

Dear Parent/Guardian:

Thank you for contacting **New Mexico Kids Child Care Resource & Referral** for your child care needs. We hope you had a successful search for child care. If you would like further assistance or a personalized child care referral from one of our staff members, please contact us at (505) 277-7900 in the Albuquerque area or 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, New Mexico's quality rating systems and child care assistance through CYFD.

**Terms Used:**

**(FCCH):** Family Child Care Home that is Licensed or Registered who cares for children in their home

**(SS):** Spanish Speaking provider

**(SSB):** Bilingual English & Other language provider

**STAR levels 1-5:** (see below)

**Quality Ratings**

- **No Rating – Registered:** Family Child Care Home Provider is certified by CYFD but is not licensed. The Registered provider is regulated by a food program sponsor
- **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 criteria under the FOCUS Continuous Quality Improvement process
- **4-STAR** Provider has met basic licensing requirements and additional 3 & 4-STAR criteria under the FOCUS Continuous Quality Improvement process
- **5-STAR** Provider has met basic licensing requirements and additional 3, 4 & 5-STAR criteria under the FOCUS Continuous Quality Improvement process or has obtained national accreditation

**Click on this link to see the criteria for STAR levels in detail:**

[https://www.newmexicokids.org/content/caregivers\\_and\\_educators/focus/](https://www.newmexicokids.org/content/caregivers_and_educators/focus/)

If while visiting or utilizing child care programs, you notice conditions or practices that cause you concern we urge you to contact us so that we can explain how you can report your concerns to the appropriate authorities. It is essential for providers and/or regulatory entities to know about legitimate concerns so that problems can be addressed, thereby improving the quality of the child care and education programs for all children in our communities. We encourage you to look carefully over the Parent Checklist also found on our website to help you make the best choice for your child and family.

**Do you need help paying for child care?**

The CYFD Child Care Services Bureau provides financial assistance to help families that qualify with the cost of child care. Your co-payment is based on the size of your family, annual income, and other criteria. Call toll free **1-800-832-1321 to be directed to the nearest child care assistance office near you or click on the link <http://cyfd.org/child-care-services/child-care-assistance>**. If you do not qualify for financial assistance from CYFD, please contact us so that we can run a report of programs that indicate they may work with families on a sliding scale, offer scholarships or are willing to negotiate their child care rates, dial (1-800-691-9067).

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**DISCLAIMER:** New Mexico Kids CCR&R believes that parents/guardians are best able to choose and evaluate child care for their children because they know their family's needs best. Our goal is to assist families in finding the widest range of available child care situations and to encourage parents/guardians to act on their own knowledge and feelings as they select from among these possibilities. Responsibility for selecting and employing a child care provider rests with each parent/guardian. We cannot guarantee the quality of care offered by child care providers in the database and urge parents/guardians to carefully interview and check references before leaving a child in care. The Office of Child Development, the State of New Mexico Children, Youth, and Families Department, the University of New Mexico, and the New Mexico Kids CCR&R 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 insuring continued care for children.

Funded by the Children, Youth and Families Dept. Office of Child Development

## **New Mexico Kids Child Care Resource and Referral Service**

New Mexico Kids Child Care Resource and Referral (New Mexico Kids CCR&R) believes that every child deserves quality care and that it is every child care provider's responsibility to offer the best child care possible. The parents/guardians that access New Mexico Kids CCR&R are given information and options to help them make appropriate choices about child care. Child care providers are given opportunities for technical support and assistance. New Mexico Kids CCR&R is a free service and strives to support both parents/guardians and child care providers in the State of New Mexico. All information received by New Mexico Kids CCR&R is kept confidential.

New Mexico Kids CCR&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.

New Mexico Kids CCR&R is not a regulatory entity, and therefore does not investigate complaints against providers. However, should New Mexico Kids CCR&R receive a complaint against a child care home/center; the complaint will be documented and forwarded to the proper authorities, child care licensing and/or food program/child care sponsors.

New Mexico Kids CCR&R believes that effective discipline involves skill and patience on the part of the child care provider and enables children to gain self-control and responsibility. Learning about self-discipline is an ongoing process for children. New Mexico Kids CCR&R does not condone physical punishment of any kind (spanking, shaking, verbal abuse, withholding of food or rest, etc.) and believes that physical punishment should never be part of a child care situation. Child care providers listed with New Mexico Kids CCR&R are Licensed or Registered and must follow state regulations concerning discipline in order to keep their Licensed or Registered status.

New Mexico Kids CCR&R will suspend from the referral list any child care provider who does not maintain their CYFD license, active registration status with a food program sponsor, or who has not notified the New Mexico Kids CCR&R of current information regarding phone number/address changes. A suspended provider can be restored to the referral list with verifiable information regarding re-licensure or re-registration with a food program sponsor. All action taken will reflect New Mexico Kids CCR&R's commitment to safeguard children and provide families with the child care options that best meet their needs.

### **Contact your local child care state licensing regional office per county at:**

- **Central Region** Child Care Licensing (505) 841-4827
  - Counties: Bernalillo, Sandoval, Socorro & Valencia
- **Northern Region** Child Care Licensing (505) 476-5510
  - Counties: Cibola, Colfax, Harding, Los Alamos, Mora, McKinley, Rio Arriba, San Juan, Santa Fe, San Miguel, Taos, Torrance & Union
- **SE Region** Child Care Licensing (575) 625-1078
  - Counties: Chaves, Curry, De Baca, Eddy, Guadalupe, Lea, Quay, Roosevelt
- **SW Region** Child Care Licensing (575) 373-6609
  - Counties: Catron, Dona Ana, Grant, Hidalgo, Lincoln, Sierra, Luna & Otero
- **Statewide Child Care Licensing Office**
  - Dial 1 (800) 832-1321

New Mexico Kids Child Care Resource & Referral Staff

1 (800) 691-9067 Statewide Toll Free

1 (505) 277-7900 Albuquerque Metro Area

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