



Referral Policy

Options for Learning Resource & Referral Department (R&R) provides child care referrals and early care and education information at a minimum of 30 hours per week. The R&R services are provided free of charge, to all persons requesting information or referrals, regardless of income, age, race, color, national origin, creed, sex, marital status, sexual orientation or physical handicap. Services are provided in a manner that reflects the diverse cultural, geographic, linguistic and economic needs of Los Angeles County. The R&R Department provides accurate and objective information, which is updated on a quarterly basis, on all of the available licensed and legally license exempt child care options. All information obtained from a family is kept confidential and restricted to purposes directly related to the administration of the program.

It is the policy of Options for Learning to work closely with parents in determining the needs of their family where child care is involved. Criteria used to provide referrals for child care include proximity of care to parent's home, work, or school, ages of children, need for transportation and other special services, family budget for child care expenses, times/days that care is needed, and other individual family considerations (e.g. meals, philosophy, flexibility, special needs of the children, etc.) The information is then matched to the provider(s) that best suit the family needs. Parents are provided with educational resources involving child care issues. The referral process is based on respecting parental choice. By making a referral or by providing information, Options for Learning is making NO endorsement or recommendation of a provider or service.

The Resource & Referral Department (R&R) provides factual and objective information. All providers on our referral database are updated quarterly. Options for Learning is not a regulatory/licensing agency. The definition of quality services varies from parent to parent. Although a center or family child care provider is licensed by the state, the license does not insure quality care. Finding a quality provider/facility is something each parent must do for him/herself.

If there is a need to remove a provider from the database (e.g. licensing complaint, lack of updated referral information, Temporary Suspension Order, License Revocation, Probationary License), the provider will be notified in writing. Please refer to our *Child Care Provider Complaint Policy*.

OLIVER'S LAW (AB458) requires all resource and referral agencies and alternative payment programs throughout the state of California to inform parents of their right and responsibility to review a child care provider's licensing history. To obtain information on licensing visits, complaints, or violations before placing your child in care, you may view the provider's facility records at their home and/or contact Community Care Licensing at (323)981-3350 or <https://secure.dss.ca.gov/CareFacilitySearch/>

Options for Learning provides resource and referral services in our approved service delivery area: Alhambra, Altadena, Arcadia, Azusa, Baldwin Park, Duarte, El Monte, South El Monte, La Canada-Flintridge, La Habra Heights, La Mirada, Monrovia, Pasadena, South Pasadena, Rosemead, San Gabriel, San Marino, Sierra Madre, Temple City, and Whittier.