



Child Care Aware of NH

☎ 1-855-393-1731, ext. 2531

✉ ccrr@snhs.org

🌐 nh-connections.org

Choosing Quality Child Care in NH



Child Care Aware of NH

Powered by Southern New Hampshire Services

Office Hours

Monday–Friday: 8:00 AM to 5:00 PM

Online Referrals are available 24/7 at nh-connections.org

Check out our Family Facebook page at 

<https://www.facebook.com/CCAoNHamilies/>



NH CONNECTIONS

Growing our children's future together

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Child Care Aware of New Hampshire Powered by Southern New Hampshire Services



Child Care Aware of New Hampshire – Main Office 88 Temple Street, Nashua, NH 03060
Telephone: (603) 578-1386 or 1-855-393-1731 Fax: (603) 578-1736

nh-connections.org or www.SNHS.org

Dear Client,

Thank you for using Child Care Aware of New Hampshire, a Child Care Resource and Referral Program powered by Southern New Hampshire Services, for your child care needs. Child Care Aware of NH is committed to providing you with quality consumer education to assist you on your search for a quality child care program. To ensure that you select the best possible child care arrangement, in our referral packet we have included resources to help you as you conduct your child care search. We are also providing you with a tailored list of child care providers who may meet your needs. This list is based on the information you provided about your child's age, preferred location, and other preferences you indicated you were looking for. Your packet should contain the following:

- Choosing Quality Child Care in NH Booklet
- Family Satisfaction Survey
- Child Care Referral List

For those participating in the New Hampshire Employment Program (NHEP), you have received some of this information during the orientation.

We would suggest that you visit several providers to determine what is best for your family and we strongly urge you to check references.

Information provided to you is not an endorsement of any particular provider by this agency. Child Care Aware of NH provides referrals, not recommendations. The final decision about your child care arrangements must be made by you.

PLEASE NOTE: If you are concerned about any child care provider you visit or use, we urge you to call us and/or the NH Child Care Licensing Unit at (800) 852-3345, ext. 9025. Parent observation and feedback are critical in our service and in all child care.

Good luck in your search for child care. Please feel free to call us back with any questions or if you need a more extensive list. A representative from our office will be contacting you in the next few weeks to discuss your experience finding child care and working with Child Care Aware of NH.

FOR MORE INFORMATION, CALL OUR MAIN REGIONAL OUTREACH OFFICE, 1-855-393-1731, EXT. 2531.

Sincerely,

Tracy Pond

Program Manager, Child Care Aware of NH

A Child Care Resource and Referral program of Southern New Hampshire Services

About Child Care Resource & Referral (CCR&R):

Child Care Aware of New Hampshire is a CCR&R Program

CCR&R helps families find child care...

Choosing child care is one of the most important decisions families make. CCR&Rs help families take the guesswork out of choosing care by giving them FREE referrals to local child care providers, information on state licensing requirements, availability of child care subsidies, and other pertinent information. CCR&R provides guidance tailored to each family by phone, in person, by email and via the NH Connections Child Care Search Portal.

CCR&R builds the supply of child care...

In most communities, demand for child care far exceeds supply. CCR&R provides an entry point to the child care field, helping providers meet licensing requirements. To help programs meet Child Care Licensing Unit (CCLU) requirements, CCR&R provides support to the early childhood field by offering low-cost or FREE training in diverse topics like health & safety, child development, and sound business practices. CCR&Rs work with local and state governments and the private sector on building and maintaining resources to help support the supply of child care.

CCR&R improves the quality of child care...

No one has greater impact on the quality of care than the people who work with children every day. That is why CCR&Rs across the country provide ongoing professional development opportunities to child care providers and staff. By supporting programs, helping create financial incentives for education and advocating for better compensation for providers, CCR&Rs help improve the quality of care for all children.

CCR&R bridges child care and education...

High-quality child care has many benefits, including preparing children for school. CCR&Rs strive to help create child care settings that support children to grow and learn. Educating families about early learning and the components of quality care is also a major part of CCR&R services. CCR&Rs are dedicated to informing communities about the important links between early learning and later success in school.

CCR&R documents child care needs and trends...

What makes CCR&Rs unique is their ability to gather information to better understand family needs. CCR&Rs are the major source of information about the local supply and cost of child care. CCR&Rs are able to track trends about the changing needs of families.

CCR&R engages new partners...

High-quality child care does more than benefit children; it can create positive results for entire families and for communities as a whole. By reaching out to business leaders, law enforcement, school teachers, and others, CCR&Rs help to highlight the importance of child care to the community. CCR&Rs collaborate with other family support services to promote a holistic vision of child care that includes health, literacy, and special needs.

CCR&R tells the child care story...

By providing resources, documenting community needs and creating new ways to meet those needs, CCR&Rs bring the voices of children, families, and child care providers to the public.

Adapted from www.naccrra.org, the website of the National Association of Child Care Resource & Referral Agencies.



4 Steps to Choosing Quality Child Care



STEP 1: IDENTIFY

Identify what's important to you from child care providers by asking yourself different questions. Think about location, cost, availability, quality, etc.



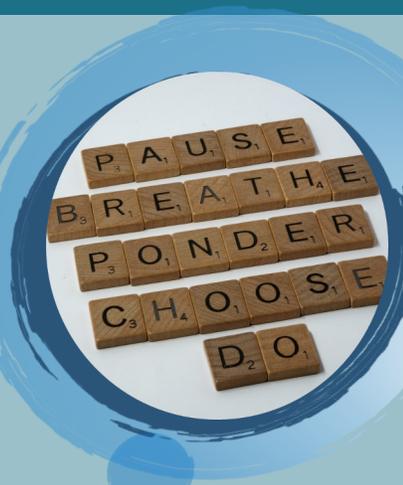
STEP 2: MAKE A LIST

Call CCAoNH at 1 (855) 393-1731, ext. 2531 or by visiting nh-connections.org to obtain a list of possible child care providers that might meet that criteria.



STEP 3: TOUR

Tour the child care centers and/or family child care homes. Be sure to ask the staff questions using [one of our child care checklists](#). Talk to the caregivers and directors. You may also have an opportunity to speak with a parent.



STEP 4: SELECT

Select the provider who works best for your family and meets all your needs.

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Choosing Child Care in New Hampshire

Selecting a child care arrangement for your child can seem to be an overwhelming task. There are many factors to consider including types of care, price, availability, quality and location. Families' needs and priorities must not be overlooked. Plan to spend as much time as possible to explore the options available. Please keep in mind that Child Care Aware of New Hampshire provides referrals NOT recommendations. This booklet provides you with information and quality indicators to help you with this choice.

Quality indicators include but are not limited to:

- immunization requirements
- child-staff ratios
- group size
- staff qualifications
- ongoing training requirements
- positive discipline policies
- child abuse/neglect prevention

Health & safety indicators include but are not limited to:

- routine fire drills
- medication policies
- emergency plans
- playground safety
- hand washing/hygiene policies

If you have any questions, please contact CCAoNH at (855) 393-1731, ext. 2531. We're here to help!

Types of Licensed Child Care

Group Child Care Center	A center-based child care program that cares for 1 or more children ages 3 to 6 years , up to 4 of whom may be younger than 3 years of age, plus 5 children enrolled in a full-day school program.
Family Child Care Home	A child care program operated in a home in which the provider resides. In a family child care home one provider may care for a maximum of 6 preschool children plus up to 3 children who are enrolled in a full-day school program. The number of children younger than 36 months of age and 24 months of age that may be cared for is limited.
Family Group Child Care Home	A child care program operated in a home in which the provider resides. In a family group child care home one provider and one family child care worker or assistant may care for 7 to 12 preschool children plus up to 5 children enrolled in a full-day school program. The number of children younger than 36 months of age that may be cared for is limited.
Preschool Program	A center-based child care program that provides care and a structured program for children ages 3 years of age and older who are not attending a full day school program. Preschool programs can care for children up to 5 hours per day.
Infant/Toddler Program (Child Care Nursery)	A center-based child care program that cares for 5 or more infants and toddlers under three years of age.
Night Care	A center-based, family or family group child care program that provides care during the evening or night time hours between 7:00 PM and 6:00 AM. The type of center-based, family or family group child care program will determine the limits on ages and numbers of children.
School-Age Program	A child care program providing child care for children 4 years 8 months and older for up to 5 hours per school day, before or/and after regular school hours, and all day during school holidays and vacations.

Criminal Background Checks and Fingerprinting

The Child Care Licensing Unit requires that anyone who is a household member living in a licensed family child care program or anyone working in a licensed child care program age 18 years or older, to submit to a comprehensive background check that includes: NH criminal history record conducted by the State Police Department, a fingerprint-based check conducted through the Federal Bureau of Investigations (FBI), which includes a check of the National Sex Offender Registry; a check of the NH Child Abuse and Neglect Registry; and the NH Sex Offender Registry. If an individual lives in another state or has lived in another state in the previous 5 years, the background check includes that state's Child Abuse and Neglect Registry along with the state's Sex Offender Registry. In addition, other individuals age 14 to 17 years who are in contact with children and all household members age 10 and over must submit to a child abuse and neglect background check conducted by NH DEHS.



Child Care Centers Group Size and Ratio

Age of Child	Child – Adult Ratio (Number of children per adult)	Group Size (Maximum number of children per room)
6 weeks - 12 months	4 - 1	12
13 - 24 months	5 - 1	15
2 years	6 - 1	18
3 years	8 - 1	24
4 years	12 - 1	24
5 years + (children attending child care program all day)	15 - 1	30
4 years 8 months + (children in full day public school who attend child care program before/after school and school vacations)	15 - 1	45

When there are mixed ages in the same group, the ratio is based on the average age of children in the group. Infants may be included in the mixed age groups with children over age three with certain restrictions, and the maximum number of children under age three allowed in a mixed age group is 17. Refer to 4002.24(o)(2) for correct group size of 17 and the conditions under which mixing is allowed. If you have questions regarding ratios, please contact the Child Care Licensing Unit at (800) 852-3345, ext. 9025.



Center Staff Education, Training and Experience

- A center is required to have on staff a **Center Director** or qualified substitute who is **21 years old, has credits 3 credits each in child development and management/supervision or 2 years' experience as a supervisory/managerial position**, at least **1500** hours of work experience with young children in **certain settings**, and the approved equivalent of an Associate's Degree in Early Childhood Education.
- **Lead Teachers are required to be 18 years of age**, have a high school diploma and at least 18 credits of approved Early Childhood Education or equivalent. There must be 1 qualified lead teacher per every 6 staff members.
- **Associate Teachers must be 18 years of age**, have a high school diploma and at least 9 credits in early childhood education or its approved equivalent.
- **Assistant Teachers or aides** must be at least 16 years old and must always be under the direct supervision of a center director, lead teacher or associate teacher.
- The director or substitute of a school-age program must be on-site during all operating hours when the program is open 5 hours or less, and 2/3 of the day when open more than 5 hours (holidays). An associate teacher must be present for the other 1/3 of operating hours.
- The director or substitute of a child care center, including preschool programs and programs operating in the evening or overnight, must be present for 2/3 of daily operating hours.
- NH requires 18 hours per year of ongoing training in early education for all center staff.
- The center director, site director, family child care provider and all staff used to meet staff to child ratios are required to be certified in pediatric CPR and First Aid.

Family or Family Group Child Care Homes

- Family child care homes with one provider may care for 6 preschool children and 3 school-age children, with no more than 4 children under 36 months, of which no more than 2 children may be under 24 months of age.
- Family group child care providers who work with an assistant may care for up to 12 preschool children and 5 school-age children, and no more than 4 children may be under 36 months of age.
- Family child care providers must be at least 18 years old. Providers who are under age 21 must complete a Child Care Licensing Unit's approved child care curriculum. This is not required of providers age 21 and over.
- NH currently requires 18 hours per year of ongoing training in early childhood education for family child providers.
- Family child care providers must be certified in Pediatric CPR and First Aid.



Choosing License-Exempt Care in New Hampshire as Type of Care

(Licensing is not required under the following conditions)

Programs can be exempt from licensing under the following conditions:

- Are caring for no more than 3 children other than their own.
- When programs are run by an approved private or public elementary schools and are regulated by the NH Department of Education.
- When children's programs are run and regulated by other government programs (Military, etc.).
- When it is a camp, summer or recreational program for school age children.

License-Exempt Child Care Home Providers enrolled/enrolling to receive NH Child Care Scholarship must meet, at a minimum, the following requirements:

- Be 18 years of age or older.
- When care is provided in the provider's home, all household members age 18 and older must successfully complete a Criminal Record Check which includes Fingerprint results, DEHS Central Registry, and state and national Sex Offender Registry Checks prior to enrollment. Household members age 12 to 17 must successfully pass the DEHS Central Registry, State and national Sex Offender Registry Checks, conducted by DEHS prior to enrollment.
- Be certified in Pediatric CPR and First Aid.
- Complete training in 10 required health and safety topics prior to enrollment in the NH Child Care Scholarship Program.
- Complete four hours of annual ongoing training per year. Two must be in the required health and safety topics, and two must be in other DHHS specified topics.
- The Program must submit to an annual announced monitoring visit by the DHHS Child Care Licensing Unit.

License-Exempt Child Care Center/Facility Programs enrolled/enrolling to receive NH Child Care Scholarship must meet, at a minimum, the following requirements:

- Staff that are 18 years of age or older must successfully complete a Criminal Record Check which includes Fingerprint results, DEHS Central Registry, State and national Sex Offender Registry Checks prior to enrollment. New staff that are 18 years of age or older must be supervised by an individual who has received a qualifying result of a background check within the past 5 years until all background checks have been completed.
- Staff under 18 years of age must successfully pass the DEHS Central Registry and state and national Sex Offender Registry Checks. These individuals must be supervised by staff who have received a qualifying result of a background check within the past 5 years.
- Staff must be certified in Pediatric CPR and First Aid prior to enrollment.
- Staff must complete training in 10 required health and safety topics prior to enrollment.
- Staff must complete four hours of annual ongoing training per year. Two must be in the health and safety topics, and two must be in other DHHS specified topics.
- The program must submit to an annual announced monitoring visit by the DHHS Child Care Licensing Unit.





New Hampshire Quality Rating System Designations

New Hampshire currently has three designations for quality child care. The following program types continue to meet the increasing standards; which are known to improve quality, and to ensure the safety of children and prepare them for success.

Licensed

Licensed programs include child care centers and family child care homes. The Child Care Licensing Unit (CCLU) regulates licensed child care programs on various regulations, including but not limited to :

- **Ratio:** The number of children per adult in a home or classroom.
- **Group Size:** The total number of children in a group setting (i.e. a classroom or home).
- **Health:** Policies and practices around illness, immunization, nutrition, cleanliness, sanitizing requirements and preventing the spread of germs.
- **Safety:** Practices to make sure the environment is safe, both indoors and outdoors. This includes furniture or structures in the environment; its' placement, as well as equipment and toys. Also includes practices around First Aid and Pediatric CPR training for staff, fire precautions, criminal background checks, emergency response and preparedness, etc.
- **Training, Education and Experience of the Provider:** Assures providers have education and training in child development and other related topics. Providers have experience caring for children in a group setting, and must interact with children in ways that are developmentally appropriate. Pre-service training requirements on topics such as recognizing and reporting suspected child abuse/neglect, prevention of SIDS, administration of medication, and transportation and water safety, among other trainings.

If you are considering licensed child care ask the program about their most recent Statement of Findings and Corrective Action Plans. Licensed centers and family child care providers are required to make these available for your review. You can also contact the Child Care Licensing Unit by calling (603) 271-9025 or toll free at (800) 852-3345, ext. 9025 for information or collect this information on the web at: <https://nhlicenses.nh.gov/verification/Search.aspx?facility=>.

Licensed Plus

Licensed Plus is a designation in New Hampshire's Quality Rating System. It means that a child care provider has implemented practices into their program above and beyond required licensing standards, but is not accredited.

The Licensed Plus Program was developed by a public and private partnership in collaboration with the Bureau of Child Development and Head Start Collaboration and is administered by the Bureau. A network of child care providers significantly contributed to the development of the program. To view a list of Licensed Plus Programs visit <http://www.dhhs.nh.gov/dcyf/licensedplus/providers.htm>.



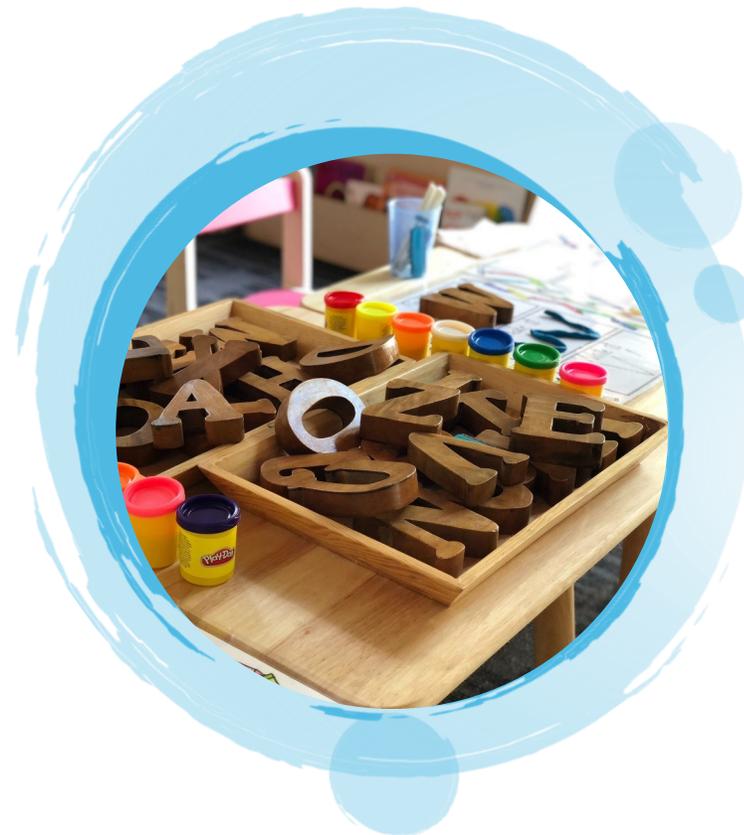
New Hampshire Quality Rating System Designations Continued

Accreditation

Accredited programs are programs that have gone through a process of self-study and outside evaluation and have met higher standards of quality child care.

National accrediting associations include:

- National Association for the Education of Young Children (NAEYC) accredits child care centers.
 - Visit <http://families.naeyc.org/find-quality-child-care> to search for an accredited child care center in New Hampshire.
- National Association for Family Child Care (NAFCC), accredits providers who are caring for children in the provider's own home.
 - Visit <http://www.nafcc.org/Accredited-Provider-Search-Function> to search for an accredited family child care program in New Hampshire.
- Council on Accreditation (COA) accredits programs that provide care when school-age children are not in school.
 - Visit <https://coanet.org/cyd-standards/> for more information.



Frequently Asked Questions



What can I do if I have a concern about something that happened in a licensed child care program or license exempt program? Call the Child Care Licensing Unit (CCLU) to share your concerns at 1-800-852-3345, ext. 9025 or email ccluoffice@dhhs.nh.gov. CCLU staff will ask a series of questions to obtain the specifics of your concerns. CCLU staff will determine whether your concerns constitute any violations of NH Statutes or Administrative Rules and the appropriate response. To be informed of the investigation results, you will need to provide your name and address, **however you may remain anonymous** and CCLU will never tell the provider who made the report. If you suspect that a child may have been abused or neglected, contact the Child Abuse Report Line at 1-800-894-5533.

What do I do if I have a complaint about the services provided by Child Care Aware of NH? Child Care Aware of NH strives to locate quality, affordable and accessible child care to meet each family's needs. Results from the Family Satisfaction Surveys are incorporated into our program evaluation and aids in our plans in program improvement.

Our complaint policy ensures that if families are not satisfied with the services, they have a way to share their feedback anonymously and feel that their concerns were heard and addressed. In the event that the services provided by Child Care Aware of NH are unsatisfactory, please use the following Complaint Policy:

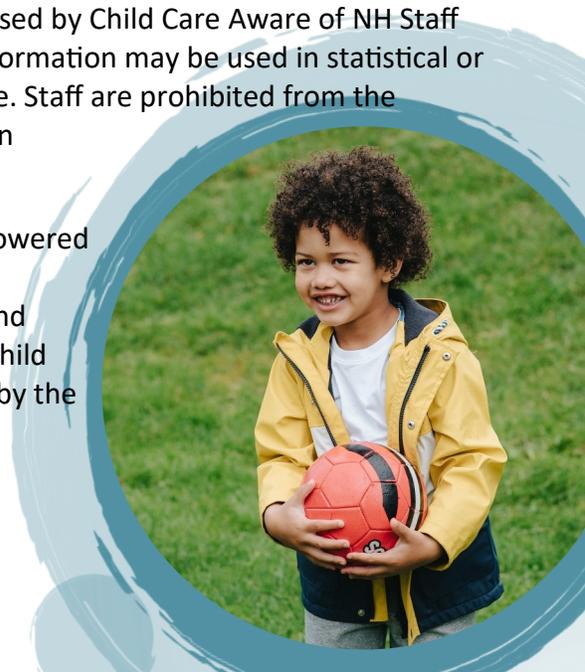
If a family is not satisfied, they should contact the Child Care Aware of NH Program Manager immediately.
Tracy Pond, Program Manager
88 Temple Street, Nashua, NH 03060
(603) 578-1386, ext. 2530 or 1-855-393-1731

tpond@snhs.org

The Manager will discuss the complaint with personnel and issue disciplinary action, as she/he deems appropriate.

*Confidentiality Information- Any information shared with Child Care Aware of NH will be kept confidential. We do not sell or distribute it in any way. Family database information will be available to the NH DHHS Bureau of Child Development and Head Start Collaboration and will be used by Child Care Aware of NH Staff for the purpose of assisting families in their search for child care. The information may be used in statistical or anecdotal form to advocate on behalf of children, families, and child care. Staff are prohibited from the disclosure of any individualized information regarding families or children without a release of information form signed by the parent.

Child Care Aware of NH is a Child Care Resource and Referral Program powered by Southern New Hampshire Services. The preparation of this flyer was financed under a Contract with the State of NH, Department of Health and Human Services, Division of Economic and Housing Stability, Bureau of Child Development and Head Start Collaboration, with funds provided in part by the State of NH and the US DHHS.



Frequently Asked Questions, Continued

How can families receive help paying for child care expenses?

The NH Department of Health and Human Services (DHHS) offers families help to pay for some of the costs of child care through the NH Child Care Scholarship Program. Families must be income eligible and involved in work, training, education or be looking for employment. This information was effective as of July 2020.

Family Size	Monthly Gross Income	Annual Gross Income
2	\$3,161	\$37,928
3	\$3,982	\$47,784
4	\$4,804	\$57,640
5	\$5,625	\$67,496
6	\$6,446	\$77,352
7	\$7,268	\$87,208
8	\$8,089	\$97,064

If, at initial application, your income is less than the monthly or annual gross (before taxes) income listed above for your family size, you might be eligible for New Hampshire Child Care Scholarship. At redetermination, you might be eligible at a higher income. Your Family Service Specialist will let you know at time of redetermination. If you are applying for other DHHS services (medical/Food Stamps/financial assistance) in addition to child care assistance; you must apply for assistance either online through the NH Easy website, <https://nheasy.nh.gov/> or visit your local DHHS Office. We have outlined these office locations for you below. You can also find additional office locations at <http://www.dhhs.nh.gov/contactus/districtoffices.htm>

DHHS/Berlin

650 Main Street, Suite 200
Berlin, NH 03570
(603) 752-7800
(800) 972-6111

DHHS/Claremont

17 Water Street, Suite 301
Claremont, NH 03743
(603) 542-9544
(800) 982-1001

DHHS/Concord

40 Terrill Park Drive
Concord, NH 03301
(603) 271-6200
(800) 322-9191

DHHS/Conway

73 Hobbs Street
Conway, NH 03818
(603) 447-3841
(800) 552-4628

DHHS/Keene

111 Key Road
Keene, NH 03431
(603) 357-3510
(800) 624-9700

DHHS/Laconia

65 Beacon Street West
Laconia, NH 03246
(603) 524-4485
(800) 322-2121

DHHS/Littleton

80 North Littleton Road
Littleton, NH 03561
(603) 444-6786
(800) 552-8959

DHHS/Manchester

1050 Perimeter Road, Suite 501
Manchester, NH 03103
(603) 668-2330
(800) 852-7493

DHHS/Seacoast

19 Rye Street
Portsmouth, NH 03801
(603) 433-8300
(800) 821-0326

DHHS/Southern

26 Whipple Road
Nashua, NH 03060
(603) 883-7726

DHHS/Rochester

150 Wakefield Street, Suite 22
Rochester, NH 03867
(603) 332-9120

Frequently Asked Questions, Continued



Who can receive reimbursement for NH Child Care Scholarship?

Only child care providers enrolled with DHHS may receive NH Child Care Scholarship reimbursement for eligible families. DHHS enrolls two types of child care providers:

- Licensed providers (centers, family homes, and school-age) and License-exempt providers.
- For more information about NH Child Care Scholarship rules go to http://www.gencourt.state.nh.us/rules/state_agencies/he-c6900.html
- *For questions regarding how to become an enrolled provider, contact 603-271-4228 or visit <https://www.nh-connections.org/providers/child-care-licensing-for-le-providers/>

How can a license-exempt family child care provider enroll to receive reimbursement for NH Child Care Scholarship provided to a family?

License-exempt family child care providers must meet all of the following requirements:

- Be 18 years of age or older
- Not be a parent or legal guardian of the child
- Not be living in the same home as the child

If the provider meets these initial requirements, the provider must complete the enrollment forms, must successfully complete a criminal background check, which includes fingerprints, and must complete the required Health and Safety trainings, including Pediatric CPR and First Aid. All required enrollment forms are available via email or can be mailed to upon request.



FAMILY RESOURCE CENTERS

Family Resource Centers are available throughout New Hampshire. Family Resource Centers offer programs and workshops on subjects to interest today's parent and caregiver. Most programs are also FREE of Charge. To find a Family Resource Center near you visit

<http://www.nhchildrenstrust.org/find-a-family-support-program-near-you>



VROOM

Vroom is an early learning initiative that empowers parents, grandparents, families and child care providers to turn everyday moments into brain building moments with children birth to five. There are many ways to connect with Vroom:

[Vroom App](#), [Vroom by Text™](#), [Vroom Alexa skill](#), [Vroom Tip Cards](#), [Vroom Website](#)



NH EASY GATEWAY TO SERVICES

NH EASY Gateway to Services makes it easy to apply for services such as Medicaid, Food Stamps and Cash Benefits, manage accounts and learn about additional services that are available.

<https://nheasy.nh.gov/#/>



WOMEN, INFANTS AND CHILDREN

The New Hampshire Women, Infants and Children Nutrition Program (WIC) provides nutrition education and nutritious foods to help keep pregnant women, new mothers, infants and preschool children healthy and strong. Call the State WIC Agency at 1-800-942-4321.



WELCOME FAMILIES NH

Welcome Families NH is designed to help current and future Granite State families LIVE, WORK, LEARN, GROW and PLAY, all through an engaging experience.

<https://welcomefamiliesnh.com/>