

Dear New Mexico Family:

Thank you for contacting **NewMexicoKids Resource and Referral (NMKids R&R)** to explore your Early Childhood Services options. We hope you had a pleasant experience with our staff and a successful search for programs. If you would like further assistance, such as exploring your child care options, learning about home visiting programs, or connecting with other early childhood services, please contact us at **1-800-691-9067** statewide. We encourage you to visit the website at [www.NewMexicoKids.org](http://www.NewMexicoKids.org) for more information on early care and education programs, state regulations, inspection reports, FOCUS (New Mexico's quality rating system) and applying for child care assistance through CYFD.

Thank you for your time in seeking support for your healthy family.

Sincerely,

NMKids Resource and Referral Staff

#### **STAR levels 1-5: FOCUS Quality Ratings**

- No Rating – Registered: Family Child Care Home Providers are certified by CYFD but are not licensed. Registered Home Providers are regulated by a food program sponsor through the Family Nutrition Bureau.
- 1-STAR (Basic Licensure) Provider has met basic licensing criteria by CYFD and does not accept CYFD child care assistance
- 2-STAR (Basic Licensure) Provider has met basic licensing criteria by CYFD and does accept CYFD child care assistance
- 3-STAR-Provider has met basic licensing requirements and additional 3-STAR NM FOCUS criteria.
- 4-STAR Provider has met basic licensing requirements and additional 3 & 4-STAR NM FOCUS criteria.
- 5-STAR Provider has met basic licensing requirements and additional 3, 4 & 5-STAR NM FOCUS criteria.

We encourage you to visit the website at <https://www.newmexicokids.org/parents-and-families-3/what-is-quality/> for more information on FOCUS.

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#### **NewMexicoKids Resource and Referral Services**

NewMexicoKids Resource and Referral (NMKids R&R) believes that every New Mexico family deserves quality support services. The families that access NMKids R&R are given information and options to help them make appropriate choices about their child care, home visiting, and early services needs. NMKids R&R is a free service that strives to support both families and early childhood agencies in the State of New Mexico. All personal information received by NMKids R&R is kept confidential.

NMKids R&R does not discriminate in providing referrals and/or support services on the basis of race, color, religion, national origin, sex, ancestry, age, disability, medical condition, sexual preference, or other protected status.

NMKids R&R is not a regulatory entity, and therefore does not investigate complaints regarding programs, agencies, or providers. However, should NMKids R&R receive a complaint against any program the complaint will be documented and forwarded to the proper authorities, agency, child care licensing and/or food program/child care sponsors. Any action taken by NMKids R&R staff will reflect NewMexicoKids Resource and Referral's commitment to safeguard children and provide families with the service options that best meet their needs.

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**DISCLAIMER:** NewMexicoKids Resource and Referral believes that parents/guardians are best able to choose and evaluate services for their children because they know their family's needs best. Our goal is to assist families in finding the widest range of available service options and to encourage parents/guardians to act on their own knowledge and feelings as they select from among these possibilities. Responsibility for selecting an appropriate program or service rests with each parent/guardian. The Office of Child Development, the State of New Mexico Children, Youth, and Families Department, the University of New Mexico, and NewMexicoKids Resource and Referral are not responsible for inaccuracies in either the data contained in or disseminated from the referral database, nor are they responsible for action taken in reference to information provided from the referral database. The above agencies are also not responsible for finding, securing, or ensuring continued services for families nor are they responsible for evaluating the quality of the services.