When Gail Glifort was searching for child care for her son, Nathaniel, one of her first stops was the offices of CCSA.

“I wanted to get a referral to someplace good and not just place him somewhere because it was convenient or had an opening,” said Gail. “I had a particular provider in mind that I wanted to check out but the CCSA referral staff told me the center didn’t have a good rating. The counselor told me about the rating system, how it worked, and referred me to a center which had a very good rating.”

Gail is appreciative of the knowledge and consistency of the teachers. “I am happy that I had CCSA help me. Knowing that the center was rated highly made me feel very comfortable,” says Gail. “Nathaniel loves it there. And the things he has learned have helped him prepare for kindergarten.”
Choosing the right child care provider can be a difficult decision – there are so many things to consider. A child may spend over 10,000 hours in a child care program during the preschool years. A good child care choice can make those hours rewarding, fun and safe for your child, and give you the security of knowing that your child is in a place where the potential for growth and development is greatest.

When your child is a little older, a high-quality after-school or summer program may be what you need to keep your peace of mind and keep your child productively engaged. Child Care Services Association is the Triangle’s nonprofit child care resource and referral agency helping all families access affordable, high-quality child care for their children from birth through age 12.

Referral counselors will listen to your family’s child care preferences, conduct a custom search for you, and provide details about the child care programs that meet your unique needs.

You can call, email or visit any time you have questions about child care.

Our referral services are Free and are available in English and Spanish.

Steps to follow when selecting child care

1. Begin as early as possible. Many programs enroll months ahead or have long waiting lists.
2. Call Child Care Services Association to speak with a referral counselor about child care quality and standards, and get your customized list of child care programs to consider.
3. Visit several child care programs (three or more) and spend at least an hour at each site. Use our checklists to guide you.
4. Talk with other parents whose children are enrolled in the child care program you are considering.
5. Ask a Child Care Services Association counselor to help you research the compliance history for each program that you are considering.
6. Visit your favorite program again, without an appointment and observe at a different time of day.

Once you have enrolled your child, become an involved parent. Volunteer, drop in and visit your child, and talk regularly with your child’s teacher.

A high-quality child care program welcomes and needs supportive parents.

Looking for Child Care?

Our counselors will provide you with:

- A detailed printout, listing 3-15 child care programs that are matched by such criteria as: quality ratings, type of care, location, tuition rates, vacancies, ability to meet a special need, and more
- Checklists to take with you when you visit child care facilities and tips for checking references
- Referrals to financial assistance sources
- Referrals to other resources such as NC Health Check/Health Choice health insurance program, voter registration, food stamps, WIC, tax credits and more
- Names and phone numbers of child care resource and referral agencies in nearby counties

Quality Counts

When you visit a child care program, look for:

- National accreditation or higher than minimum licensing standards (3-5 stars in North Carolina)
- Teachers and directors with degrees in early childhood education or child development, or staff enrollment in college classes to earn credentials or degrees
- Low child/teacher ratios and small group sizes
- Low teacher turnover
- Well-paid teachers with benefits
- Parent involvement
- Good health and safety practices

Use our FREE Online Child Care Search

www.childcareservices.org/fs/cc_search.html

Contact CCSA today to learn about:

- Quality care and how to find it
- Child care laws and rules in North Carolina
- How to find results of visits by inspectors and the state licensing agency
- Information about developmentally appropriate classroom practices and positive teacher-child interactions