



# Services & Support Guide



Virginia's most trusted child care resource.

SERVING VIRGINIA FOR OVER 30 YEARS

**Child Care** IT'S KIND OF OUR THING



# Hello!

## WE ARE HAPPY TO WORK WITH YOU

A message from the Child Care Aware team:

Child Care Aware of Virginia has served Virginia's families, children, child care workforce, and communities for over 30 years. As Virginia's Child Care Resource and Referral Agency, our expertise and knowledge of the field, paired with our dedication to ensuring safe, quality care uniquely equip us to effectively serve, educate and walk alongside parents and providers as they navigate the child care system. We do this work boldly, proudly, and passionately. Thank you for taking the time to learn about our services and your partnership as we work together to accomplish our shared goals.

If you have any questions, please contact us at any time.

Sincerely,

*The CCAVA Team*

866-481-1913  
vachildcare.com

# The Pieces

When it comes to child care and early childhood education, we've got you covered. Child Care Aware of Virginia has served Virginia's families and child care workforce for over 30 years. We are dedicated to supporting providers and the invaluable service they offer our communities, economy, and most importantly- OUR CHILDREN.



In this guide, you will find information on each of Child Care Aware of Virginia's community supports.

## Section 1 Overview



Serving Virginia's families and child care workforce for over 30 years.

## Section 2 Regional Offices



Learn about our 5 regional offices serving each Virginia locality.

## Section 3 Technical Assistance



Benefit from one-on-one consultation with our Specialists.

## Section 4 Professional Development



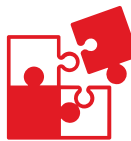
Receive training to support your business.

## Section 5 Subsidy Support



Assisting providers through the process of becoming and maintaining status as a subsidy vendor.

## Section 6 Provider Resources



Access programs and resources to assist with the daily tasks of running a child care business.

## Section 7 Data Services



Virginia's source for quality, accurate child care data.

## Section 8 Child Care Referrals



Providing consumer education, consultation and referral services to Virginia families.

We improve child care in Virginia by developing the child care workforce, maintaining comprehensive child care data, empowering families through education, and advocating for Virginia's children.

We are Virginia's most trusted child care resource.



## CHILD CARE RESOURCE & REFERRAL *HOW WE DO IT*



### FAMILY SERVICES

Increasing consumer awareness, access to care, and parenting resources

### PROVIDER SERVICES

Building Virginia's child care supply & supporting the child care workforce

### COMMUNITY SERVICES

Creating responsive policies & adequate resources for families and the child care workforce

### DATA SERVICES

Maintaining supply and demand data for child care and early learning programs in Virginia

*We connect families to high-quality early childhood experiences and support the programs that deliver them.*



High-quality child care is essential to the social and economic well-being of the Commonwealth.



Accurate and comprehensive data is necessary for policy-making and program development to meet the needs of Virginia's families and communities.



Parents of young and school-age children are increasingly reliant upon child care to enable them to work, be productive and reliable employees and support their families.



Quality early childhood experiences are critical to the healthy development of communication, critical thinking, and decision-making skills as adults.



High-quality care results from quality training and professional development opportunities for caregivers and providers.



A strong statewide resource and referral network is essential to a thriving child care infrastructure.





**24,596**

### SEARCHES FOR CHILD CARE

In 2022, there were nearly 24,600 searches for child care using our child care database.

**100%**

### FAMILIES EDUCATED

100% of families who used our services received consumer education and assistance with choosing safe, quality child care that meets their unique needs.



**1** Child Care Aware of Central Virginia  
1-800-650-2085

*Amelia, Amherst, Appomattox, Bedford, Brunswick, Campbell, Charles City, Charlotte, Chesterfield, Colonial Heights, Cumberland, Danville, Dinwiddie, Emporia, Goochland, Greenville, Halifax, Hanover, Henrico, Hopewell, Lunenburg, Lynchburg, Mecklenburg, New Kent, Nottoway, Petersburg, Pittsylvania, Powhatan, Prince Edward, Prince George, Richmond, Surry, Sussex*

**Serving Ready Regions 3 & 4**



**2** Child Care Aware of Eastern Virginia  
1-800-650-2126

*Accomack, Chesapeake, Essex, Franklin City, Gloucester, Hampton, Isle Of Wight, James City, King & Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Norfolk, Northampton, Northumberland, Poquoson, Portsmouth, Richmond County, Southampton, Suffolk, Virginia Beach, Westmoreland, Williamsburg, York County*

**Serving Ready Regions 5 & 6**



**3** Child Care Aware of Northern Virginia  
1-800-681-0224

*Alexandria City, Arlington, Caroline, Culpeper, Fairfax, Fairfax City, Falls Church, Fauquier, Fredericksburg, King George, Loudoun, Manassas, Manassas Park, Prince William, Spotsylvania, Stafford*

**Serving Ready Regions 7 & 8**



**4** Child Care Aware of Piedmont Virginia  
1-800-681-0096

*Albemarle, Alleghany, Augusta, Bath, Botetourt, Buckingham, Buena Vista, Charlottesville, Clarke, Covington, Craig, Fluvanna, Franklin, Frederick, Greene, Harrisonburg, Henry, Highland, Lexington, Louisa, Madison, Martinsville, Nelson, Orange, Page, Patrick, Rappahannock, Roanoke, Roanoke City, Rockbridge, Rockingham, Salem, Shenandoah, Staunton, Warren, Waynesboro, Winchester*

**Serving Ready Regions 2 & 9**



**5** Child Care Aware of Western Virginia  
1-800-681-0085

*Bland, Bristol, Buchanan, Carroll, Dickenson, Floyd, Galax, Giles, Grayson, Lee, Montgomery, Norton, Pulaski, Radford, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe*

**Serving Ready Region 1**





## Why We Do It

Each child care program is unique with its own goals and areas in need of growth. Our technical assistance (TA) services are tailored to meet the individual needs of each program and seek to provide a solution to a specific issue or challenge.

### At a Glance

Our mission drives us to enhance and support the child care workforce. Take a look at how we achieved that mission in 2022!



7,022

PROVIDERS RECEIVED  
CCAOVA PUBLICATIONS



2,815

TECHNICAL ASSISTANCE  
HOURS TO VA PROVIDERS

## COACHING AS TRAINING

Our technical assistance services can now translate into skills training hours if it meets the criteria for coaching. A certificate will be issued after each coaching episode and may be applied to a provider's annual skills training requirement.

*TA meets the characteristics of Technical Assistance, Consultation, PD Advising, and/or Coaching as outlined in the NAEYC and NACCRRRA Training and Technical Assistance Glossary and CCAoVA Standards of Service Delivery.*



## TECHNICAL ASSISTANCE



We believe that our partnerships and strong relationships with child care providers are essential to the enhancement of the workforce. Program quality and success rely on continued and ongoing professional development, skill-building, and life-long learning. We are here to support, provide resources, and offer growth opportunities.



Email or  
Phone



Virtual  
Meetings



On-Site  
Visits

## HOT TOPICS



### Business Supports

Whether opening a child care center or family day home, our TA Specialists provide support and resources for operating a successful business, including program start-up support, budgeting assistance, managing finances, navigating regulations, hiring and retaining staff, marketing strategies, and more.



### Health, Safety, & Preparedness

Children's safety is our #1 priority. Our network offers first aid/CPR, trauma, child abuse prevention, emergency preparedness, and intruder response training, links to MAT and Daily Health Observation classes, resources on safe sleep practices, car and firearm safety, nutrition and physical activity, and more.



### Curriculum and Classroom Management

School-Age Program Support

Subsidy Vendor Supports

Quality Enhancement

Child Development



## PROFESSIONAL DEVELOPMENT ▾

CCAoVA offers a variety of learning and skill-building opportunities for Virginia's child care workforce. Our professional development classes equip child care providers with the knowledge and resources to provide quality learning experiences across the spectrum of childhood. Featuring live discussions, practical information, and opportunities for questions and follow-up with our trainers, our courses are a great way to continue learning and growing in the field.



**No Cost for  
Child Care  
Professionals**



**Virtual and  
In-Person  
Options**



**Completion  
Certificates  
Provided**

## CURRENT COURSES ▾

### First Aid & CPR

In this skill-building course, child care professionals receive certification in infant, child, and adult CPR, basic First-Aid techniques, and how to respond when choking occurs.

### Emergency Preparedness

Be prepared, not scared. This course equips child care professionals with the tools and knowledge to prepare and respond to emergencies- before, during, and after operating hours.

### Trauma Informed Care I & II

1 in 4 children experiences trauma by age 4. In this two-part course, providers learn the basics of understanding trauma and strategies for addressing trauma behaviors.

### Strengthening Business Practices

This 4-part training series supports providers in sharpening their administrative skills and offers strategies to encourage business growth.

## Why We Do It

High-quality child care and early childhood education begin with a skilled and knowledgeable workforce.

## At a Glance

Our mission drives us to enhance and support the child care workforce. Take a look at how we achieved that mission in 2022!



**368**

PROFESSIONAL  
DEVELOPMENT COURSES  
HELD IN 2022




**6,644**

PROVIDERS RECEIVED  
PROFESSIONAL  
DEVELOPMENT SERVICES



vachildcare.com 

866-481-1913 



# CHILD CARE SUBSIDY SUPPORT SERVICES



CCAoVA serves and recruits providers to increase the supply of Child Care Subsidy Program vendors. We offer services to ensure applicants and vendors have adequate resources for business management, professional development, regulation enhancement, and quality improvement opportunities.



## CHILD CARE SUBSIDY ORIENTATION

1

Our Child Care Subsidy Program Orientation informs and instructs Subsidy vendor applicants and prospective providers on program requirements and guidelines to learn about the application process and how to get started. Subsidy Orientations are offered twice per month in each region.



## TECHNICAL ASSISTANCE

2

We offer one-on-one consultation to ensure applicants and vendors have resources to support and enhance their businesses through their participation in Subsidy.



## INSPECTION PREP VISITS

3

Our TA Specialists conduct Inspection Prep or Follow-Up Visits to help vendors prepare for or respond to the Subsidy Inspection process and identify deficiencies that may affect vendor approval.



## STEPS TO SUCCESS SERIES

4

Our three-part Steps to Success for Subsidy Vendor Training Series offers business skills and resources that assist in preparing for inspections, emergency preparedness, managing budgets, navigating the vendor portal, submitting documentation for reimbursement, payments, enrollment, and more!



SCAN ME



# Services & Supports at a Glance

for Child Care & Early Childhood Professionals

## Remember:

Help is always available.

Information  
Tools  
Training  
Support

## Contact:

Central- 1-800-650-2085

Eastern- 1-800-650-2126

Northern- 1-800-681-0224

Piedmont- 1-800-681-0096

Western- 1-800-681-0085

**VACHILDCARE.COM**

1

**Visit [vachildcare.com](http://vachildcare.com) to view services offered to child care programs in Virginia.**

We are Virginia's most trusted child care resource, dedicated to enhancing and supporting the child care workforce.

2

**Connect with your local Child Care Aware of Virginia office.**

Your local Technical Assistance Specialists are available to assist every step of the way.

3

**Schedule one-on-one consultations to address any of the following topics:**



Health & Safety



Parent Engagement



Business Supports



Quality Enhancement



Subsidy Vendor Supports



Classroom Management and more!

4

**Register for the following professional development opportunities:**



First Aid & CPR Certification



Emergency Preparedness



Trauma Informed Care 1 & 2



Strengthening Business Practices

5

**Further your professional development using distance learning opportunities:**



CCAoVA Online Training Academy



Endorsement Program

6

**Ask your Technical Assistance Specialist for more information on:**



Virginia Breastfeeding Friendly Early Care Recognition



Virginia Child Care & ECE Job Hub



Virginia Shared Services Network



SCAN ME

# PROVIDER RESOURCES

## Virginia Shared Services Network



### Virginia Shared Services Network

A web-based platform open to all centers and family child care providers offering resources to help save time, save money, and increase quality. The resources you need to establish a quality program that runs efficiently and affordably- ALL IN ONE PLACE. Become a member today for a low yearly fee!



### Virginia Training Academy

The Online Training Academy helps early childhood providers complete their annual training requirements and the Child Development Associate (CDA) credential/renewal. Individual courses are available starting at \$11, and centers can purchase a group package of courses for a discount. The Online Training Academy allows you to complete your professional development goals from anywhere at any time.



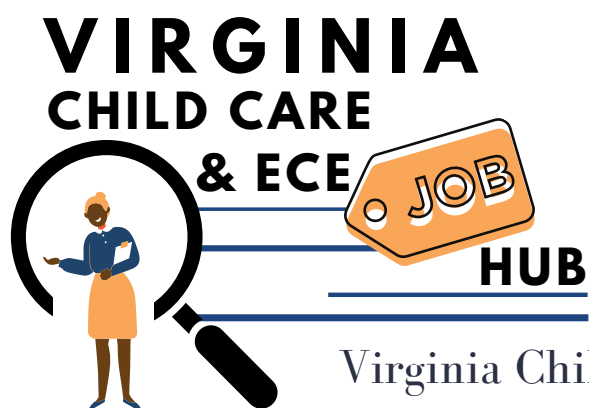
### Infant & Toddler and Preschool Endorsement Program

The Endorsement Program provides a comprehensive foundation of knowledge for working with children of specific ages (infants/toddlers and preschoolers). Successful completion of these courses can fulfill annual licensing requirements and can be used to meet the training requirements for the Child Development Associate (CDA) credential.





# PROVIDER RESOURCES



## Virginia Child Care & ECE Job Hub

The new VA Child Care & ECE Job Hub allows programs to generate a job posting and automatically share it to 9 different job search websites simultaneously (including Indeed, Google, LinkedIn, etc.). This platform allows you to track interviews, monitor background checks, document notes, and send automatic emails to inform applicants of their status. To create an account, visit <http://bit.ly/vajobhub>.



## Breastfeeding Friendly Early Care Program

Early childhood programs serving infants and young children can apply to become a Breastfeeding Friendly Early Care program. Virginia partners recognize the benefits of breastfeeding and providing human milk to infants and young children for as long as a family desires. Since nearly 2/3 of Virginia's young children have all available parents working, we know that early care settings are crucial supporters of breastfeeding. We are excited to award a Breastfeeding Friendly Early Care Recognition to child care programs demonstrating best practices in infant nutrition.



# DATA SERVICES

CCAoVA is the recognized source for quality, accurate child care data to meet the need for a knowledgeable, skilled, and sufficient child care workforce in Virginia



Child care is a critical component of community infrastructure. Child Care Aware of Virginia maintains supply and demand data for child care and early learning programs in Virginia.

Locality fact sheets include the number of child care programs by regulation type, program type, licensed capacity, and self-reported cost of care.

Child Care Aware of Virginia's child care mapping project allows you to see the various types of child care programs throughout Virginia.



## NEED DATA?

Contact us with your specific data needs by submitting our data request form.



## PROVIDERS

Log in to ensure your program information is up-to-date on our provider portal!





# FAMILY SERVICES

We empower and equip families with the information and knowledge to make informed decisions about their child care situation through our Referral and Consumer Education program. This service is free to all Virginia families.

## CHILD CARE REFERRALS

We assist each family with their child care search by providing free, customized referrals to programs via our 866-KIDS-TLC hotline. Our optional enhanced referral service saves parents time and frustration by calling ahead to ensure availability before making the referral. Families may also search for care 24/7 online at [vachildcare.com](http://vachildcare.com).

### Find a Provider

- close to home or work
- center or home-based care
- full-time and part-time options

### Convenient Hours


- before and after school
- nights and weekends
- temporary or drop-in care

### Affordable Options

- discounted rates
- scholarships
- state or military subsidy

### Meet Your Needs

- special needs care
- curriculum choices
- transportation solutions

 866-KIDS TLC

 [kay@vachildcare.com](mailto:kay@vachildcare.com)

 [vachildcare.com](http://vachildcare.com)


## CONSUMER EDUCATION


We provide consumer education to help parents and families understand their child care options and how to choose quality care. In addition to the information shared with families during referral calls, we offer Choosing Quality Child Care Workshops in communities across the state.


CHOOSING A QUALITY CHILD CARE PROVIDER IS **ONE OF THE MOST IMPORTANT DECISIONS A FAMILY CAN MAKE.**

### Our Referral Specialist Covers:

 Types of Child Care in VA

 Questions to Ask on Tours

 What Quality Looks Like

 Financial Assistance Options

 Referrals to Other Resources

