

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

May 20, 2011

**What's Inside:**

Missouri Child Care  
Resource and Referral  
Network dba Child Care  
Aware® of Missouri  
centralized referral

M E M O R A N D U M

TO: CHILDREN'S DIVISION STAFF AND FAMILY SUPPORT  
DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR  
CHILDREN'S DIVISION  
ALYSON F. CAMPBELL, DIRECTOR  
FAMILY SUPPORT DIVISION

SUBJECT: THE MISSOURI CHILD CARE RESOURCE AND REFERRAL  
NETWORK (MOCCRRN) DBA CHILD CARE AWARE® OF  
MISSOURI, CENTRALIZED REFERRAL

DISCUSSION:

The purpose of this memorandum is to advise staff that the Missouri Child Care Resource and Referral Network (MOCCRRN) doing business as (dba) Child Care Aware® of Missouri has centralized child care referral operations via one toll-free number for the entire state of Missouri. That number is 1-866-892-3228 and should be provided to any person seeking child care services within the state of Missouri.

Families seeking child care options may also use an on-line function to conduct a self-guided child care search by accessing the Child Care Aware® of Missouri website at <http://mo.childcareaware.org/>. This search can be modified by program type, location, child's age, the days and times care is needed, schedule preference, and other considerations. Individuals seeking child care will be asked to provide an e-mail address for tracking purposes. E-mail addresses will remain confidential.

When an individual seeking child care contacts Child Care Aware® of Missouri, they will be referred to licensed and to screened unregulated (registered) and license-exempt child care and early learning programs in their immediate area that have: self-certified to meeting certain health and safety standards; passed a TB tine test; have a fire, tornado, and/or severe weather plan in place; child abuse and neglect screenings on everyone living in the home 18 or older or working in the facility; and two letters of reference.

If an unregulated (registered) or license-exempt child care and early learning program indicates that they would like to receive child care referrals, please refer them to Child Care Aware® of Missouri at the number or website listed above. You may also provide them a copy of or refer them to the Missouri Child Care Provider Reference Guide at [http://dss.mo.gov/cd/childcare/pdf/ccp\\_reference\\_sheet.pdf](http://dss.mo.gov/cd/childcare/pdf/ccp_reference_sheet.pdf). This guide answers many frequently asked questions about becoming a registered and/or licensed child care provider, suggests resources available to the provider for quality enhancement of their child care and early learning program, and discusses mandated reporting requirements as they relate to child abuse and neglect.

Child Care Aware® of Missouri still maintains member offices in regional areas around the state that provide services for child care and early learning programs in need of professional development assistance, inclusion assistance for a special needs child, or accreditation services, and CD and FSD staff should continue to refer those programs directly to the appropriate regional Resource and Referral (R&R) office. A map of counties served by each regional office can be accessed at <http://mo.childcareaware.org/AboutUs/RegionalAgencies.aspx>. Regional Resource and Referral offices may be contacted at the following locations:

Child Care Aware® of Missouri – Main Office  
1000 Executive Parkway Drive, Ste. 103  
St. Louis, MO 63141  
314-535-1458  
314-754-0330 fax  
(800) 200-9017  
[www.mo.childcareaware.org](http://www.mo.childcareaware.org)

The Family Conservancy  
3217 Broadway  
Kansas City, MO 64111  
(913) 342-1110 or (800) 755-0830  
Fax: 913-342-3632  
[www.thefamilyconservancy.org](http://www.thefamilyconservancy.org)

Child Care Aware® of Central Missouri  
2503 W. Ash Street, Ste. 300  
Columbia, MO 65203  
(573) 445-5437 or (800) 243-9685  
[www.mo.childcareaware.org/AboutUs/RegionalAgencies/CentralRegion.aspx](http://www.mo.childcareaware.org/AboutUs/RegionalAgencies/CentralRegion.aspx)

Child Care Aware® - An Operating Agency of the Council of Churches of the Ozarks  
1910 E. Meadowmere  
Springfield, MO 65804  
(417) 887-3545 or (800) 743-8497  
Fax: (417) 823-9459  
[www.ccozarks.org](http://www.ccozarks.org)

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division and Family Support Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b>	<b>PROGRAM MANAGER</b>
Toni Sutherland 573-522-8150 <a href="mailto:Toni.Sutherland@dss.mo.gov">Toni.Sutherland@dss.mo.gov</a>	Cindy Reese 573-751-6793 <a href="mailto:Cindy.Reese@dss.mo.gov">Cindy.Reese@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b>	
N/A	
<b>FORMS AND INSTRUCTIONS</b>	
N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b>	
N/A	
<b>RELATED STATUTE</b>	
N/A	
<b>ADMINISTRATIVE RULE</b>	
N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b>	
N/A	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b>	
N/A	
<b>PROTECTIVE FACTORS</b>	
Parental Resilience Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	
<b>FACES REQUIREMENTS</b>	
N/A	