

## My Child Care Agency

A core purpose of Child Care Assistance is to promote parental choice and to empower parents to make their own decisions regarding child care services. Parents have the option to choose from the full range of eligible child care settings which includes a variety of center and home-based choices. The following information is designed to give you the tools to choose the care setting that best suits your family's needs.

### Health and Safety Requirements

Child care agencies must follow rules designed to 1) protect children while under the care of the child care agency and 2) promote developmentally appropriate practices that enhance early learning and foster parental engagement. The basic requirements in these rules seek to maintain the adequate health, safety, and supervision of children while in a child care setting. Below are links to requirements for agencies licensed by the Tennessee Department of Human Services (DHS) or approved by the Tennessee Department of Education (DOE): [See DHS Child Care Rules by clicking here](#) [See DOE Child Care Rules by clicking here](#)



### Finding Information About My Child Care Agency

Specific information about a child care agency can be found by using the tools on the Find Child Care page on the DHS website. The Find Child Care page allows you to search for your child care agency by county, zip code, or your address. The page also includes a downloadable list of DHS licensed and DOE approved agencies in an Excel format. The list can be sorted and searched by any of the fields in the header (county, zip code, provider type, star rating, etc.).

[Go to the Find Child Care page and downloadable agency list by clicking here.](#)

### Compliance History

When you look up a child care agency on the Find Child Care page you can also click on the "Compliance History" link to see the date of the last inspection and a record of any violations/complaints. Contact information for the Program Evaluator who monitors the agency is also available should you need more information about the facility.

### Report Card and Star Quality Program

Every licensed child care agency must undergo an annual evaluation and post a report card of the results. Agencies are required to post their report card with their renewal license where parents can clearly see them. Agencies that earn a rating of one, two, or three stars can participate in the Star-Quality Child Care Program, a voluntary program that recognizes agencies who exceed minimum licensing standards. An agency must be open for one year before it is eligible to receive a star rating. You can review your agency's star rating on the Find Child Care page. [For more information about the Report Card System click here.](#)

### Other Resources for Parents

Child Care Resource and Referral Centers (CCR&R's) are located across Tennessee to assist both parents and providers for free. Parents may access information regarding the components of quality care and what to look for when choosing quality care. CCR&R staff are able to offer parents information on child care providers in their area and answer questions on what type of care may be best for their family. A listing of CCR&R locations and contact information is available on the [DHS Child Care Resource and Referral Centers page, found by clicking here.](#)

[For information about the Benefits of Developmental Monitoring and Screening click here](#)

[For information about resources and services available at kidcentral tn click here](#)

[For contact information for the Child Care Assistance Offices click here](#)

### Reporting Complaints/Contact Information

Report Child Care violations/complaints by calling the Child Care Complaint Hotline at 1-800-462-8261

Have more questions? Contact a child care licensing office near you. [Contact information can be found by clicking here.](#)

Questions or comments can also be submitted via email to: [ChildCareServices.DHS@tn.gov](mailto:ChildCareServices.DHS@tn.gov)