways Scholarship Program.

Trainings that are taken through your Gateways Registry will be tracked automatically on your Professional Development Record.

**1** Go to **registry.ilgateways.com**. Click the **Join Now** button on the bottom of the page.

New to the Registry?

Join Now

**2** Fill out your User Account Request information. Select **Submit User Request**. Wait for an email stating **"Your Online Account is Ready"**. (This may take several business hours.)

Submit User Request

**3** Go to **registry.ilgateways.com** and click the **Dashboard Login** menu option.

Dashboard Login

**4** Log in by entering the username and password you created in step 2.

Login Credentials

User Name

Password

Login

- Don't have an online user?
- Forgot your password?
- Forgot your username?

**5** You will be prompted to complete the Gateways Registry application. After you click the **Submit Application** button on the last page, you will see a congratulations screen.

Submit Application

GATEWAYS TO OPPORTUNITY®  
Illinois Professional Development System

Be A Member - | Be A Trainer - | Be An Organization - | Find Training | Dashboard | Logout

You are here: Home | Dashboard | My Registry | Apply | Gateways Membership

**Warning**  
Attention! You are currently logged in as Jane Smith. Any further actions on this site will be under Jane Smith's record. If you do not wish for this to happen, please click the Logout link on the right-hand side of this screen.

**Congratulations!**  
Your Gateways Registry Membership is now current. As a Registry Member, trainings you attend will be included in your personal Registry database. You can access this information at any time by viewing your Professional Development Record (PDR).

In order to have Registry trainings appear on your PDR, you will need to provide your Registry Member ID number when you sign in at the training. To print a Registry Member ID card that you can carry with you, [click here](#).

Your Registry Member ID is: N12345

Visit the My Registry portal to view your Professional Development Record (PDR) and more!

**Note:** print your Registry Member ID card. You will need your Registry Member ID when you attend trainings so they will show up on your Professional Development Record.

# Your Home, Your Business:

## *The Professional Side of Child Care*

In choosing to become a Home Child Care Provider, you are not just offering a valuable service, but also running a business that requires planning, organization, and accountability. From setting rates and tracking income to managing expenses and maintaining records, providers handle all the core functions of a small business. Home Child Care Providers are able to market their services, build trust with families, and maintain consistent communication. Compliance with health and safety standards, ongoing training, and maintaining quality care also require time and financial investment. Choosing to become a home child care provider means taking on the responsibilities—and the rewards—of being your own boss!

### **Business Considerations:**

- Record Keeping
- Insurance
- Retirement Planning
- USDA Food Program
- Marketing your Business
- Training and Professional Development



# Your Home, Your Business: *Record Keeping*

**As the owner of a small business, you will need to come up with a record keeping system.**

Here are some suggestions:

- A wall calendar keeper to keep track of business records
- A record-keeping software program
- A spiral notebook with drawn lines and columns

**Another suggestion would be to operate under a Business Name and use a business checking account to help keep business and personal income and expenses separate.**

Some sources of business income may be:

- Payments from parents including any fees charged
- Reimbursement from a food program
- Payments from state or private agencies (e.g. CCAP or DCFS)
- Fees for family child care related services
- Grants

**You will need to track attendance and payments. Each payment should include the following:**

- The name of the child(ren)
- The date of each payment
- The period of time covered by each payment
- The amount paid and the check number (if paid by check) or the receipt number (if paid by cash)

You can also keep records of materials or items you buy for your business by keeping receipts. This will be useful when completing taxes for your business as these are tax deductions as well as use of certain things in your home such as a certain percentage of your electricity, kitchen supplies, cleaning supplies, etc.

A good source for more information is the Redleaf Business Series, *"Family Child Care Record-Keeping Guide"* by Tom Copeland, JD.

# Your Home, Your Business: *Insurance*

Different kinds of insurance will protect you, your home, and children in your care from various types of accidents or disasters.

Check your Homeowners (or Renter's) Insurance to see if it will cover damage to your home and property arising from child care activities. It can also protect you if a child is injured while in your care.

Liability Insurance can protect you and your business from financial losses resulting from lawsuits due to injuries or accidents on your premises. You may need different types of Liability Insurance depending on your specific business needs.

- If you transport children to and from your business, you will need Commercial Auto Liability Insurance.
- If you have an assistant, you may want to consider Worker's Compensation Coverage.
- Some places offer special insurance for child care providers that covers against abuse claims.

Be sure to check the DCFS Guidelines to see if any specific kind or amount of insurance is required. <https://dcfs.illinois.gov/content/dam/soi/en/web/dcfs/documents/about-us/policy-rules-and-forms/documents/cfs-1000/cfs-1050-51-summary-for-dch.pdf>

These websites explain some of the kinds of insurance in a little more detail and provide rough guidelines to figure out how much it may cost:

- <https://mybrightwheel.com/blog/home-daycare-insurance>
- <https://www.wonderschool.com/blog/child-care-provider-resources/home-daycare-insurance>

# Your Home, Your Business: *Retirement*

It is always a good idea to look into retirement options, especially when owning your own business.

## **Some options to help save for retirement include:**

- Investments such as stock mutual funds, "hybrid" funds, index funds, life cycle funds, real estate investment trusts, exchange traded funds, annuities, etc.
- IRA's
- Self-Employed 401K plans

A good resource to help you decide on how you can or want to invest in your retirement is the Redleaf Business Series "*Family Child Care Money Management & Retirement Guide*" by Tom Copeland, JD

# Your Home, Your Business:

## USDA Food Program

The USDA Food Program reimburses providers for eligible meals and snacks served to enrolled children.

### Here are some of the requirements to participate in the USDA Food Program

(see this link for more in-depth requirements: <https://www.ecfr.gov/current/title-7/subtitle-B/chapter-II/subchapter-A/part-226/subpart-E/section-226.17>)

- You must be a Home Child Care Provider and demonstrate compliance with the state's child care standards
- You must serve one or more of: breakfast, lunch, supper/dinner, snack
- You may claim two meals and one snack OR one meal and two snacks provided daily to each child. If you serve breakfast, AM snacks, lunch, and PM snacks, you can only be reimbursed for three of those per child per day
- You must keep a menu and nutritional record to show compliance with the nutritional guidelines. Guidelines can be found here (click on the links on the side to see different meals and age groups): <https://www.fns.usda.gov/cacfp/nutrition-standards/lunch-supper-meal-pattern>

Here is the USDA's official page to show the current reimbursement rates:

<https://www.fns.usda.gov/cacfp/reimbursement-rates>

This website can help you figure out a shopping list and otherwise plan meals for the children in your care (you can use it without an account but to save favorites/lists you will have to make a free account): <https://foodbuyingguide.fns.usda.gov/>

For a complete list of USDA food programs in your area, call SAL Child Care Connection at (309) 686-3750.

# Your Home, Your Business:

## *Caring for a Group of Mixed Age Children*

Here are some tips:

- Provide open-ended materials that can be used in a variety of ways, such as blocks, art supplies, or balls.
- Encourage children to help each other and solve problems together.
- Provide verbal and non-verbal support. For example, use a verbal reminder (“Okay, in 10 minutes we’re going to clean up for lunch”) and a visual reminder (a clock or progress bar counting down).
- Use a picture schedule. Add words so children can make the connection between each activity and the words for it.
- Plan activities for small groups based on ability, not necessarily on age.
- Set up your space so it’s safe for all age groups
- Have some smaller furniture for younger children, booster seats if needed for meal time, and a step stool for the sink.
- Keep adult-supervised materials out of reach of younger children. For example, store scissors in the art area on the top shelf.
- Keep materials appropriate for younger children (e.g. markers and paper) in lower bins where they can reach them themselves.
- Encourage older children to take on leadership roles and help younger children (e.g. putting on a coat, opening a milk carton, or reading a favorite story) but don’t force it if the older child does not want to.
- Consider adding an area for the older children, that they can decorate how they want (within limits) and keep materials not appropriate for younger children.
- Conversely, have an area for infants and non-mobile children where they can have floor time without getting stepped on, but can still see what the other children are doing.

For more resources, contact Child Care Connection at (309) 686-3750.

# Your Home, Your Business:

## *Marketing Your Business*

### Here are some tips on how to spread the word about your business:

- Get listed on the Child Care Connection Referral Database. This will let us give parents your information if your services match their needs.
- Word of mouth. Tell your family and friends that you are starting a home child care, and encourage them to tell anyone they know who needs a provider.
- Social Media. Consider a business social media page where you can showcase activities you are doing with the children (have parents sign a photo release first) and business updates such as snow day closures and rate changes.
- Website. There are lots of free options online to help you make a simple website where you can list your teaching philosophy, some activities you do, a daily schedule, a menu, rates and hours, and other information parents may like to know. Try to include keywords that parents may search for such as “child care near me.”
- Make flyers to put around your town or a sign to put in your yard with your business name and contact information.
- Network with other child care providers in your area. Give them your business information and tell them if they are full they can send parents to you as an option. Take their information and do the same for them.

It is a good idea to have parents come tour your home child care before they commit to having you as their provider. During this tour, have any registration forms easily available so parents can sign up right away if they decide to.

Mention discounts to parents. If you accept the Child Care Assistance Program or have a multi-child discount, tell the parents this during the initial screening phone call and reiterate it during the in-person tour.

This website has more tips on creating a website that search engines can find, as well as other tips on marketing your home child care business:

<https://www.vancopayments.com/child-care/blog/daycare-advertising>

# Child Care Resource & Referral

SAL Child Care Connection is one of 16 Child Care Resource & Referrals (CCR&R) in the State of Illinois. CCR&Rs help families and providers by connecting parents to resources such as the Child Care Assistance Program, and by supporting providers through various professional development and training options, including CPR/First Aid trainings. CCR&Rs also help connect families and providers to help ensure children are getting quality care throughout the state.

## Child Care Assistance Program (CCAP)

The Illinois Department of Human Services (IDHS) has contracted with us to administer the Child Care Assistance Program. Parents who meet the income and service eligibility requirements are encouraged to apply for child care assistance.

## Recruitment Services

Invites potential child care providers to explore quality child care as a career choice. Recruitment services also provide resources and options to help an individual decide the best option for their career in child care, providing a step-by-step process to help guide the provider's journey. Recruitment services help connect a potential child care provider with agencies, such as DCFS, as well as other available resources through their local Child Care Resource and Referral Agency.

## Health & Safety Coach

Support for License Exempt Centers and Home Providers by completing annual Health & Safety visits. The Health & Safety Coach ensures that these locations meet the required standards for CPR/ First Aid, DCFS Mandated Reporter & required annual continuing education credits. The Health & Safety Coach provides technical assistance in navigating online learning and maintaining a healthy and safe environment for young children.

## Consultant Team

The consultant team offers on-site support for coaching, technical assistance, educational sessions, and consultation to child care providers to improve the quality of care.

The consultant team consists of:

- Infant Toddler Child Care Specialist
- Quality Specialist
- Early Childhood Mental Health Consultants

The assistance provided to individual professionals and programs by this team are as diverse as, but not limited to, issues of environment, interaction, behavior, well-being, and quality improvement, including ExceleRate Illinois.

## Higher Education Workforce Navigators

The Higher Education Workforce Navigators work with members of the early childhood education and care workforce who are interested in earning an Associate's or Bachelor's Degree in the field of Early Childhood Education. Navigators work closely with individuals to provide guidance and support for eligibility, identifying higher education institutions, completing applications, accessing available scholarship funds, financial aid, and connecting to a coach at their chosen school. Navigators can also assist those interested in obtaining a Child Development Associate (CDA) credential and identifying funding opportunities.

## Professional Development Training & Services

Offers a comprehensive range of free and low-cost services to support early care and education professionals in Central Illinois. These include regular training sessions that meet IDHS and IDCFS requirements, multi-session cohorts, online learning opportunities, and access to professional development grants. Training is also offered on specific topics and competencies to support continuous growth in areas such as child development, classroom environment, and developmentally appropriate practices. In addition to training, providers can receive personalized support from specialists who offer on-site technical assistance, guidance through ExceleRate<sup>®</sup> Illinois, and help with quality assessment tools such as ECERS-3, PAS, and BAS. The Infant Toddler Specialist supports caregivers of children birth to age three, while the Quality Specialist assists with program improvement planning and quality recognition. A Mental Health Consultant is also available to address children's behavioral and social-emotional needs. All services are tailored to specific needs and enhance the quality of care, learning environments, and overall professional growth.

## Grants

Committed to assisting professionals in providing quality education and care for young children, from birth to 12 years old. Grant funds are available to support continued quality improvement for child care programs and ongoing professional development for individuals.

## Growth opportunities available to Providers:

**The Gateways Training Tiers** assist child care providers in enhancing quality care for children and their families. Participation in the training tiers means an individual has taken additional training to help ensure children in their care are receiving an enhanced learning and care experience. Quality care can help children succeed in school and in life.

Any Illinois child care provider, teacher, assistant, etc., can complete the Gateways to Opportunity ECE Credential Level 1 modules. However, Gateways Training Tiers represent a quality improvement system for Illinois License Exempt Home Child Care Providers. Training completion and Credential attainment recognizes an achievement above State minimum standards for the License Exempt population. License Exempt Home Child Care Providers that complete the specified training are eligible to receive additional compensation if caring for children eligible for the Child Care Assistance Program. <https://www.ilgateways.com/credentials/gateways-training-tiers>

## ExceleRate® Illinois

Helps Licensed Providers prepare children for success in school and in life. This quality recognition and improvement system gives providers a process for pursuing quality efforts that will help them learn more, do better, and improve developmental skills among the children impacted. ExceleRate Illinois also provides standards, guidelines, resources, and support to help you make sensible changes that lead to better quality outcomes. Most importantly, the program helps you accelerate excellence in early learning and development in the State of Illinois.

Early care and education programs operate in different settings and demonstrate their quality in various ways, including compliance with licensing standards, federal and state grant requirements, and accreditation systems. ExceleRate Illinois focuses on programs individually, by allowing programs to meet consistent standards through providing different forms of evidence. <https://www.exceleRateillinois.com>



## Community & Employer Services

Supports communities by providing valuable data on child care needs, availability, and costs. Helps employers understand the child care landscape affecting their workforce. Offers tailored support, including guidance on child care benefits and assistance in setting up an enhanced child care referral program.

## Referral Service

Connecting parents with quality child care choices tailored to each individual family's needs. In this process a referral specialist will listen to the family's unique situation, which may include transportation, family size, special needs, and more, and match the family with providers who can meet those needs. Referrals are available to all families at no charge.

# General Resources: *Helpful Websites*

## **Child Care Resource & Referral:**

SAL Child Care Connection of Central Illinois

<https://www.salccc.org>

## **To Learn More About the Department of Children and Family Services:**

<https://dcfs.illinois.gov>

## **DCFS Licensing Welcome Page:**

<https://sunshine.dcfs.illinois.gov/Content/Licensing/BecomeLicensed.aspx>

## **DCFS Child Care Home Licensing Orientation Training (can be done before getting a license):**

<https://hdl.dcfstraining.org/jsp/index.jsp>

## **Summary of Licensing Standards for Child Care Homes:**

<https://dcfs.illinois.gov/content/dam/soi/en/web/dcfs/documents/about-us/policy-rules-and-forms/documents/cfs-1000/cfs-1050-51-summary-for-dch.pdf>

## **Commonly Used Provider Forms (from DCFS):**

<https://sunshine.dcfs.illinois.gov/Content/CommonlyUsedProviderForms.aspx>

# General Resources: *FAQ*

## 1. Do I need to become licensed to provide child care and/or receive CCAP payments?

No. You can become a License Exempt Home Child Care Provider in Illinois.

## 2. How long does the process take to become licensed?

It takes about 4 months to get licensed. It may take longer if there are out of state background checks. You may request a 2-month permit while your application is being processed. DCFS requires periodic license renewal.

## 3. Do I have to have a fenced in yard?

No. However it is required for a fence or barrier to be placed to keep children from accessing safety hazards such as water, pools, roads close to the play area, etc. Swimming pools located in areas accessible to children must be fenced and secured with a locked gate.

## 4. How often will the licensing representative visit my home?

Licensed homes are visited annually by their DCFS licensing representative.

## 5. How will I know about the food program?

You can learn more about the USDA Child and Adult Care food program by calling Child Care Connection at (309) 686-3750.

## 6. How much should I charge?

The average cost of child care in Illinois can be obtained by calling Child Care Connection at (309) 686-3750 OPT 3. IDHS Payment rates are listed here:  
IDHS: 06.05.01 - Payment Rates



## 7. Can I have an assistant?

Yes. If you are a Licensed Home Child Care Provider, see Licensing Standards For Day Care Homes Section 406.10 "Qualifications for Assistants" for specific details.

## 8. How much does licensing cost?

Licenses are free, however there are expenses associated with medicals and vaccinations, inspections or testing, pet vaccinations, equipment and supplies, training, and other requirements.

## 9. Is there funding to help get started?

Yes. Contact Child Care Connection to inquire about Health & Safety Grants and start up funds.

## 10. What kind of equipment will I need?

Section 406.8 General Requirements for Day Care Homes a) The physical facilities of the home, both indoors and outdoors, shall meet the following requirements for safety to children.

1) The home shall have a first aid kit consisting of adhesive bandages, scissors, thermometer, non-permeable gloves, Poison Control Center telephone number (1-800-222-1222 or 1-800-942-5969), sterile gauze pads, adhesive tape, tweezers and mild soap. 2) The kitchen shall be equipped with a readily accessible and operable fire extinguisher rated for Class A, B, and C fires and a flashlight in working order. 3) All electrical outlets that are in areas used by the child care children shall have protective coverings. There shall be no exposed or uninsulated wiring. 4) The home shall be equipped with a minimum of one approved smoke detector in operating condition on every floor level, including basements and occupied attics. 5) Carbon Monoxide Detector. 16) An operable telephone shall be available on the premises of the licensee. The number of the Poison Control Center (1-800-222-1222 or 1-800-942-5969) and other emergency numbers shall be posted in an area that is readily available in an emergency. 5) When children under 30 months of age are in care, stairs leading to second levels, attics or basements shall be fitted with a sturdy gate, door or other barrier to prevent the children's access to stairs without adult supervision. Such a barrier shall be movable enough so as not to impede evacuation, if necessary.

2) The materials and equipment and their arrangements and use must be appropriate to the developmental needs of the children in care. The child care home may not use or have on the premises any unsafe children's product as described in the Children's Product Safety Act and 89 Ill. Adm. Code 386 (Children's Product Safety). 1) Simple play equipment, suitable to the age and developmental needs of the children, shall be available for use indoors and outdoors. 2) Materials and toys shall be kept clean, orderly, attractive, and accessible to the children. 3) There shall be stimulating play and learning materials; these may include household items used creatively. 4) Materials and equipment must be of sufficient quantity to provide for a variety of experiences and to appeal to the individual interests of the children under care.

## 11. Can I have guns in my residence as a Home Child Care Provider?

If you have firearms, they must be kept in a disassembled state, without ammunition, in a locked storage in a closet, cabinet, or other locked storage facility inaccessible to children. Ammunition must be kept in a separate locked storage facility. You must tell parents or guardians of children in your care that you have firearms on the premises, and that they are locked in storage inaccessible to children. You do NOT need to tell them where the firearms are stored. You must also post a "no firearms" sign in a visible location where parents pick up children.

## 12. Do I need a college degree?

No, a college degree is not required. As a Licensed Home Child Care Provider, a high school degree or GED is required.

## 13. Will I have a home inspection?

Yes, as a Licensed Home Child Care Provider, this will be done by your DCFS Licensing representative during application. As a non-relative License Exempt Home Child Care Provider, you will receive an annual visit with a Health and Safety Coach through your local CCR&R.

## 14. How many children can be in my care?

A License Exempt Home Child Care Provider may care for up to 3 children under the age of 13, including their own, unless all the additional children are from one household.

A Licensed Home Child Care Provider may care for up to 8 children under the age of 12, including all children living in the household (even if they are at school during the time care is provided). The allowed ages are as follows:

Up to 8 children under the age of 12. Up to 5 children may be under the age of 5, and 3 of those may be under the age of 24 months.

Up to 8 children under the age of 12. Up to 6 children may be under the age of 5, and 2 of those may be under the age of 30 months.

With an assistant, you can add more children.

For details and more specifics, see Licensing Standards for Day Care Homes Section 406.13 “Number and Ages of Children Served”

Follow this QR Code to see the full Licensing Standards For Day Care Homes rules and regulations:



# Advocacy

*Championing quality standards and practices in building strong foundations for families, providers, and communities*



# General Resources:

## *Forms*





# Child Care Connection Referral Listing Agreement for License Exempt Home Child Care Providers

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

The following is a checklist of minimum standards for health and safety that all License-Exempt Providers must self-certify to be included for referrals from SAL Child Care Connection Resource and Referral Service.

## Number of Children

\_\_\_\_\_ The provider agrees to care for no more than three children including their own, 12 years and younger, or children all from one household.

## Safety

\_\_\_\_\_ The provider agrees to do a complete home inventory to remove any safety hazards to children. This would include (but not be limited to) repairing loose floorboards, removing peeling, and/or accessible lead paint, placing all toxic and dangerous substances out of children's reach, removing sharp objects and surfaces, etc.

\_\_\_\_\_ Firearms and ammunition will always be kept in a locked cabinet or storage area.

\_\_\_\_\_ The provider agrees to take preventative steps to ensure the safety of children in care, including:

- Installation of smoke detectors
- Fire extinguisher in the kitchen
- Safety covers on all outlets
- Flashlights or other emergency lighting available
- Basic First Aid supplies available

\_\_\_\_\_ The provider will have prepared plans to evacuate the home in case of emergency

\_\_\_\_\_ A working phone will be available on the premises at all times with emergency numbers posted nearby

\_\_\_\_\_ There will be two exits to the outside from all floors/levels where children are in care

\_\_\_\_\_ The provider's home, both indoor and outdoor areas, will be well maintained as a safe, healthy environment to protect children

\_\_\_\_\_ The provider agrees that at no time will children be left unattended or in the care of a minor (under age 18) and will notify parents of any change in care arrangements or substitute provider

## Provider Characteristics

- The provider will be at least 18 years of age
- The provider will submit a current (within 6 months) health report, signed by a physician (including a TB test). In addition, any other persons in the home who will have ongoing contact with the children will also have current health reports (including TB test) for parent review. The health reports should be updated at least once every two years
- The provider attests that neither themselves nor any person living in the home or having contact with the children have ever been determined to be a perpetrator of child abuse or neglect
- The provider attests that neither themselves nor any person living in the home or having contact with the children will be under the influence of alcohol, narcotics, or other mind altering substances when children are in care
- The provider agrees not to discriminate against families/children with respect to race, religion, creed, disability, or gender

## Program

- The provider agrees to provide an environment including toys and materials appropriate to the development of all ages of children in care
  - A daily routine will be planned that includes both quiet and active times
  - Outdoor activities at or near the home will be available
  - Clean, comfortable space appropriate to children's ages will be provided for napping
- The provider agrees to establish simple, understandable rules to set the limits of behavior for the protection of the group as well as individual children
- The provider agrees not to use physical punishment, harsh discipline, or verbal abuse in handling behavior problems with children
- The provider agrees to have a plan worked out and understood by the parents in the event the provider is ill or absent from the home in case of emergency
- The provider agrees to obtain from each family a medical release to permit emergency medical care and the names and telephone numbers of at least two persons in addition to the parents who may be contacted in the event of an emergency
- The provider agrees to have on file for parents review current immunization records for all children in care, including the provider's own children under age 13
- The provider agrees to serve well balanced, nutritious meals in quantities that meet the needs of the children's developmental stages and length of stay in care.

**Have you ever applied for and been denied a license to provide care by the Illinois Department of Children and Family Services?**     Yes     No

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

**Have you ever been convicted of anything other than a minor traffic violation?**     Yes     No

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

I certify that all the above statements are true. I also certify to the best of my knowledge and belief the information provided is true, correct, and complete.

I understand that SAL Child Care Connection of Central Illinois may share this information with parents who may request it.

I understand that SAL Child Care Connection of Central Illinois staff and/or parents may verify any information on this form, including but not limited to checking records with references, with the Department of Children and Family Services, or by site visitation.

\_\_\_\_\_  
Provider Signature

\_\_\_\_\_  
Date

### Reference Information

List three (3) people **not related to you** who could give a reference concerning your abilities to care for children. You should notify the people listed that they may be contacted by prospective parents for references.

Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Return this form to **SAL Child Care Connection** by email to [Referrals@salccc.org](mailto:Referrals@salccc.org), by mail or in person to **3425 N Dries Ln Peoria, Illinois 61604**, or by fax to **(309) 686-3850**.

# Learning

*Empowering parents, providers, and communities through guidance, training, and tools to foster growth and quality early childhood education and care*



# Sample Contract 1

(Source: Family Child Care Contracts & Policies, 4th Edition; Tom Copeland, JD)

## Child Care Contract

- 1) This contract is made between Louise and Robert Brown (parents) and Jennifer Nelson (provider) for the care of Rebecca Brown (child), birthdate 2/12/17, at the home of the provider.
- 2) Care will be provided from 7:00am to 5:00pm.
- 3) The child care fee will be \$185 per week, to be paid one week in advance. Payment will be due each Friday for the next week of care.
- 4) This contract may be terminated by the parents by giving a two-week written notice. The provider may terminate the contract at will. The parents will pay a \$370 deposit that will cover the last two weeks of care, even if the child care rates are higher at that time.
- 5) The parents' signatures on this contract indicate that they agree to abide by the provider's written policies. The provider may change these written policies at any time.

Provider: Jennifer Nelson  
Home address: 1567 Oden Court, Columbus, Ohio 44589  
Phone: 675-895-3322  
Cell phone: 675-188-9844  
Email: [littleducks@yahoo.com](mailto:littleducks@yahoo.com)

Parent/Guardian: Louise Brown  
Home address: 45 N. Broadway Ave, Columbus, Ohio 44589  
Business phone: 675-321-7664, ext.44  
Employer's name/ address: Brown Electronics,  
56 W. 12th Ave., Columbus, Ohio 44589  
Email: [lbrown@comcast.net](mailto:lbrown@comcast.net)

Parent/ Guardian: Robert Brown  
Home address: same as above  
Business phone: 675-330-4988  
Employer's name/ address: Methodist Hospital,  
456 First Ave., Columbus, Ohio 44398  
Email: [lbrown@comcast.net](mailto:lbrown@comcast.net)

Parent/guardian signature/date : \_\_\_\_\_

Parent/guardian signature/ date: \_\_\_\_\_

Provider signature/date: \_\_\_\_\_



# Sample Contract 2

(Source: Family Child Care Contracts & Policies, 4th Edition; Tom Copeland, JD)

The following agreement is made between:

1. Mother/ Legal Guardian: \_\_\_\_\_  
Home/Cell Phone: \_\_\_\_\_ Work phone: \_\_\_\_\_  
Home address: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Employer's name: \_\_\_\_\_  
Employer's address: \_\_\_\_\_

and

2. Father/ Legal Guardian: \_\_\_\_\_  
Home/Cell Phone: \_\_\_\_\_ Work phone: \_\_\_\_\_  
Home address: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Employer's name: \_\_\_\_\_  
Employer's address: \_\_\_\_\_

and

3. Child Care Provider: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
Email address: \_\_\_\_\_

For the care of:

4. Child's Name/ Date of Birth: \_\_\_\_\_  
Child's Name/ Date of Birth: \_\_\_\_\_

## Basic Rates and Payment Policies

The payment fee shall be

\$\_\_\_\_\_ per month or \$\_\_\_\_\_ per week or \$\_\_\_\_\_ per day or \$\_\_\_\_\_ per hour.

Care shall be provided normally from \_\_\_\_\_ am / pm to \_\_\_\_\_ am / pm on these days:

(circle all that apply)    Monday    Tuesday    Wednesday    Thursday    Friday    Saturday    Sunday

Additional Fees (registration fees, bounced-check fees, late payment fees, damage caused by children, etc.):

\_\_\_\_\_

Payment shall be due on: \_\_\_\_\_

## Overtime Rates

1. For the purpose of this agreement, overtime will be considered as drop-off before \_\_\_\_\_ am/ \_\_\_\_\_ pm and pickup after \_\_\_\_\_ am/ \_\_\_\_\_ pm.
2. If the parent/ legal guardian makes prior arrangements with the provider, the child may stay overtime at the following rate: \$ \_\_\_\_\_ per \_\_\_\_\_ or portion thereof.
3. If the parent/ legal guardian has not informed the provider that he or she will be arriving earlier or later than the agreed-upon times, the following rate will be charged: \$ \_\_\_\_\_ per \_\_\_\_\_ or portion thereof.

## Rates Regarding Holidays, Vacations, and Other Absences

1. The following are paid holidays: \_\_\_\_\_
2. Charges for a child's absence will be : \_\_\_\_\_
3. Charges related to the provider's illness or other emergencies that prohibit care will be: \_\_\_\_\_
4. Charges related to the provider's scheduled vacations are: \_\_\_\_\_
5. Charges related to the parent/ legal guardian's scheduled vacations are: \_\_\_\_\_
6. Other: \_\_\_\_\_

## Other Charges

1. There will be an extra charge for the following infant supplies when not provided by the parent/legal guardian: \_\_\_\_\_ (diapers, wipes, formula, etc) and for activity fees/expenses for: \_\_\_\_\_ (field trips, children's classes, materials for special projects, etc)
2. Care will begin on \_\_\_\_\_. A holding fee/ deposit of \$ \_\_\_\_\_ is required to be paid on \_\_\_\_\_, which will/ will not be applied to the first \_\_\_\_\_ weeks' payment. This is a nonrefundable fee.
3. The parent/legal guardian will pay in advance for the last two weeks of care by: \_\_\_\_\_

## Termination Procedure

This contract may be terminated by the parent/legal guardian by giving \_\_\_\_\_ weeks' written notice in advance of the ending date. Payment by the parent/legal guardian is due for the notice period, whether or not the child is brought to the provider for care. The provider may terminate the contract without giving any notice or may give a \_\_\_\_\_ weeks' written notice. Failure by the provider to enforce one or more terms of the contract does not waive the right of the provider to enforce any other terms of the contract.

## Signatures

By signing this contract, the parent/legal guardian agrees to abide by the written policies of the provider. The provider may amend the policies by giving the parent/legal guardian a copy of the new or changed policies at least \_\_\_\_\_ days/weeks before they go into effect.

Provider's Signature/date: \_\_\_\_\_

Mother/legal guardian's Signature/date: \_\_\_\_\_

Father/legal guardian's Signature/date: \_\_\_\_\_

Cosigner's Signature: \_\_\_\_\_

If the parent or legal guardian is under age 18, a cosigner must sign this agreement and act as the guarantor to the contract and agree to be bound by all financial terms.

# Contact Us

For more information, visit our website at [www.salccc.org](http://www.salccc.org). You can use the “Contact Us” tab to submit a question or reach out in one of the following ways.

To start a referral for child care, use the “Find Child Care” tab and click on “Start a Referral.” If you have questions you can email [referrals@salccc.org](mailto:referrals@salccc.org).

**Our office phone number is (309) 686-3750.** We are open Monday–Friday 8am–4pm.

To reach the **Child Care Assistance Department** use Option 2.

- The Child Care Assistance Department can answer questions about the program and give you updates about the status of your application.

Child Care Assistance documents can be emailed to [CCAPHelp@salccc.org](mailto:CCAPHelp@salccc.org). Please note this email is not monitored and is only for sending documents.

Documents can also be faxed to our office at (309) 686-3850.

To reach the **Referral Department** use Option 3.

- The Referral Department can provide parents with a personalized list of child care options. The Referral Department can also help those who want to become home child care providers.

To reach the Provider Services Department use Option 5.

- The Provider Services Department can help current providers find trainings (for themselves or for their staff members,) navigate getting credentials, and apply to current grants.

To reach the **Recruitment and Retention Department** use Extension 2140.

- The Recruitment and Retention Department can help those who want to become home child care providers get started, and help those who are currently home providers maintain their eligibility for the Child Care Assistance Program.

To reach the **Higher Education Navigation Department** use Option 7.

- The Higher Education Navigation Department can help those who are interested in going back to school in an Early Childhood Education related field.

To reach **Quality Specialist Department** use Option 9.

- The Quality Specialist Department can help providers who want to improve their programs and/or learn more about the ExceleRate program.

**\*\* Our TTY line is (309) 686-3695**

You can also stop by our office with questions during our office hours (Monday–Friday 8am–4pm). If you need to drop off paperwork outside these hours, there is a drop box by the front door. We are located at: **3425 N Dries Ln Peoria, IL 61604**









Strengthening Families, Providers, and Communities



*Representing 16 Local Agencies Across Illinois*

Child Care Resource and Referral System

CR45 © 2024 INCCRRA



Find us on  @ILLINOISCCAP