



CHILD CARE CONSUMER INFORMATION



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 <http://childcareconnections.osse.dc.gov/>, 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 the [Child Care Subsidy Program FAQ for Parents](#) page on the OSSE website for more information about applying for child care assistance.

<p>DHS Congress Heights Service Center 4049 South Capitol Street, SW Mon-Fri 7:30 a.m. - 4:45 p.m. (202) 727-0284</p>	<p>DHS Taylor St Service Center (appointment only) (202) 576-8776</p>	<p>Virginia Williams Service Center Homeless families only Mon and Wed 8:30 a.m. - 4:30 p.m. (202) 727-7659</p>
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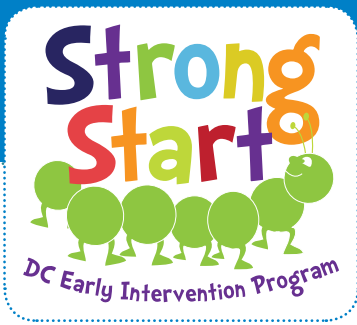
SUBMITTING CHILD CARE COMPLAINTS

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

CHILD CARE RESOURCE AND REFERRAL (CCR&R)

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

- CCR&R Hotline: (202) 829-2500
- Open from Monday–Friday, 9 a.m.-5 p.m.
- Translation services provided
- CCR&R Email address: 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 call (202) 727-3665.



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

Currently, the District of Columbia has transitioned from Going for the Gold Quality Rating and Improvement System (QRIS), to a redesigned QRIS system, called Capital Quality. Capital Quality is not just a new name, it includes more robust information about the quality of the early care and education settings. These changes will allow parents to review and compare the quality of various child development programs throughout the District, and make informed decisions when deciding where to enroll their child. Please see the [Capital Quality page](#) on OSSE's website for more information about Capital Quality or call CCR&R at (202) 829-2500 if you have any questions.