



U.S. Department of Health & Human Services

ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Child Care  




## Consumer Education about Child Care Options

Of paramount concern to all parents is the health, safety, and well-being of their children while in child care. The Office of Child Care is committed to expanding high-quality choices available to parents across the range of child care settings.

Parents who need out-of-home care for their children are faced with the challenging task of learning how quality care is defined, locating a program that provides that level of quality, and securing a spot for their child. Parents must also find a place that is convenient, affordable, and aligns with their family's philosophy of care and education for their child. In response, States and Territories, as well as organizations in the early and school-age care and education community, have developed a variety of strategies and resources to support parents seeking the right place for their child.

Some States working to increase the demand for quality programs, as well as their availability, offer parent and consumer education on quality rating and improvement systems (QRIS). A QRIS provides parents with a way to differentiate among the child care providers in their communities. Information about the quality of child care that each provider offers, including how it has met QRIS standards (e.g., staff qualifications, learning environment, curricula), promotes more informed child care choices. Some States have adopted the strategy of requiring parents receiving child care assistance to choose providers that meet higher standards of quality.

States are also updating their Web sites with accessible, easy-to-understand information about the regulation and monitoring of child care. Information for parents on these websites may include the regulatory requirements the individual child care providers meet and their quality ratings. States that employ these approaches improve transparency and greatly reduce the burden placed on families looking for the information so vital to their child care decisions.

The information in this brief is organized into three main sections:

- **State Reports About Consumer Education:** This section includes information from the Child Care and Development Fund state plans explaining state consumer education efforts.
- **State Web Sites:** This section lists State Web sites that contain information for parents on such topics as what to look for in a quality child care setting and where to find licensing information.
- **Additional Resources:** This section includes national Web sites and publications and features information and resources for parents such as child care search guidance and checklists.

*The National Center on Child Care Quality Improvement does not endorse any non-Federal practice, organization, publication, or resource.*

## State Efforts about Consumer Education

Child Care and Development Fund (CCDF) Lead Agencies are required to provide information to parents regarding the range of child care provider options available. Lead Agencies also finance comprehensive consumer education with quality set-aside funds. CCDF plans for FY 2012–2013 were reviewed for information about the strategies Lead Agencies employ to educate child care consumers about the availability and quality of care.<sup>1</sup>

Lead Agencies report using a wide variety of strategies to inform parents about child care. Some States and Territories provide information directly to parents, while others work through partner organizations and the Child Care Resource and Referral (CCR&R) system. Many have begun to offer materials in multiple languages, and a growing number provide families with access to licensing reports for child care programs. Several have created multimedia materials, such as videos, that explain what to look for in a quality program.

- Virtually all States use parental choice information materials (e.g., flyers, forms, brochures, parent handbooks); verbal communication at the time of application; and referral to CCR&R agencies.
- Most States provide information via their agency Web site.
- Slightly more than half of all States have a statewide QRIS.
- Slightly more than half of all States offer community outreach meetings, workshops, or other in-person events.
- Approximately 10 percent of States issue public service announcements.

### ***Examples of State Consumer Education Initiatives***

States publish a variety of resources to inform parents about what to look for when searching for child care, including guidebooks, checklists, videos, and public awareness campaigns. Below are a few examples collected from State Web sites and a sampling of CCDF plans. The examples do not include all States and Territories but represent the range of approaches. Minor revisions were made to improve readability.

#### **Arkansas**

Parents receive consumer education information about CCDF services from child care providers; Arkansas Department of Human Services county office staff, including child care eligibility specialists, TANF staff, and food stamp caseworkers; Arkansas health department employees; employers; schools; publications; newspaper articles; the Division of Child Care and Early Childhood Education (DCC/ECE) Web site; and television broadcasts. Private, nonprofit CCR&R staff make referrals, as do DCC/ECE licensing staff. The staff furnish parents with provider listings that feature licensing history, Better Beginnings QRIS ratings, referrals to CCR&Rs, and brochures that describe quality and care options.

<http://humanservices.arkansas.gov/dccece/Pages/default.aspx>

<sup>1</sup> The information is from the following CCDF plan sections: Section 2.2.3 – Family Outreach and Application Process, and Section 2.6.1 – Parental Choice in Relation to Certificates, Grants, or Contracts.

## **Iowa**

Parents are advised about care options when they first apply for child care assistance. The public KinderTrack portal informs parents about Iowa's child care regulations. A pamphlet, *Child Care Assistance*, outlines the full array of care providers from which parents may select. It is available at county Department of Human Services offices, CCR&R agencies, PROMISE JOBS offices, and online.

[http://www.dhs.state.ia.us/Consumers/Child\\_Care/CCAssistance/CCAforConsumers.html](http://www.dhs.state.ia.us/Consumers/Child_Care/CCAssistance/CCAforConsumers.html)

## **Massachusetts**

Massachusetts Early Education and Care (EEC) launched an improved Child Care Search function on its Web site at <http://www.eec.state.ma.us/ChildCareSearch/EarlyEduMap.aspx>. This search functionality, in both English and Spanish, provides detailed information about early education and care programs in the Commonwealth. It also, for the first time on the Web, provides important licensing information, including the date of the most recent licensing visit, and indicates whether a program is the subject of EEC legal action.

## **Minnesota**

Minnesota's statewide CCR&R coordinating office, Child Care Aware of Minnesota, developed brochures for parents that describe the Parent Aware program. The brochures are distributed to local Child Care Aware agencies in the geographic areas served by the Parent Aware program, as well as to partner agencies. The Child Care Aware of Minnesota Coordinating Office also conducts ad campaigns on radio, billboards, and the *Star Tribune* Web site. The Department of Human Services contracts with grantees that constitute the Child Care Aware system, Minnesota Tribal Resources for Early Childhood and Care, and the coordinating Child Care Aware of Minnesota entity (Child Care Aware of Minnesota Coordinating Office) to deliver CCR&R services to parents. As part of those services, the seven Child Care Aware district grantees provide families with the *Parent Toolkit* brochure, specifically designed to assist parents in selecting quality child care programs that meet their family's individual needs. This brochure is available in English, Spanish, Somali, and Hmong. To assist parents with limited literacy skills, videos in Somali and English provide the information contained in the *Parent Toolkit*. (Videos in Spanish and Hmong are pending.) A new video, designed and developed by the Child Care Aware of Minnesota Coordinating Office, describes key elements of a quality child care program.

<http://www.childcareawaremn.org/>

## **New York**

*As You Think About Child Care* is a three-minute video that provides parents with information about the types of care available, questions to ask during a search for child care, and contact information for CCR&R and the state agency responsible for child care. For parents visiting child care programs, the State offers age-specific checklists for infants and toddlers, preschoolers, and school-age children.

<http://www.ocfs.state.ny.us/main/publications/pub1115Atext.asp>

## **Tennessee**

The *Parents Know, Kids Grow* Web site provides resources and information about children's safety, well-being, and learning. It covers such topics as finding the best child care, creating a safe sleep environment, and learning about childhood development through research-based articles, videos, and additional resources. The topics on the site were chosen in response to questions and concerns from parents across Tennessee, and in response to issues that threaten the health of Tennessee's children.

<http://www.parentsknowkidsgrow.org/>

## **Texas**

The statewide campaign, *Don't Be in the Dark About Child Care!* informs parents about the difference between regulated and unregulated child care and the reasons to choose regulated care. It includes a Web site, printed materials, television, and radio spots informing parents about the importance of selecting regulated child care.

[http://www.dfps.state.tx.us/Child\\_Care/DontBeInTheDark/default.asp](http://www.dfps.state.tx.us/Child_Care/DontBeInTheDark/default.asp)

## **Utah**

The Utah Office of Child Care created the Web site, [www.careaboutchildcare.utah.gov](http://www.careaboutchildcare.utah.gov), in partnership with the Child Care Licensing Program, the Child Care Professional Development Institute, and Utah's CCR&R agencies. The site promotes quality child care and helps parents locate licensed providers in their area. The Web site also provides links to child care and child development resources for parents, grandparents, and providers, including videos and public service announcements.

## **Virginia**

The Virginia Department of Social Services created a 31-page publication, *Choosing Quality Child Care: Building Virginia's Future, Child By Child, Day By Day*, to inform parents about child care in Virginia, types of child care, what to look for in a child care setting, ways parents can support their child, information to share with providers, what to expect from the provider, and monitoring. The publication also includes a series of forms and checklists for parents during their search for child care, including a telephone interview form, on-site interview form, tour checklist, provider ratings, and provider's report card.

[http://www.dss.virginia.gov/files/division/cc/guidance\\_parents/quality\\_rollup/entire-eng.pdf](http://www.dss.virginia.gov/files/division/cc/guidance_parents/quality_rollup/entire-eng.pdf)

Additional information is available at <http://www.dss.virginia.gov/family/cc/index.cgi>.

## **Washington**

The Washington State Department of Early Learning designed its 12-page publication, *A Guide to Finding Quality Child Care*, to help parents find the best child care arrangement for their family. It includes a checklist, suggestions for how to participate in a child's care, information about assistance paying for child care, and other resources. <http://www.del.wa.gov/publications/development/docs/ChoosingChildCare.pdf>

## ***Tribal Example of Consumer Education***

### **Kaw Nation**

The Kaw Nation, through its marketing department, has designed the Kaw Nation CCDF Web page at [www.kawnation.com/ccdf](http://www.kawnation.com/ccdf) to promote the CCDF program, including the certificate and school-age program. The Website provides information about eligibility and resources for the application process, as well as a page for providers about policies and procedures and upcoming trainings. Brochures and applications for both the CCDF certificate and the school-age program are downloadable. In addition to the Web page, the Kaw Nation plans a resource and referral library for families and providers to include educational material available for check out, such as curriculum, books, training videos, and kits. The main avenues for marketing have been community events like a tribal pow-wow and city festival.

## **State Web Sites**

Consumers increasingly rely on the Internet to research their purchases, and the search for child care is no different. Almost all States maintain a Web site that allows consumers to search for child care providers using keywords such as the provider name, provider type, geographic location, types of care provided, and QRIS level. Some State Web sites allow searches for providers that accept state child care subsidy payments. Some States post complete licensing inspection reports, while others post only rule violations, complaints, and enforcement actions taken against facilities. (For descriptions and links to state licensing Web sites, see *Licensing Information Posted on the Internet*, available upon request from the NCCCQI). The licensing status of a provider, findings from onsite monitoring visits, and compliance actions all provide critical insight into the safety and quality of care. Parents benefit from clear descriptions of licensing and inspection requirements, and the provider background check process.

State Web sites differ considerably in the scope and content of the information provided about choosing child care. Many States post information directed to parents about choosing quality care on state agency Web sites, CCR&R Web sites, and, when applicable, the QRIS Web site. Most States post information about child care subsidies and offer a provider search function.

This summary table provides information about resources designed to help parents evaluate and choose child care, including checklists and links to CCR&R agencies. The information is organized by State and includes search options that allow users to search by specific quality indicators, noted by the following symbols:

\*Provides option to search by quality level or star rating

^Provides option to search by national accreditation

ˆ Provides information on other quality indicators

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Alabama	State Agency	<a href="http://dhr.alabama.gov/services/child_care_services/Parent_Guide.aspx">http://dhr.alabama.gov/services/child_care_services/Parent_Guide.aspx</a>	X	X	X	X	X	
Alaska	State Agency	<a href="http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx">http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx</a>	X			X	X	
	CCR&R	<a href="http://www.threadalaska.org/">http://www.threadalaska.org/</a>	X	X	X	X	X	
Arizona	State Agency	<a href="http://www.azftf.gov/WhatWeDo/Programs/QualityFirst/Pages/parentsandfamilies.aspx">http://www.azftf.gov/WhatWeDo/Programs/QualityFirst/Pages/parentsandfamilies.aspx</a>		X			X	
	CCR&R	<a href="http://www.arizonachildcare.org/">http://www.arizonachildcare.org/</a>	X	X	X	X	X	
Arkansas	State Agency	<a href="http://humanservices.arkansas.gov/dccece/Pages/default.aspx">http://humanservices.arkansas.gov/dccece/Pages/default.aspx</a>	X*			X	X	X
	CCR&R	<a href="http://www.nwachildcare.org/attachments/006_OtherOffices.pdf">http://www.nwachildcare.org/attachments/006_OtherOffices.pdf</a>	Varies Across Multiple CCR&R Agencies					
California	State Agency	<a href="http://www.cafc.ca.gov/Help/tqcc.asp">http://www.cafc.ca.gov/Help/tqcc.asp</a>		X		X	X	
	CCR&R	<a href="http://www.rrnetwork.org/rr-in-every-county/parents/">http://www.rrnetwork.org/rr-in-every-county/parents/</a>		X		X		X
Colorado	State Agency	<a href="http://www.colorado.gov/cs/Satellite/CDHS-ChildYouthFam/CBON/1251579373540">http://www.colorado.gov/cs/Satellite/CDHS-ChildYouthFam/CBON/1251579373540</a>	X			X	X	X
	CCR&R	<a href="https://www.qualistar.org/how-to-choose-quality-child-care.html">https://www.qualistar.org/how-to-choose-quality-child-care.html</a>	X*	X	X	X	X	X

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Connecticut	State Agency	<a href="http://www.ctcare4kids.com/">http://www.ctcare4kids.com/</a>	X^	X		X	X	
	CCR&R	<a href="http://www.211childcare.org/">http://www.211childcare.org/</a>	X^	X	X	X	X	
Delaware	State Agency	<a href="http://kids.delaware.gov/occl/occl_parents.shtml">http://kids.delaware.gov/occl/occl_parents.shtml</a>	X*	X		X	X	X
	CCR&R	<a href="http://www.cffde.org/services/FamilyResources/childcarereferral.aspx">http://www.cffde.org/services/FamilyResources/childcarereferral.aspx</a>	X*	X				X
District of Columbia	State Agency	<a href="http://osse.dc.gov/service/parents">http://osse.dc.gov/service/parents</a>		X	X		X	
	CCR&R	<a href="https://www.mychildcaredc.com/cpts">https://www.mychildcaredc.com/cpts</a>	X	X	X	X	X	X
Florida	State Agencies	<a href="http://www.dcf.state.fl.us/programs/childcare/parent.shtml">http://www.dcf.state.fl.us/programs/childcare/parent.shtml</a>	X*	X			X	X
		<a href="http://www.floridaearlylearning.com/OEL_Parents.html">http://www.floridaearlylearning.com/OEL_Parents.html</a>		X		X	X	
	CCR&R	<a href="http://www.childcarechoiceservices.com/CCR%20&amp;%20R.htm">http://www.childcarechoiceservices.com/CCR%20&amp;%20R.htm</a>				X	X	
Georgia	State Agency	<a href="http://www.dec.state.ga.us/BftS/SearchingForAProgram.aspx">http://www.dec.state.ga.us/BftS/SearchingForAProgram.aspx</a>	X				X	
	CCR&R	<a href="http://www.gaccrra.org/parent.html">http://www.gaccrra.org/parent.html</a>	X^*				X	
Hawaii	State Agency	<a href="http://hawaii.gov/dhs/self-sufficiency/childcare/services/">http://hawaii.gov/dhs/self-sufficiency/childcare/services/</a>				X	X	X (Pilot)
	CCR&R	<a href="http://www.patchhawaii.org/">http://www.patchhawaii.org/</a>	X	X		X	X	

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Idaho	State Agency	<a href="http://www.healthandwelfare.idaho.gov/Children/ChildCare/tabid/292/Default.aspx">http://www.healthandwelfare.idaho.gov/Children/ChildCare/tabid/292/Default.aspx</a>	X^	X	X	X	X	X
	CCR&R	<a href="http://idahostars.org/?q=parents">http://idahostars.org/?q=parents</a>	X^	X	X	X	X	X
Illinois	State Agency	<a href="http://www.dhs.state.il.us/page.aspx?item=29720">http://www.dhs.state.il.us/page.aspx?item=29720</a>		X		X		X
	CCR&R	<a href="http://www.inccrra.org/">http://www.inccrra.org/</a>		X	X	X		X
Indiana	State Agency	<a href="http://www.in.gov/fssa/2552.htm">http://www.in.gov/fssa/2552.htm</a>	X*			X	X	X
	CCR&R	<a href="http://www.iaccrr.org/default.cfm?page=parents-families">http://www.iaccrr.org/default.cfm?page=parents-families</a>		X	X	X		X
Iowa	State Agency	<a href="http://www.dhs.state.ia.us/Consumers/Test/Childcare.html">http://www.dhs.state.ia.us/Consumers/Test/Childcare.html</a>	X*			X		X
	CCR&R	<a href="http://www.iowaccrr.org/families/">http://www.iowaccrr.org/families/</a>	X	X		X	X	X
Kansas	State Agency	<a href="http://www.dcf.ks.gov/services/ees/Pages/Child_Care/Child-care-and-early-education.aspx">http://www.dcf.ks.gov/services/ees/Pages/Child_Care/Child-care-and-early-education.aspx</a>				X		
	CCR&R	<a href="http://www.ks.childcareaware.org/parent.html">http://www.ks.childcareaware.org/parent.html</a>	X	X	X	X	X	
Kentucky	State Agency	<a href="http://chfs.ky.gov/dcbs/dcc/findchildcare.htm">http://chfs.ky.gov/dcbs/dcc/findchildcare.htm</a>	X*	X		X	X	X
	CCR&R	<a href="http://www.kentuckypartnership.org/childcaresearch.aspx">http://www.kentuckypartnership.org/childcaresearch.aspx</a>	X*	X				X

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Louisiana	State Agency	<a href="http://www.dss.louisiana.gov/index.cfm?md=pagebuilder&amp;tmp=home&amp;nid=2&amp;pnid=0&amp;pid=1">http://www.dss.louisiana.gov/index.cfm?md=pagebuilder&amp;tmp=home&amp;nid=2&amp;pnid=0&amp;pid=1</a>	X*	X	X	X	X	X
	CCR&R	<a href="http://www.laccrra.org/">http://www.laccrra.org/</a>	X	X	X	X	X	X
Maine	State Agency	<a href="http://www.maine.gov/dhhs/ocfs/ec/occhs/infoparents.htm">http://www.maine.gov/dhhs/ocfs/ec/occhs/infoparents.htm</a>	X*	X	X	X	X	
Maryland	State Agency	<a href="http://www.marylandpublicschools.org/MSDE/divisions/child_care/child_care.htm">http://www.marylandpublicschools.org/MSDE/divisions/child_care/child_care.htm</a>	X			X	X	X
	CCR&R	<a href="http://mdchildcare.org/mdcfc/network/mainnumbers.html">http://mdchildcare.org/mdcfc/network/mainnumbers.html</a>	X	X		X		
Massachusetts	State Agency	<a href="http://www.mass.gov/edu/birth-grade-12/early-education-and-care/">http://www.mass.gov/edu/birth-grade-12/early-education-and-care/</a>	X	X		X	X	X
	CCR&R	<a href="http://machildcareresourcesonline.org/for-families/">http://machildcareresourcesonline.org/for-families/</a>	X	X	X	X	X	
Michigan	State Agency	<a href="http://www.michigan.gov/dhs/0,4562,7-124-5529_7143---,00.html">http://www.michigan.gov/dhs/0,4562,7-124-5529_7143---,00.html</a>	X	X	X	X	X	
	CCR&R	<a href="http://greatstarttoquality.org/parents">http://greatstarttoquality.org/parents</a>	X*	X	X	X		X

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Minnesota	State Agency	<a href="http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&amp;RevisionSelectionMethod=LatestReleased&amp;dDocName=id_000151">http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&amp;RevisionSelectionMethod=LatestReleased&amp;dDocName=id_000151</a>				X	X	X
	CCR&R	<a href="http://www.childcareawaremn.org/families/learn">http://www.childcareawaremn.org/families/learn</a> <a href="http://www.parentawareratings.org">www.parentawareratings.org</a>	X*	X	X	X	X	X
Mississippi	State Agency	<a href="http://www.mdhs.state.ms.us/eccd_parents1.html">http://www.mdhs.state.ms.us/eccd_parents1.html</a>	X*	X		X	X	X
	CCR&R	<a href="http://msucares.com/childcare/index.html">http://msucares.com/childcare/index.html</a>		X	X		X	X
Missouri	State Agency	<a href="http://dss.mo.gov/cd/childcare/">http://dss.mo.gov/cd/childcare/</a>	X			X	X	
	CCR&R	<a href="http://mo.childcareaware.org/ParentsFamilies.aspx">http://mo.childcareaware.org/ParentsFamilies.aspx</a>	X	X	X	X	X	

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Montana	State Agency	<a href="http://www.dphhs.mt.gov/hcsd/childcare/">http://www.dphhs.mt.gov/hcsd/childcare/</a>	X			X	X	X
	CCR&R	<a href="http://mtchildcare.org/For_Families.html">http://mtchildcare.org/For_Families.html</a>	X		X	X	X	
Nebraska	State Agency	<a href="http://dhhs.ne.gov/publichealth/Pages/chc_chcindex.aspx">http://dhhs.ne.gov/publichealth/Pages/chc_chcindex.aspx</a>	X			X	X	
	CCR&R	<a href="https://nrns.ne.gov/therightplace/">https://nrns.ne.gov/therightplace/</a>	X	X	X	X	X	
Nevada	State Agency	<a href="https://dwss.nv.gov/">https://dwss.nv.gov/</a>				X		X (Pilot)
	CCR&R	<a href="http://www.childrencabinet.org/main.asp?PID=269">http://www.childrencabinet.org/main.asp?PID=269</a>	X	X	X	X	X	
New Hampshire	State Agency	<a href="http://www.dhhs.nh.gov/dcyf/cdb/index.htm">http://www.dhhs.nh.gov/dcyf/cdb/index.htm</a>	X			X		X
	CCR&R	<a href="http://nh.childcareaware.org/families/">http://nh.childcareaware.org/families/</a>	X	X	X	X	X	
New Jersey	State Agency	<a href="http://www.nj.gov/humanservices/dfd/programs/child/choosing/index.html">http://www.nj.gov/humanservices/dfd/programs/child/choosing/index.html</a>		X		X	X	
	CCR&R	<a href="http://www.njaccrra.org/parents.shtml">http://www.njaccrra.org/parents.shtml</a>	Varies Across Multiple CCR&R Agencies					

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
New Mexico	State Agency	<a href="http://www.cyfd.org/content/child-care-services">http://www.cyfd.org/content/child-care-services</a>		X	X	X	X	
	CCR&R	<a href="https://www.newmexicokids.org/content/parents-and-families/">https://www.newmexicokids.org/content/parents-and-families/</a>	X*	X	X	X	X	X
New York	State Agency	<a href="http://www.ocfs.state.ny.us/main/childcare/infoforparents.asp">http://www.ocfs.state.ny.us/main/childcare/infoforparents.asp</a>	X	X	X	X	X	X
	CCR&R	<a href="http://ocfs.ny.gov/main/childcare/referralagencys.asp">http://ocfs.ny.gov/main/childcare/referralagencys.asp</a>	Varies Across Multiple CCR&R Agencies					
North Carolina	State Agency	<a href="http://ncchildcare.dhhs.state.nc.us/parents/pr_sn2_ov.asp">http://ncchildcare.dhhs.state.nc.us/parents/pr_sn2_ov.asp</a>	X*	X	X	X	X	X
	CCR&R	<a href="http://www.childcareresourcesinc.org/parents-families/">http://www.childcareresourcesinc.org/parents-families/</a>	X*	X	X	X	X	X
North Dakota	State Agency	<a href="http://www.nd.gov/dhs/services/childcare/">http://www.nd.gov/dhs/services/childcare/</a>				X	X	
	CCR&R	<a href="http://www.ndchildcare.org/parents/choose-care.html">http://www.ndchildcare.org/parents/choose-care.html</a>	X	X	X	X	X	
Ohio	State Agency	<a href="http://jfs.ohio.gov/cdc/families.stm">http://jfs.ohio.gov/cdc/families.stm</a>	X*	X		X	X	X
	CCR&R	<a href="http://www.occra.org/families.php">http://www.occra.org/families.php</a>	X	X	X	X	X	X
Oklahoma	State Agency	<a href="http://www.okdhs.org/programsandservices/cc/prnts/default.htm">http://www.okdhs.org/programsandservices/cc/prnts/default.htm</a>	X*	X	X	X	X	X
	CCR&R	<a href="http://www.oklahomachildcare.org/node/339">http://www.oklahomachildcare.org/node/339</a>	X*^	X	X	X	X	X

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Oregon	State Agency	<a href="http://www.oregon.gov/EMPLOY/CCD/Pages/ForParents.aspx">http://www.oregon.gov/EMPLOY/CCD/Pages/ForParents.aspx</a>	X	X		X	X	
	CCR&R	<a href="http://www.oregonchildcare.org/index.php?option=com_content&amp;task=blogcategory&amp;id=14&amp;Itemid=30">http://www.oregonchildcare.org/index.php?option=com_content&amp;task=blogcategory&amp;id=14&amp;Itemid=30</a>	X	X		X	X	
Pennsylvania	State Agency	<a href="http://www.dpw.state.pa.us/forchildren/childcareearlylearning/index.htm">http://www.dpw.state.pa.us/forchildren/childcareearlylearning/index.htm</a>	X*	X	X	X	X	X
	CCR&R	<a href="http://www.dpw.state.pa.us/helpfultelephonenumber/childcareinformation/services/index.htm">http://www.dpw.state.pa.us/helpfultelephonenumber/childcareinformation/services/index.htm</a>	Varies Across Multiple CCR&R Agencies					
Rhode Island	State Agency	<a href="http://www.dcyf.ri.gov/day_care.php">http://www.dcyf.ri.gov/day_care.php</a>	X				X	X
	CCR&R	<a href="http://www.brightstars.org/parents/">http://www.brightstars.org/parents/</a>	X*	X		X	X	X
South Carolina	State Agency	<a href="http://childcare.sc.gov/main/parents/default.aspx">http://childcare.sc.gov/main/parents/default.aspx</a>	X	X		X	X	
	CCR&R	<a href="http://www.ed.sc.edu/sccrr/">http://www.ed.sc.edu/sccrr/</a>	X				X	
South Dakota	State Agency	<a href="http://dss.sd.gov/childcare/">http://dss.sd.gov/childcare/</a>				X	X	
	CCR&R	<a href="http://www.sdstate.edu/tll/frn/choosing-child-care.cfm">http://www.sdstate.edu/tll/frn/choosing-child-care.cfm</a>		X	X	X		

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
Tennessee	State Agency	<a href="http://www.tn.gov/humanserv/adfam/cc.html">http://www.tn.gov/humanserv/adfam/cc.html</a>	X*	X	X	X	X	X
	CCR&R	<a href="http://tnccrr.org/index.php">http://tnccrr.org/index.php</a>						X
Texas	State Agency	<a href="http://www.dfps.state.tx.us/Child_Care/Information_for_Parents/default.asp">http://www.dfps.state.tx.us/Child_Care/Information_for_Parents/default.asp</a>	X	X		X	X	
	CCR&R	<a href="http://www.taccrra.net/services/">http://www.taccrra.net/services/</a>	Varies Across Multiple CCR&R Agencies					
Utah	State Agency	<a href="https://jobs.utah.gov/occ/occ2/for_parents/index.html">https://jobs.utah.gov/occ/occ2/for_parents/index.html</a>		X	X	X	X	
	CCR&R	<a href="http://careaboutchildcare.utah.gov/parent/default.aspx">http://careaboutchildcare.utah.gov/parent/default.aspx</a>	X <sup>c</sup>	X		X	X	
Vermont	State Agency	<a href="http://dcf.vermont.gov/child_care">http://dcf.vermont.gov/child_care</a>	X	X		X	X	X
	CCR&R	<a href="http://www.vermontchildcare.org/parents/parents.shtml">http://www.vermontchildcare.org/parents/parents.shtml</a>	X	X		X	X	X
Virginia	State Agency	<a href="http://www.dss.virginia.gov/family/cc/publications.cgi">http://www.dss.virginia.gov/family/cc/publications.cgi</a>	X	X	X	X	X	
	CCR&R	<a href="http://va.childcareaware.org/index.php?option=com_content&amp;view=article&amp;id=139&amp;Itemid=125">http://va.childcareaware.org/index.php?option=com_content&amp;view=article&amp;id=139&amp;Itemid=125</a>	X <sup>a</sup>	X	X	X	X	X
Washington	State Agency	<a href="http://www.del.wa.gov/parents-family/">http://www.del.wa.gov/parents-family/</a>	X	X	X	X	X	
	CCR&R	<a href="http://www.childcarenet.org/families">http://www.childcarenet.org/families</a>	X	X		X	X	

State	Agency	Web site	Provider Search	What is Quality?/ How to Choose	Checklist	Subsidy	Link to Licensing	QRIS Information
West Virginia	State Agency	<a href="http://www.wvdhhr.org/bcf/ece/">http://www.wvdhhr.org/bcf/ece/</a>	X			X	X	
	CCR&R	<a href="http://www.wvdhhr.org/bcf/ece/earlycare/rr.asp">http://www.wvdhhr.org/bcf/ece/earlycare/rr.asp</a>				X		
Wisconsin	State Agency	<a href="http://dcf.wisconsin.gov/family_resources.htm">http://dcf.wisconsin.gov/family_resources.htm</a>	X*	X		X	X	X
	CCR&R	<a href="https://supportingfamielstogether.org/CCR_R.html">https://supportingfamielstogether.org/CCR_R.html</a>	Varies Across Multiple CCR&R Agencies					
Wyoming	State Agency	<a href="https://sites.google.com/a/wyo.gov/early-childcare-and-licensing/parents">https://sites.google.com/a/wyo.gov/early-childcare-and-licensing/parents</a>	X	X	X	X	X	

## Additional Resources

### Links to National “How to Choose” Web Sites

- Child Care Aware®: A program of Child Care Aware of America, Child Care Aware® helps families learn more about the elements of quality child care and how to locate programs in their communities.  
<http://childcareaware.org/parents-and-guardians/child-care-101/5-steps-to-choosing-care>
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care (OCC): OCC administers the CCDF and works with State, Territory, and Tribal governments to provide support for children and their families juggling work schedules and struggling to find child care programs that will fit their needs and prepare children to succeed in school.  
<http://transition.acf.hhs.gov/programs/occ/parents>
- ZERO TO THREE: A national nonprofit organization that informs, trains, and supports professionals, policymakers, and parents in their efforts to improve the lives of infants and toddlers.  
<http://www.zerotothree.org/early-care-education/child-care/choosing-quality-child-care.html>

## Checklists for Parents

- Is This the Right Place for My Child?  
<http://ccapub.childcareaware.org/docs/pubs/121e.pdf>
- Essentials for Your Child Care Visit  
<http://ccapub.childcareaware.org/docs/pubs/119e.pdf>
- Putting the Pieces Together  
<http://ccapub.childcareaware.org/docs/pubs/117e.pdf>
- Selecting a High-Quality School-Age Program for Your Child  
<http://ccapub.childcareaware.org/docs/pubs/105e.pdf>
- Selecting Summer Care for School-Age Children: A Quality Checklist  
<http://www.flchild.com/Howtofindchildcaresite/html/choosing/SummerChecklistEnglish.pdf>
- Five Steps to Choosing Safe and Healthy Child Care  
<http://ccapub.childcareaware.org/docs/pubs/106e.pdf>

## Publications

- *How Contextual Constraints Affect Low-Income Working Parents' Child Care Choices* (February 2012), by Heather Sandstrom, Lindsay Giesen, and Ajay Chaudry  
This research brief (and the larger report upon which it is based) is a product of a multiyear, qualitative Urban Institute study that examined how low-income families make choices when arranging care for their children, and how families' decisions are shaped or limited by key contextual factors.  
<http://www.urban.org/UploadedPDF/412511-How-Contextual-Constraints-Affect-Low-Income-Working-Parents-Child-Care-Choices.pdf>
- *How Employment Constraints Affect Low-Income Working Parents' Child Care Decisions* (February 2012), by Ajay Chaudry, Juan Pedroza, and Heather Sandstrom  
This brief draws from a larger study of child care choices to describe how low-income parents' employment experiences shape their child care decisions. The brief summarizes and builds on findings from a larger research report that discusses how low-income working families in two study sites make child care decisions, and how these families' decisions are shaped or limited by key contextual factors.  
<http://www.urban.org/UploadedPDF/412513-How-Employment-Constraints-Affect-Low-Income-Working-Parents-Child-Care-Decisions.pdf>

- *High-Quality Child Care and Early Education: What Arizona’s Parents Want* (2012), by the Arizona Early Childhood Development and Health Board (First Things First).  
This report is the result of the Arizona Child Care Demand Study, a large-scale, survey-based research project designed to find out when and why Arizona parents use child care; how they make child care decisions; and what they think about the quality, cost, and accessibility of early care and education programs in their communities.  
<http://www.azftf.gov/WhoWeAre/Board/Documents/FTF-ChildCareReport.pdf>
- *Understanding Parents’ Child Care Decision Making: A Foundation for Child Care Policy Making* (February 2011), by Roberta Weber  
This paper provides insights into the forces that shape parents’ child care and early education decisions. The goal of this brief is to help policymakers by depicting the complexity of child care decision-making revealed through research.  
[http://www.acf.hhs.gov/programs/opre/cc/childcare\\_technical/reports/parents\\_childcare.pdf](http://www.acf.hhs.gov/programs/opre/cc/childcare_technical/reports/parents_childcare.pdf)
- *Parent Priorities in Selecting Early Care and Education Programs: Implications for Minnesota’s Quality Rating and Improvement System* (February 2010), by Aisha Ray.  
This study explores family priorities around cultural and language criteria in selecting early care and learning programs, and the extent to which criteria vary for families from different cultural and language communities.  
[https://s3.amazonaws.com/Omnera/VerV/s3finder/38/pdf/Dr\\_Ray\\_Study\\_Parent\\_Priorities\\_February\\_2010.pdf](https://s3.amazonaws.com/Omnera/VerV/s3finder/38/pdf/Dr_Ray_Study_Parent_Priorities_February_2010.pdf)
- *Child Care Decision-Making: A Key Topic Resource List* (April 2009), compiled by Research Connections.  
This resource list includes an overview and list of selected resources from the literature focused on child care decision-making.  
<http://www.childcareresearch.org/childcare/resources/15714/pdf>