



# Child Care

Information for Families



## MY CHILD CARE DC

### LOOKING FOR CHILD CARE?

My Child Care DC helps families discover child care options in one click. Accessible by mobile phone, at [MyChildCareDC.org](http://MyChildCareDC.org) families can:

- Search by location
- Compare child care options
- View the Capital Quality profile
- View monitoring reports
- Search substantiated complaints
- View licensing reports

### PAYING FOR CHILD CARE

The subsidized child care program is designed to assist eligible families with child care costs by granting child care vouchers. You may apply for a voucher by visiting the Department of Human Services (DHS), Economic Security Administration, Child Care Services Division during regular business hours, or a Level II Provider authorized to conduct eligibility on behalf of the District. Visit <http://bit.ly/SubsidyFAQ> for more information about applying for child care assistance.

<p><b>DHS Congress Heights Service Center</b> 4049 South Capitol Street, SW Mon/Tues/Thurs/Fri 8:15 a.m. - 4:45 p.m. Wed / 8:15 a.m. - 7 p.m. (202) 727-0284</p>	<p><b>DHS Taylor St Service Center</b> (appointment only) (202) 576-8000</p>	<p><b>Virginia Williams Service Center</b> Homeless families only Mon and Wed 8:30 a.m. - 4:30 p.m. (202) 526-0017</p>
--	--	--

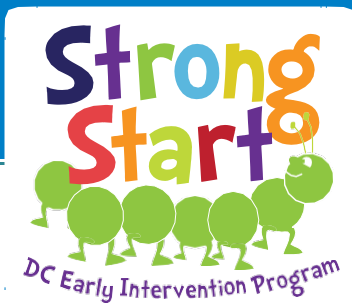
### SUBMITTING CHILD CARE COMPLAINTS

Complaints about child care services may be submitted via telephone at (202) 727-2993 or email at [OSSE.ChildcareComplaints@dc.gov](mailto:OSSE.ChildcareComplaints@dc.gov).

### CHILD CARE RESOURCE AND REFERRAL (CCR&R)

CCR&R is available via telephone, email or in-person at their two locations. See information below:

- Location #1—2041 Martin Luther King Jr. Ave. SE, Suite 236 Washington, DC 20020
- Location #2—209 Upshur St. NW, Washington, DC 20011
- Open Monday–Friday, 9 a.m.-5 p.m.
- CCR&R Hotline: (202) 829-2500
- Translation services provided
- CCR&R Email address: [osse.dcchildcareconnections@dc.gov](mailto:osse.dcchildcareconnections@dc.gov)
- Website: <http://dcchildcareconnections.org/>



## STRONG START, DC'S EARLY INTERVENTION PROGRAM

Strong Start is DC's early intervention program that serves as the single point of entry for infants and toddlers in Washington DC whose families have concerns about their development. Find more information about Strong Start by visiting their page on the OSSE website: <https://osse.dc.gov/service/strong-start-dc-early-intervention-program-dc-eip> or calling (202) 727-3665.

### ADDITIONAL RESOURCES AND SUPPORTS

- The [Healthy Futures Program](#) offers child and family-centered consultation services to care providers and family members that build their skills and capacity to promote social emotional development, prevent escalation of challenging behaviors, and increase appropriate referrals for additional assessments and services.
- The [Primary Project](#) provides screening and early intervention services to children in pre-kindergarten through third grade identified with mild school adjustment issues.
- The [Parent Infant Early Childhood Enhancement Program](#) involves play and art therapy, infant observation, and Parent Child Interaction Therapies, and supports parenting groups. Children served by this program are primarily five years of age and younger.



## CAPITAL QUALITY, THE DISTRICT'S REDESIGNED QUALITY RATING AND IMPROVEMENT SYSTEM (QRIS)

Capital Quality is a Quality Rating and Improvement System (QRIS) in licensed child care facilities in the District of Columbia. It allows families to review and compare the quality of programs throughout the District and make informed decisions about where to enroll their child. Capital Quality uses evidence-based assessments of what programs do to promote children's health, safety and development. Programs are assessed on how well their early care and education professionals provide age-appropriate activities and warm, supportive interactions with children. Please visit <http://bit.ly/CapitalQuality> for more information about Capital Quality or call CCR&R at (202) 829-2500 if you have any questions.