



Fiscal Year 2023-2024

Dear Caregiver,

Congratulations! By contacting the Child Care Resource and Referral (CCR&R) Program, you have taken a great step toward your child’s future success in school and life. CCR&R helps families find quality, affordable child care, early learning programs, and community resources that meet the individual needs of each child and family.

ELC Big Bend serves Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla counties. Please see our service center office hours below:

Gadsden Co.	Leon Co.	Madison Co.	Taylor Co.	Wakulla Co.
Mon – Thurs 8:00AM – 6:00PM	Mon – Thurs 7:30AM – 6:00PM	Tues & Wed 8:00AM – 5:30PM	Mon & Thurs 8:00AM – 5:00PM	Mon – Thurs 8:00AM – 5:00PM

As you requested, enclosed is a list of providers and resources to help guide your search. Based on the information you shared, we generated the list from our database, which includes providers who meet state and local licensing requirements. We recommend you make at least one visit before choosing a provider. These resources will help you learn more about your selected provider:

- **Provider Information:** Visit the [Florida Department of Children and Families](#) (DCF) website for provider license files, inspection reports, violation history at, or call:
 - 1-888-352-2842 (Toll-Free)
 - 850- 597-0930 (Judicial Circuit 2 – Gadsden, Jefferson, Leon, Liberty, and Wakulla)
 - 904-485-9586 (Judicial Circuit 3 – Madison and Taylor)
- **Gold Seal Quality Care:** This program recognizes providers committed to providing a higher level of quality care. [To learn more, click here.](#)
- **Accreditation:** To learn about provider accreditation, [click here](#) or call:
 - 850- 597-0930 (Judicial Circuit 2– Gadsden, Jefferson, Leon, Liberty, and Wakulla)
 - 904- 485-9586 (Judicial Circuit 3 – Madison and Taylor)
- **Program Assessment:** To learn how providers are evaluated on the quality of teacher-child interactions, contact 850-385-0504. You may also inquire about how we evaluate providers through our CLASS assessment by visiting our website or contact 866-973-9030.
- **Child Assessment:** Speak with providers about how they assess children’s learning and development, or contact ELC at 850-385-0504.
- **Provider Complaints:** Submit complaints about providers to DCF by [clicking here](#) or by contacting the local licensing office at:
 - 850- 597-0930 (Judicial Circuit 2– Gadsden, Jefferson, Leon, Liberty, and Wakulla)
 - 904- 485-9586 (Judicial Circuit 3 – Madison and Taylor)
- **Abuse Reporting:** To report known or suspected child abuse, access DCF’s Reporting Concerns for Child Victims form by [clicking here.](#)

Other helpful resources:

- [Early Learning Coalition of the Big Bend Region](#)
- [Division of Early Learning:](#)
- [Early Steps:](#) resources for children with special needs
- [Florida KidCare:](#) child health insurance

If you need another list of providers or information about the Voluntary Prekindergarten or School Readiness programs, please call 866-973-9030. Thank you for contacting CCR&R.

Sincerely,

Gabrielle Aboki
CCR&R Specialist

Any Board Member, contractor, provider, participant or interested party has a right to present complaint(s) or dispute(s) (“grievances”) to the ELC. All grievances must be submitted in writing to the ELC with attention directed to the CEO. ELC will provide for the prompt and orderly resolution of all grievances in accordance with established ELC procedures.

Should you have any issue with the services we provide, request a copy of the grievance policy or submit concerns to the Early Learning Coalition of the Big Bend Region at 850-385-0504 or crr@elcbigbend.org