



VINCENT W. COLONNO
CHIEF EXECUTIVE OFFICER

LYNN GLUECKERT
EXECUTIVE DIRECTOR

Thank you for calling the Child Care Resource and Referral program of Catholic Charities of Delaware, Otsego and Schoharie Counties. We are concerned with helping you find the quality child care and early child programs which best meet your needs.

This referral is not a recommendation or a placement. As the parent or guardian, you have the responsibility of choosing a child care provider/program for your child(ren). We encourage you to call child care providers and make appointments to visit each during child care hours. In this way, you may evaluate which provider best meets your needs. Refer to materials enclosed in this packet to help you recognize quality child care.

Information pertaining to a family day care provider's or a registered school age program's compliance history is available by calling our office. Information pertaining to a licensed group family day care provider's or a licensed child day care center's compliance history can be obtained by contacting the Office of Children and Family Services at 518-402-3038, or by visiting the Office of Children and Family Services's website at www.ocfs.state.ny.us. You can receive more information regarding New York State child care regulations by visiting the Office of Children and Family Services website at www.ocfs.state.ny.us.

If you have a concern about a child day care provider or program, we encourage you to call the Office of Children and Family Services Child Care Complaint Line at 800-732-5207. Protecting children is everyone's job.

All information that we gathered from you is kept private and will not be shared without your written consent. If these referrals do not meet your family's needs, please contact me again at (866) 814-1117 ext. 106 or at childcare@charitiesccd.org and we can explore further child care options.

If you have any comments or concerns regarding the services that you received from us or would like a copy of our complaint policy, please contact my supervisor, Christy Houck, Director of Child Care Support Services, (866) 814-1117 or chouck@charitiesccd.org.