

## IMPORTANT INFORMATION ABOUT CHILD CARE

This notice gives information about your rights and responsibilities while looking for child care so you can participate in HRA's work rules.

### ***What should I expect when I report to the Job Center?***

- You will get an appointment to come back 15 days after the interview with your worker. During the 15 days, you must look for a child care provider.
- If you can't find child care during the 15 days, you may be given more time. You should let your worker know at your next appointment if you need more time to look for child care.

### **YOUR RIGHTS**

You have the **right to:**

- **choose** your child care provider. This provider can be licensed or regulated, a relative, friend, or trusted neighbor.
- **place your child with a provider that is "appropriate, accessible, suitable and affordable."**

<b><i>Appropriate:</i></b>	<b>The provider is open during the times when you need to do your work activity.</b> If your child has special needs, the provider is willing and able to care for these special needs.
<b><i>Accessible:</i></b>	<b>You can get to the provider by bus, train or car,</b> and the provider is located within a reasonable distance. Reasonable distance means you can get from home to the provider and then to work all <i>within one hour and 15 minutes.</i>
<b><i>Suitable:</i></b>	<b>The provider and facility meets the standards any parent would want for their child.</b> The physical and mental condition of the provider and the physical condition of the day care center or home would not harm your child(ren) or put them in danger.
<b><i>Affordable:</i></b>	<b>You have enough money to pay your share of the child care cost, if you have to.</b> You will not have to pay if HRA approves your child care provider unless the provider you choose charges more than the market rate set by the State. If the provider charges more than HRA is authorized to pay, you must pay the difference.

You also have the **right to:**

- **get help** from your worker. If you can't find child care on your own, your worker must give you at least **two choices of child care providers**. At least one of these must be licensed or registered with New York State or with the New York City Department of Health.
- **not feel pressured** to accept a provider you are uncomfortable with.
- **not have to go to your work activity** if you have a child under 13 and cannot find a provider that meets the standard above. If HRA agrees that no acceptable care is available, you may be excused for **up to 90 days**. You must keep looking for child care during the time you are excused. After the excused time is over, you will be called in again to tell us your current child care situation. If you have made a **good faith effort** to find child care that meets the standards but you are still unable to get child care, you may continue to be excused.
- **receive timely and adequate notice** of any change in child care assistance such as ending, or any change forcing you to change child care providers. If HRA finds out something about a provider or the facility that may risk the health and safety of the children in that facility, child care may end immediately and you must find another provider.
- **request a fair hearing** to challenge the agency's decision to reduce or end Cash Assistance for not going to your work activities due to not having child care.
- **request a fair hearing** to challenge the agency's decision to end child care because you didn't comply with work activities.

## YOUR RESPONSIBILITIES

**To make sure you receive or continue to receive child care assistance from HRA, you have the responsibility to:**

- **Attend all appointments**. If you are still looking for a child care provider, tell your worker at your next scheduled appointment that you need more time to find one.
- **Follow up on all referrals** you are given by your worker or other programs that are helping you find a provider.
  - Call or visit all providers that you are referred to until you are able to choose a provider that is appropriate, accessible, suitable and affordable.
  - Take notes about each provider that you visit so that you can make an *informed decision* when choosing the provider and the child care facility that is right for your child. If you feel that none of the providers that you visit are the right fit, you will need to give us *valid reasons* why you did not choose that provider. If you have visited all providers referred to you and still cannot find a child care provider, you will be given more time to look for other providers.
- **Keep your worker informed of your progress**.
- **Continue to look for a child care provider** and follow up on all referrals even if you are currently excused from work activities due to lack of child care. It is not a permanent excuse.
- **Immediately notify your worker if you change your child care provider**.

**When choosing a provider, ask yourself these important questions:**

- *Would I feel safe leaving my children at this location with this person or day care provider?*
- *Are the children under adult supervision at all times?*
- *What are the health and safety policies and procedures for handling emergencies?*
- *Does the child care facility look clean?*
- *Does the child care provider offer the services I need when I need them?*
- *Can I get to and from the day care center in a reasonable time and distance?*

You have the **right to information** about how to find a child care provider. There are a variety of resources available that can help you find child care:

- *ACS Division of Child Care and Head Start: Call 311*
- *Child Care Resource and Referral Consortium (CCRRC): Call (888) 469-5999*
- *DOHMH's Family Day Care Registration Office:*

Call (646) 632-6100 or

Visit: <https://a816-healthpsi.nyc.gov/ChildCare/ChildCareList.do>

- *Resources for Children with Special Needs: Call (212) 677-4650 or (212) 677-4660*
- *EarlyLearn NYC: Visit [http://www.nyc.gov/html/acs/html/child\\_care/for\\_parents.shtml](http://www.nyc.gov/html/acs/html/child_care/for_parents.shtml)*
- *HRA Child Care: Visit <http://nyc-csg-web.csc.nycnet/site/hra/help/childcare.page>*

(Enter Zip Code and Select an Age Range)

You can also get a list of names, addresses, and telephone numbers of providers in your zip code from your worker.

<b>TYPES OF CHILD CARE</b>	
<b>Regulated Child Care: Call CCRRC at 888-469-5999 for more information</b>	
A regulated child care provider is licensed or registered by the Department of Health and Mental Hygiene (DOHMH) and conforms to health, fire and building codes. Their employees must pass medical, character and criminal background checks	
<b>Family Child Care:</b>	Care provided in the provider's home for up to six children (including the provider's own children). No more than two children under the age of two are allowed. Many provide child care for children up to age 13.
<b>Group Family Child Care:</b>	Two providers caring for up to 12 children in a provider's home.
<b>Early Learn Child Care Centers:</b>	Year round ACS contracted child care centers where teachers and other trained staff provide care in a classroom setting. Each program has an educational component to promote school readiness and help children develop physically, socially and emotionally.
<b>Child Development Programs: Call 311 for more information</b>	
<b>Head Start:</b>	A child development program that serves children 3-5 years of age and offers activities and educational programs to prepare the children for school.
<b>Universal Pre-Kindergarten (UPK):</b>	A Department of Education program that provides children with a nurturing and educational environment to promote positive early child development. Parents may choose a UPK program in a public school or a community-based environment.
<b>Compass NYC:</b>	Programs for youths that provide a mix of academic support, sports and recreational activities as well as arts and cultural experiences at no cost during afterschool hours, on weekends, and during school vacations. Call DYCD's Youth Connect at <b>1-800-246-4646</b> for summer program information.
<b>Informal/Legally-Exempt Providers</b>	
<p><b>Informal care</b> is often provided by family, friends, or neighbors. The informal/legally-exempt provider must be approved by an enrollment agency to receive subsidized child care payments from the City of New York. The provider cannot be a parent or guardian of the child or be on the same Cash Assistance case as the child.</p>	

**FYI:** Licensed or Regulated care is the more secure and stable form of child care available.

**IF YOU HAVE QUESTIONS, NEED HELP OR MORE TIME, CONTACT YOUR WORKER**