



Dear Parent,

Child Care Resource and Referral (CCR&R) is a service designed to help you find quality, affordable child care and community resources. Community resources may offer benefits for medical care, housing, food, bills, and any other needs you may have. We can help you select a provider who meets your child's needs and makes you feel comfortable. Enclosed is a list of child care providers and information to help you select a provider. This list was generated based on the information you shared with our staff. Each family's child and situation are unique. Only you can choose which program is right for you and your child.

We serve Pasco and Hernando Counties, and our offices are open Monday through Friday from 8:00am to 5:00pm. Our database includes legally operating providers who have met state and local licensing requirements. We recommend that you make at least one visit before choosing a provider. The following resources will help you learn more about your customized list of providers.

- Health and safety standards, provider license files, inspection reports, violation history – Visit Department of Children and Families (DCF) at <http://www.myflorida.com/childcare> or contact 813-337-5847 for Pasco County or 352-330-5636 for Hernando County.
- Gold Seal Quality Care – This program recognizes providers committed to providing quality care. To learn more visit <http://www.floridaearlylearning.com/providers/gold-seal-quality-care-program>.
- Child assessment – Speak with providers about how they assess children's learning and development or contact Pasco Hernando ELC's Developmental Service Team 727-233-8291.
- Program assessment – To learn how providers are evaluated and rated through (CLASS) Classroom Assessment Scoring System, visit <https://www.phelc.org> or contact 727-233-8291.
- Complaints about providers may be submitted to DCF via <https://www.myflfamilies.com/service-programs/child-care/complaint/>.
- To report known or suspected child abuse, visit the DCF Abuse Hotline <https://reportabuse.dcf.state.fl.us> or call 1-800-962-2873.

Other helpful resources:

- Early Learning Coalition of Pasco and Hernando Counties -- www.phelc.org 727-233-8291
- Division of Early Learning – <http://www.floridaearlylearning.com> or 1-866-357-3239
- Voluntary Prekindergarten (VPK) and Readiness Rate Information – <https://vpkrates.floridaearlylearning.com/home>
- Early Steps – www.earlystepsdirectory.com or 1-800-218-0001, Florida Diagnostic and Learning Resources System www.fdlrs.org or 850-245-0478 (resources for children with special needs)
- Florida KidCare – <http://www.floridakidcare.org> or 1-888-540-5437 (health insurance)

If you need another list of providers, or information about VPK or School Readiness programs, please feel free to contact us at one of our locations at (727) 569-1004 for West Pasco or (727) 233-8291 for East Pasco and Hernando County. You can also visit us our Early Learning Coalition Child Care Resource and Referral website for parents at <http://www.phelc.org>.

Thank you for contacting CCR&R.

Sincerely,

Brenda Mayo
CCR&R Coordinator

If you are unhappy with the provided services, you may submit concerns to the Early Learning Coalition of Pasco and Hernando County at 727-233-8291. For a complete copy of this policy, please contact the coalition.

15506 County Line Rd, Westwood Park Suite 101, Spring Hill Florida 34610-6778

Toll Free: 1-866-797-9444

Fax: 727-857-0151

Website: <http://www.phelc.org>

