



# Resources for families with young children in North Carolina

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**CCR&R Council**  
North Carolina Child Care Resource & Referral Council





## Looking for information and resources that may be available to help your child and you?

Your local child care resource and referral (CCR&R) agency can refer you to a wide array of child care, child development, and financial assistance resources, services, and programs available in your county (see back panel for contact information).

This brochure is intended to highlight information about: 1) financial assistance programs to help you support your child and family; 2) child development, developmental milestones, and developmental services; 3) children's healthy social-emotional development; and 4) services to support families with children experiencing homelessness.

### Financial Assistance Programs

There are an array of programs designed to help with family expenses. Common eligibility criteria for these programs are listed below:

#### Residency

- Your family must live in North Carolina.
- You must apply for services in the county where you live.

#### Citizenship

- One of the following citizenship criteria must be met:
  - You or your child must be a U.S. Citizen; or
  - You or your child must be a legal U.S. Non-Citizen (legally residing in U.S.).

#### Income

- Income eligibility is based on monthly gross (before taxes) income and family size.

## TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)

North Carolina's *Temporary Assistance for Needy Families (TANF)* program, called *Work First*, is a public assistance program that offers cash assistance and employment services to very low income families with children under age 18 living in the home.

*Work First* provides parents with short-term training and other services to help them become and stay employed, become free of long-term dependence on assistance, and self-sufficient. It includes:

*Work First Employment Services* provides recipients with basic education, skills training, and supportive services such as child care, counseling, transportation, and job referrals.

*Work First Family Assistance* provides cash assistance and Medicaid coverage to families with minor children. In cases involving the absence of a parent from the home, a referral is sent to the State Child Support Enforcement Agency to locate the absent parent, establish paternity/maternity, and set up a plan of support.

For more information about Work First, call 1-800-662-7030. Application must be made in person at your county Department of Social Services (DSS) office: <https://www.ncdhhs.gov/divisions/dss/local-county-social-services-offices>

## CHILDREN'S HEALTH INSURANCE

*North Carolina's Health Check* (Medicaid for Children) and *NC Health Choice* (CHIP) are free or low-cost health insurance options for children and teens up to age 19 (*although NC children in foster care on their 18th birthday may have Medicaid coverage until age 26*).

*NC Health Check and Health Choice* benefits include: well-child checkups, medicines, sick visits, dental care, immunizations, hospital care, lab

tests, counseling, therapies, surgeries, medical equipment and supplies and vision and hearing care.

## FOOD AND NUTRITION SERVICES

In North Carolina, the *Supplemental Nutrition Assistance Program* (SNAP) is called *Food and Nutrition Services* (FNS) and is sometimes known as "food stamps." The purpose of *FNS* (a federal food assistance program) is to end hunger and improve nutrition and health by enabling low-income families to purchase the food they need for a nutritionally adequate diet. Monthly allotments are issued through Electronic Benefit Transfer cards (EBT cards).

Additional eligibility requirements regarding Household Composition include: Individuals living together, but purchasing and preparing their meals separately, may participate in FNS as separate households. In some cases, individuals must participate in FNS as one household even though they purchase and prepare their meals separately (e.g. individuals under 22 living with a parent; children under age 18 under the parental control of an adult living in the home; or two unmarried adults living in the same home who are parents of a mutual child).

For more information about *NC Health Check*, *NC Health Choice*, and *Food and Nutrition Services* and to learn if you are eligible, call 1-800-662-7030; contact your county DSS office: <https://www2.ncdhhs.gov/dss/local/>; or to apply online, visit North Carolina ePass: <https://epass.nc.gov/CitizenPortal/application.do>.

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

The *Low Income Home Energy Assistance Program* (LIHEAP) is a federally funded program that provides a one-time cash payment to help eligible families pay their heating bills. The program assists



low income renters or homeowners to help heat their homes by making direct payments to their gas or electric utility companies. Families can apply for *LIHEAP* at their local Department of Social Services between December 1 and January 31 or until funds are exhausted. For more information about *LIHEAP*, call 1-800-662-703 or contact your DSS office: <https://www.ncdhhs.gov/divisions/dss/local-county-social-services-offices>

### **WOMEN, INFANTS AND CHILDREN (WIC)**

*Women, Infants and Children*, commonly known as *WIC*, is the Special Supplemental Nutrition Program for Women, Infants, and Children funded by the United States Department of Agriculture. *WIC* provides funds to support the purchase of healthy foods, referrals to health care providers, breast feeding support, and tips on good nutrition for you and your child.

*WIC* is for pregnant women; breastfeeding women who have had a baby in the last 12 months; women who have had a baby in the last 6 months; and children birth to age 5.

To qualify for *WIC* you must be at risk nutritionally. Nutritional risk can be determined by a nutritionist or other health professional. Factors used to identify nutritional risk include, but are not limited to, height and weight, blood test for low iron, health history, and diet history.

*Note: A person who currently receives Medicaid, Work First, or FNS automatically meets the income eligibility guidelines for WIC.*

For more information about *WIC*, call 1-800-662-7030 or visit <http://www.nutritionnc.com/wic/>.

## Child Development & Developmental Milestones

Child development refers to how children grow which includes physical, social-emotional, cognitive, and language development. Developmental milestones mark the abilities and behaviors that most children display by certain ages -- like taking a first step, smiling at people, and waving goodbye and hello. How your child learns, speaks, and plays offers important clues about your child's development. The chart below highlights developmental milestones for children from birth to five.

The Centers for Disease Control and Prevention (CDC) have an array of free resources and a free app for tracking child development milestones available on their website: <https://www.cdc.gov/ncbddd/actearly/milestones-app.html>.

### Children with Developmental Delays

Developmental milestones are not set in stone....in their earliest years of life, the pace of development varies from child to child. However, if you have a question about your child's development, developmental screenings are ways that professionals can determine if your child is reaching developmental milestones as expected or if your child would benefit from additional support.

## Your Child's Early Development is a Journey

Check off the milestones your child has reached and share your child's progress with the doctor at every visit.

**6 MONTHS**

- Copies sounds
- Begins to sit without support
- Likes to play with others, especially parents
- Responds to own name
- Strings vowels together when babbling ("ah," "eh," "oh")

**12 MONTHS (1 YEAR)**

- Uses simple gestures such as shaking head for "no" or waving "bye bye"
- Copies gestures
- Responds to simple spoken requests

**18 MONTHS (1 1/2 YEARS)**

- Says "mama" and "dada"
- Pulls up to stand
- Says sentences with 2 to 4 words
- Gets excited when with other children
- Says several single words
- Walks alone
- Knows what ordinary things are for; for example, telephone, brush, spoon
- Plays simple pretend, such as feeding a doll
- Points to show others something interesting

**2 YEARS**

- Follows simple instructions
- Kicks a ball
- Points to things or pictures when they're named

**3 YEARS**

- Copies adults and friends (like running when other children run)
- Climbs well
- Carries on a conversation using 2 to 3 sentences
- Plays make-believe with dolls, animals and people
- Shows affection for friends without prompting

**4 YEARS**

- Hops and stands on one foot for up to 2 seconds
- Would rather play with other children than alone
- Tells stories
- Draws a person with 2 to 4 body parts
- Plays cooperatively

These are just a few of many important milestones to look for. For more complete checklists by age visit [www.cdc.gov/ActEarly](http://www.cdc.gov/ActEarly) or call 1-800-CDC-INFO.

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Developmental screening, which should be happening at each well child visit, can identify early intervention supports that will help your child thrive.

If you have concerns or questions about your child's development and are interested in developmental screenings, contact your child's pediatrician, your local Health Department, Children's Developmental Services Agency (CDSA), or (for children 3 years and older) the Exceptional Children Department of your local school system. For additional information and resources for children of any ages, contact the ECAC (Exceptional Children's Assistance Center).

### CHILDREN'S DEVELOPMENTAL SERVICES AGENCIES

*The North Carolina Early Intervention Branch* (NCEI) is a part of the *N.C. Division of Public Health*. It is the lead agency for the *N.C. Infant-Toddler Program* (ITP). The *Infant-Toddler Program* provides supports and services for families and their children, birth to three who have special needs. Sixteen *Children's Developmental Services Agencies* (CDSAs) across North Carolina work with local service providers to support families in helping their children succeed. A child and family may receive supports and services if the child is under three years old and has certain levels of *developmental delays* or an *established condition*.

A child can have a *developmental delay* in one or more of the following areas:

- thinking and learning
- moving, seeing, hearing, and health
- understanding and using sounds, gestures, and words
- responding to and developing relationships
- taking care of one's self when doing things like feeding or dressing

A child with an *established condition* has a diagnosed health condition that will very likely cause a developmental delay. This includes:

- genetic disorders, such as Down Syndrome or cystic fibrosis
- congenital infections, such as HIV and rubella
- central nervous system disorders, such as cerebral palsy and epilepsy
- hearing loss
- vision problems
- autism

To find and contact your *CDSA*, visit: <http://www.beeearly.nc.gov/index.php/contact/cdsa> and click on "Find Your CDSA."

### EXCEPTIONAL CHILDREN DEPARTMENTS IN SCHOOLS

The NC Department of Public Instruction's *Exceptional Children Program* promotes the development and successful participation of preschool-age and school-age children with special needs in a broad range of activities and contexts, including their homes, early learning programs, and communities. This program:

- serves children from three years old to 21 who have an identified need determined by the Individual Education Program (IEP) Team resulting from parental report, observation, and evaluation results conducted by qualified professionals in accordance with the North Carolina Policies Governing Services for Children with Disabilities. The delay or disability



must have an adverse effect on educational performance in the general curriculum and require specialized instruction so that the child may progress in the regular early childhood program;

- is based on parental consent; and
- provides services to all children regardless of income.

For more information, contact your local public school system. Visit: <https://nceln.fpg.unc.edu/leapreschoolcoordinators> for a list of *Exceptional Children* preschool program directors or <https://ec.ncpublicschools.gov/directory/lea-ec-program-directors> for school-age program directors by school district.

### EXCEPTIONAL CHILDREN'S ASSISTANCE CENTER (ECAC)

The *Exceptional Children's Assistance Center* (ECAC) is a training and information center that provides free information and assistance with educational issues to parents of children with disabilities. The ECAC offers a lending library, newsletter, and a Parent Info Line. For more information visit: <http://www.ecac-parentcenter.org/> or call 1-800.962.6817 or 704.892.1321.

## Children's Social Emotional Development

Young children (infants to 5 years) are learning and growing at a rapid rate. One part of this growth is their social and emotional development - broadly defined as how well they manage their emotions and interact with others. Social and emotional development is important because it affects many parts of your child's life, including his or her behavior at home and with others, the ability to make friends, the willingness to try new things and handle frustrations, and future success in school.

Helping your child develop good social and emotional skills will make him/her more:

- happy and confident
- able to make and keep friends

- able to follow directions and learn new ideas
- ready to cope with stress
- willing to express his needs
- successful at school

If a behavior seems unusual, happens over and over, or goes on for a long time, this may mean your child needs extra help. Catching problems at an early age usually makes them a lot easier to solve. Help is available!

If you are concerned about your child's behavior(s):

- Contact your pediatrician and talk about your concerns.
- Contact your local CCR&R (see back pages) for a list of services available in your community that support children's social emotional development. Referral specialists will work with you to determine which resource(s) in your area may help you address your concerns. For additional social emotional resources from the NC CCR&R Council's Healthy Social Behaviors initiative, visit: [http://childcarerrnc.org/s.php?s\\_ubpage=SocialEmotionalResources](http://childcarerrnc.org/s.php?s_ubpage=SocialEmotionalResources)

## Early Care and Education for Children and Families Experiencing Homelessness

Homelessness is a reality for many families with young children in our country. Children experiencing homelessness:

- are more likely to be born premature, at low birth weight, and/or require neonatal intensive care (NICU stay);
- are less likely to be breastfed and have well-baby visits;
- are more likely to have chronic health conditions, poor nutrition, and social-emotional delays; and
- are more likely to be exposed to violence.

In January of 2002, Congress authorized the McKinney-Vento Homeless Assistance Act to help people experiencing homelessness. The federal law includes the Education of Homeless Children and Youth Program that entitles children who lack a fixed, regular, and adequate nighttime residence to a free, appropriate education and requires schools to remove barriers to their enrollment, attendance, and success in school.

Example of living situations that may qualify under the McKinney-Vento Act include, but are not limited to:

- Living with a friend, relative, or other person/family because of a loss of housing
- Staying in a motel or hotel because of a loss of housing or fleeing domestic violence
- Living in an emergency shelter, transitional housing or domestic violence shelter
- Living in a car, park or public place, abandoned building, or bus station
- Living temporarily in substandard housing
- Living in a campground or an inadequate trailer home

The McKinney-Vento Act, requires every state to have *State Coordinators of Education for Homeless Children and Youth* (EHCY) and local liaisons designated by all public school systems in the state. Local liaisons identify homeless children and youth and connect them to other programs and resources (such as Head Start, Early Head Start, preschool, and health care, dental, mental health, and other appropriate services).

For younger children, the NC Division of Child Development and Early Education (DCDEE) has partnered with EHCY State Coordinators, local liaisons, and partner agencies to ensure that the information on the full range of child care services available for families experiencing homelessness is identified and made available. Contact your local CCR&R for more information about resources for families experiencing homelessness (see back pages)

## For more information, contact your local CCR&R by finding your county in the list below.

**Region 1** - Albemarle Alliance for Children and Families:  
Counties served: Bertie, Camden, Chowan, Currituck, Gates, Hertford, Northampton, Pasquotank, Perquimans  
1-800-262-8314 or <http://albemarleacf.org/what-we-do/for-families/>

- Children & Youth Partnership for Dare County  
County served: Dare  
252-441-4737 or <http://darekids.org/our-services>

**Region 2** - Craven Smart Start, Inc. CCR&R  
Counties served: Beaufort, Craven, Hyde, Pamlico, Tyrrell, Washington  
Call: 866-262-5300 ext. 23 or <http://www.cravensmartstart.org/child-care/>

**Region 3** – ChildLinks / Martin-Pitt Partnership for Children  
Counties served: Carteret, Greene, Jones, Lenoir, Martin, Pitt  
1-855-730-5798 or <http://www.mppfc.org/parents/child-care-referral/>

- Onslow County Partnership for Children  
County served: Onslow  
1-888-378-2470 or <http://www.onslowkids.org>

**Region 4** - Puzzles / Southeastern CCR&R  
Counties served: Bladen, Brunswick, Columbus, Duplin, New Hanover, Pender, Sampson  
1-800-653-5212 or <https://www.puzzlesregion.com/parents.php>

**Region 5** - Partnership for Children of Cumberland County  
Counties served: Anson, Cumberland, Hoke, Montgomery, Moore, Richmond, Robeson, Scotland  
1-877-230-3024 or <https://ccpfc.org/families/child-care-search-and-subsidy/>

**Region 6** - Child Care Resources Inc.  
Counties served: Cabarrus, Mecklenburg, Rowan, Stanly, Union  
704-348-2181 or [www.findchildcarenc.com](http://www.findchildcarenc.com)

**Region 7** - Child Care Connections of Cleveland County, Inc.  
Counties served: Cleveland, Gaston, Lincoln  
704-487-7778 or <http://www.cchildcareconnections.org>

- The Children's Resource Center of Catawba County  
County served: Catawba  
828-695-6565 or <https://childrensresourcecenter.org/>



**Region 8** - Southwestern Child Development Commission  
Counties served: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Polk, Rutherford, Swain, Transylvania

1-877-752-5955 or <http://www.swcdcinc.org/family-services/finding-quality-child-care.php>

**Region 9** - Child Care Solutions / Iredell County Partnership for Young Children

Counties served: Alexander, Avery, Burke, Caldwell, Iredell, McDowell, Mitchell, Watauga, Yancey

877-670-8735 or <http://region9ccrr.org/region9-resource-referral/>

**Region 10** – Child Care Resource Center

Counties served: Alleghany, Ashe, Davidson, Davie, Forsyth, Stokes, Surry, Wilkes, Yadkin

336-245-4900 or <http://www.childcareresourcecenter.org>

**Region 11** - Regional CCR&R of Guilford Child Development

Counties served: Guilford, Randolph, Rockingham

1-800-289-5098 or <http://guilfordchilddev.org/parents/care/>

**Region 12** - Child Care Services Association

Counties served: Alamance, Caswell, Durham, Franklin, Granville, Orange, Person, Vance, Wake

1-855-327-5933 or <http://www.childcareservices.org/fs/finding/>

**Region 13** – Chatham Co. Partnership for Children

Counties served: Chatham, Harnett, Johnston, Lee, Wayne

1-855-231-8717 or <http://chathamkids.org/families/findcare/>

**Region 14** - Down East Partnership for Children

Counties served: Edgecombe, Halifax, Nash, Warren, Wilson

1-888-285-0849 or <http://depc.org/searching-for-child-care/>



# Child Care in North Carolina

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## Choosing a child care program is one of the most important early decisions you'll make for your child.

*The quality of the program you choose matters!* Research indicates that children's intellectual, social, emotional, and physical development are positively impacted by high quality and negatively impacted by poor quality.

Child care that provides a safe, stable, and stimulating environment helps to nurture your child's healthy development, better prepares him or her for kindergarten, and makes it possible for you to work or attend school.

## Child Care Licensing

Child care programs are licensed and/or regulated by the North Carolina Division of Child Development and Early Education (DCDEE).

A child care program is required to be licensed if it serves:

- three or more unrelated children under the age of 13;
- on a regular basis (at least one day per week);
- for more than four but less than 24 hours per day.

Child care requirements are designed to protect the health, safety and well-being of your child while he or she is in child care. Basic requirements that must be met address staff qualifications and training, staff/child ratios, health and safety, space and equipment, curriculum, transportation, program records, and discipline and behavior management. All regulated child care programs must maintain at least a 75% compliance rate with these requirements. Child care centers and family child care homes are visited at least once a year by DCDEE for program monitoring.

## Types of Care

Your family can choose from among many different types of programs including both programs that are regulated by DCDEE and programs that are license-exempt/legally operating. Learning about the types of child care that are available can help you find the right fit for your child and family.

### Regulated child care in North Carolina includes:

**Licensed Child Care Centers (CCC)** are programs where 6 to 12 children (or 15 children if school-age only) are cared for in a home (Center in a Residence) or where three or more children are cared for in a building other than a home, including stand-alone buildings, schools, churches, synagogues, and mosques. Children are usually grouped in classrooms by age. As they grow, children typically move to the next age group with a different classroom teacher.

**Licensed Family Child Care Homes (FCCH)** are smaller programs offered in a provider's home for more than two children not related to the provider. These programs offer a home-like setting and opportunity for siblings to be cared for together. A FCCH may care for up to eight children, with no more than five preschool children in care at any given time, including the provider's own preschool-age children.

**Developmental Day Centers** are licensed programs that serve children ages birth through 21 who are diagnosed with developmental delays, developmental disabilities, or have been identified with a diagnosed physical or cognitive condition which has a high probability of resulting in a developmental delay. These programs are designed to meet the individualized needs of children in areas of self-help, physical (gross/fine motor), language and speech, and cognitive and psychosocial skills.

**Religious-sponsored child care facilities** (GS 110-106) are child care programs operated by a church, synagogue, mosque or school of religious charter that are regulated, but not licensed. These programs operate with a Notice of Compliance from DCDEE and must meet required NC health and safety standards but are exempt from requirements related to staff qualifications, corporal punishment, and child activities.

**Programs that are not required to be regulated, but may choose to do so, include, but are not limited to:**

**Part-Day Preschools** serving children birth to age 5 that operate for up to 4 hours/day;

**School-Age Child Care** serving children ages 5 to 13 before and/or after school hours up to 4 hours/day, and during school holidays and vacations;

**Drop-in or short-term care** provided while parents participate in activities that are not employment related, and where the parents are

on the premises or otherwise easily accessible; **Recreational programs** operated for less than four consecutive months in a year (e.g. summer camps);

**Legally Exempt Family Child Care Homes** may serve up to two non-related children (in addition to the provider's own children) without being licensed by DCDEE.

Please visit DCDEE's website for a full list of license-exempt programs:

[www.ncchildcare.nc.gov/parents/pr\\_sn2\\_ov\\_lr.asp](http://www.ncchildcare.nc.gov/parents/pr_sn2_ov_lr.asp)

*Contact your local child care resource & referral (CCR&R) agency (see back pages) for more information and help finding a child care program that meets your family's needs.*

## Star Rated License

Education of staff caring for children and the daily program environment are two of the most important parts of high quality child care. NC has a star rated license system which awards programs one to five stars based on state-defined standards related to staff education and program quality. This system was designed to help parents more easily differentiate the quality of child care programs.

One star means a program meets minimum licensing requirements. Two to five stars means a program has voluntarily met progressively higher standards in staff education and program quality.

**Staff Education** reflects the education and experience of a program's staff (which positively impacts program quality).

**Program Standards** reflects the quality of care children receive, and assesses child/adult interactions, classroom materials and indoor/outdoor equipment available for children, indoor/outdoor space per child, and staff-to-child ratios.

Child care programs can earn up to seven points in each of these areas. One extra "quality point" may be earned by meeting additional education or program criteria not previously addressed

under the Staff Education or Program Standards components such as further reducing staff-child ratios, using an approved curriculum, or obtaining higher education certification, credentials, or additional training hours. The chart below shows how many points programs can earn for staff-child ratios.

## Staff to Child Ratios for Child Care Centers

Age	Ratio Requirements for the Star Rated License		
	1 Point	2 - 6 Points	7 Points
Infants (Birth to 12 months)	1:5	1:5	1:4
Toddlers (12 to 23 months)	1:6	1:6	1:5
2 years old (24 to 36 months)	1:10	1:9	1:8
3 years old	1:15	1:10	1:9
4 years old	1:20	1:13	1:12
5 years old	1:25	1:15	1:14
6 years and older	1:25	1:20	1:19

Child care licenses must be posted where you can see them. When visiting a program, look for its license. Look at the license to see how many program and staff education points the program has earned. If a program has low points and a low star rating, ask why and find out what their plans are to improve quality. The following sample license shows the star rating and points earned by a program.

## Sample License

Shows the number of stars earned (shaded) out of the number of stars possible (blank)

Shows the name and physical location of the program

Shows how many points the program earned in each of the two components

Shows basic licensing information such as number of children allowed, ages allowed and any restrictions

## Quality Child Care

High quality child care is consistently shown to have positive benefits for children. When visiting a program you'll want to look for these important signs of quality child care:

- Higher star rating**  
 The program license is posted and the program has a higher star rating (if applicable) which means better quality care for your child.
- Few children per staff**  
 A small number of children for each staff member allows each child to receive individualized attention and care.
- Small group size**  
 Small group size promotes a nurturing, secure setting.
- Developmentally-appropriate curriculum**  
 The program uses a plan to encourage learning and involve children in activities that suit their ages and developmental stages.
- Positive interaction**  
 Children communicate with and learn from staff and each other.
- Consistent supervision of children**  
 Each staff member is responsible for the same children each day.



- **Well-trained, dedicated staff**  
Staff has education and training in child development and early education. The program has little staff turnover.
- **Ongoing family-staff communication**  
Families are well-informed about their children's activities and progress and are encouraged to be involved in the program.
- **Clean, safe surroundings**  
Clean indoor and outdoor areas provide room for children to play and interact safely.
- **Healthy, safe and nutritious habits**  
Meeting the health, safety, and nutrition needs of your child allows children to learn and grow.

## Steps to finding a child care program and for more information about quality child care

- 1) **Contact your local child care resource and referral (CCR&R) agency** (see back pages).  
Trained CCR&R specialists will ask about your needs, discuss child care options and quality indicators, and provide referrals to child care programs that address the needs you identified. They will also provide information on other resources, including financial aid, that may be available to you and your family.
- 2) **Call child care programs.** Ask if there is space for your child and ask other preliminary questions.
- 3) **Visit at least 3 programs.** Make appointments for your first visits, and then make extra drop in visits. Look at how caregivers interact with children, at other signs of quality child care, and ask questions about what you see that is important to you.
- 4) **Get references.** Other parents who have children in the program can provide valuable information.
- 5) **Check the program's licensing compliance history**
- 6) **Choose the program that feels like the best fit for you and your child.**

## REVIEWING LICENSING COMPLIANCE HISTORY, VIOLATIONS, AND/OR PAST COMPLAINTS

You may review the last three years of a child care program's licensing compliance history which includes violations and/or past complaints/ investigations. To review files online, visit [www.ncchildcare.nc.gov](http://www.ncchildcare.nc.gov)

Click on 'Search for Child Care' magnifying glass and follow the prompts until you reach Actions Taken and DCDEE Visits, which will tell you if NC DCDEE has taken any actions against the program and the nature of those actions. Paper copies of program files may be requested online, by calling 1-800-859-0829 or by visiting NC DCDEE in person (see [www.ncchildcare.nc.gov](http://www.ncchildcare.nc.gov) for address).

## REPORTING A CONCERN ABOUT A CHILD CARE PROGRAM

North Carolina law requires DCDEE staff to investigate a licensed child care program when there has been a complaint. If you believe that a child care provider is not meeting licensing requirements; is not providing for a child's health, safety, and well-being; or if you have questions, contact NC DCDEE at (800) 859-0829 or visit [www.ncchildcare.nc.gov](http://www.ncchildcare.nc.gov).

## PAYING FOR CHILD CARE

Child care is expensive for most families and you may be one of many families that struggle to pay for it. In fact, child care is often the second highest family expense, after rent or mortgage payments (and costing more than a year of tuition at an in-state college). The good news is that there may be a variety of resources available in your community for child care financial aid or no-cost child care programs such as:

**NC's Subsidized Child Care Assistance Program (SCCA Program)** is locally administered in each county and uses state and federal funding (including Smart Start funds) to assist low-income families with the cost of child care. In most cases, parents must be working at least 30 hours per week, attending school 20 hours (16 hours for high school students) per week, or doing a combination

of both. Families receive a voucher for child care subsidy and are required to choose a 3-star, 4-star, 5-star or GS110-106 participating program that best meets the needs of the child and family. In many counties there is a waiting list for child care subsidy. If your family is eligible, you are encouraged to put your name on the waiting list for services for when funding becomes available.

**North Carolina Pre-Kindergarten (NC Pre-K)** is a state-funded, statewide, voluntary program that helps prepare eligible 4-year-old children for school success by providing them with high quality pre-school experiences. *NC Pre-K* is free, and priority is given to low-income children who have not been in child care, who have special needs, are from a home where little to no English is spoken or have at least one active duty military parent. *NC Pre-K* classrooms operate in centers and school settings for 6 1/2 hours per day, follow the public school calendar, meet a 1:9 staff-to-child ratio, and have no more than 18 children in a classroom.

**Early Head Start (EHS)** is a federally-funded, community-based program for low-income pregnant women, and families with young children from birth to age 3. *EHS* services are free, promote healthy prenatal outcomes for pregnant women and enhance the development of infants and toddlers.

**Early Head Start-Child Care Partnership (EHS-CCP)** is a federally-funded program available in participating child care programs in some NC communities. *EHS-CCP* enhances the quality and comprehensiveness of infant-toddler care and provides health and family support services to enrolled low-income birth to three-year-old children and their families, and prepares children for transition into Head Start and preschool.

**Head Start (HS)** is a federally-funded, free, community-based program for children ages 3 to 5 from low-income families that promotes school readiness by enhancing the social and cognitive development of children by providing educational, health, nutritional, social, and other services.

**For more information, contact your local CCR&R by finding your county in the list below.**

**Region 1** - Albemarle Alliance for Children and Families:  
Counties served: Bertie, Camden, Chowan, Currituck, Gates, Hertford, Northampton, Pasquotank, Perquimans  
1-800-262-8314 or <http://albemarleacf.org/what-we-do/for-families/>

- Children & Youth Partnership for Dare County  
County served: Dare  
252-441-4737 or <http://darekids.org/our-services>

**Region 2** - Craven Smart Start, Inc. CCR&R  
Counties served: Beaufort, Craven, Hyde, Pamlico, Tyrrell, Washington  
Call: 866-262-5300 ext. 23 or <http://www.cravensmartstart.org/child-care/>

**Region 3** - ChildLinks / Martin-Pitt Partnership for Children  
Counties served: Carteret, Greene, Jones, Lenoir, Martin, Pitt  
1-855-730-5798 or <http://www.mppfc.org/parents/child-care-referral/>

- Onslow County Partnership for Children  
County served: Onslow  
1-888-378-2470 or <http://www.onslowkids.org>

**Region 4** - Puzzles / Southeastern CCR&R  
Counties served: Bladen, Brunswick, Columbus, Duplin, New Hanover, Pender, Sampson  
1-800-653-5212 or <https://www.puzzlesregion.com/parents.php>

**Region 5** - Partnership for Children of Cumberland County  
Counties served: Anson, Cumberland, Hoke, Montgomery, Moore, Richmond, Robeson, Scotland  
1-877-230-3024 or <https://ccpfc.org/families/child-care-search-and-subsidy/>

**Region 6** - Child Care Resources Inc.  
Counties served: Cabarrus, Mecklenburg, Rowan, Stanly, Union  
704-348-2181 or [www.findchildcareennc.com](http://www.findchildcareennc.com)

**Region 7** - Child Care Connections of Cleveland County, Inc.  
Counties served: Cleveland, Gaston, Lincoln  
704-487-7778 or <http://www.cchildcareconnections.org>

- The Children's Resource Center of Catawba County  
County served: Catawba  
828-695-6565 or <https://childrensresourcecenter.org/>

**Region 8** - Southwestern Child Development Commission  
Counties served: Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Polk, Rutherford, Swain, Transylvania

1-877-752-5955 or <http://www.swcdcinc.org/family-services/finding-quality-child-care.php>

**Region 9** - Child Care Solutions / Iredell County Partnership for Young Children

Counties served: Alexander, Avery, Burke, Caldwell, Iredell, McDowell, Mitchell, Watauga, Yancey

877-670-8735 or <http://region9ccrr.org/region9-resource-referral/>

**Region 10** – Child Care Resource Center

Counties served: Alleghany, Ashe, Davidson, Davie, Forsyth, Stokes, Surry, Wilkes, Yadkin

336-245-4900 or <http://www.childcareresourcecenter.org>

**Region 11** - Regional CCR&R of Guilford Child Development

Counties served: Guilford, Randolph, Rockingham

1-800-289-5098 or <http://guilfordchilddev.org/parents/care/>

**Region 12** - Child Care Services Association

Counties served: Alamance, Caswell, Durham, Franklin, Granville, Orange, Person, Vance, Wake

1-855-327-5933 or <http://www.childcareservices.org/fs/finding/>

**Region 13** – Chatham Co. Partnership for Children

Counties served: Chatham, Harnett, Johnston, Lee, Wayne

1-855-231-8717 or <http://chathamkids.org/families/findcare/>

**Region 14** - Down East Partnership for Children

Counties served: Edgecombe, Halifax, Nash, Warren, Wilson

1-888-285-0849 or <http://depc.org/searching-for-child-care/>