



Program Self-Evaluation Survey for Resource & Referral Programs 2025-26

Introduction

Welcome to the Program Self-Evaluation (PSE) Survey for California Resource & Referral (CRRP) Programs for Fiscal Year (FY) 2025-26.

Pursuant to 5 CCR section 18279, California Resource & Referral Program (CRRP) contractors must implement an annual self-evaluation plan. This survey will serve as the official mechanism for completing the required self-evaluation.

This PSE survey is intended to support CRRP contractors in systematically documenting evidence, monitoring progress toward key milestones, and identifying opportunities for improvement. Through this self-evaluation process, contractors shall engage in continuous quality improvement by recognizing effective practices, evaluating internal control procedures, addressing areas of concern, and informing the development of targeted corrective action plans.

Note: Each CRRP contractor shall maintain the following onsite documentation:

- Annual self-evaluations of the program by staff and board members as evidenced by written documentation. (5 CCR section 18279(b)(3))
- Documentation from the self-evaluation process used to develop a written list of tasks needed to modify the program in order to address all areas that need improvement. (5 CCR section 18279(b)(5))

Applicable Programs:

- Child Care Initiative Project (CCIP)
- California Resource and Referral Program (CRRP)
- California Health and Safety Training (CHST)
- California Preventive Health and Safety Regional Training (CPHSP)
- 800-Kids-793 Phone Line for Parents (scroll to “Additional Resources” section)
- MyChildcarePlan.org (MCCP)
- Emergency Child Care Bridge Program for Foster Children (Bridge)

Reminders:

- Please submit one survey, per agency, regardless of the number of contract types held.
- Contractors must respond to all survey questions that are applicable to the contract types they hold.
- Contractors must complete the PSE Survey annually, regardless of whether their program is up for a state monitoring review.

Deadline:

Completed surveys must be submitted by **5:00 p.m. on June 1** of each fiscal year. If June 1 falls on a non-business day, submissions are due the next business day by 5:00 p.m.

Contact Information:

For any questions about the CRRP PSE survey, please email California Resource and Referral Program (CRRP) mailbox: CRRP@dss.ca.gov

For any technical issues with this survey, please email RADDSurveyHelp@dss.ca.gov

(untitled)

1. R&R Coordinator or Agency Representative *

Full Name

Phone Number

Work Email Address

2. Legal Agency Name *

3. Agency Address *

4. Agency County(ies) *

Select all that apply

- | | | |
|---------------------------------------|--|--|
| <input type="checkbox"/> Alameda | <input type="checkbox"/> Marin | <input type="checkbox"/> San Mateo |
| <input type="checkbox"/> Alpine | <input type="checkbox"/> Mariposa | <input type="checkbox"/> Santa Barbara |
| <input type="checkbox"/> Amador | <input type="checkbox"/> Mendocino | <input type="checkbox"/> Santa Clara |
| <input type="checkbox"/> Butte | <input type="checkbox"/> Merced | <input type="checkbox"/> Santa Cruz |
| <input type="checkbox"/> Calaveras | <input type="checkbox"/> Modoc | <input type="checkbox"/> Shasta |
| <input type="checkbox"/> Colusa | <input type="checkbox"/> Mono | <input type="checkbox"/> Sierra |
| <input type="checkbox"/> Contra Costa | <input type="checkbox"/> Monterey | <input type="checkbox"/> Siskiyou |
| <input type="checkbox"/> Del Norte | <input type="checkbox"/> Napa | <input type="checkbox"/> Solano |
| <input type="checkbox"/> El Dorado | <input type="checkbox"/> Nevada | <input type="checkbox"/> Sonoma |
| <input type="checkbox"/> Fresno | <input type="checkbox"/> Orange | <input type="checkbox"/> Stanislaus |
| <input type="checkbox"/> Glenn | <input type="checkbox"/> Placer | <input type="checkbox"/> Sutter |
| <input type="checkbox"/> Humboldt | <input type="checkbox"/> Plumas | <input type="checkbox"/> Tehama |
| <input type="checkbox"/> Imperial | <input type="checkbox"/> Riverside | <input type="checkbox"/> Trinity |
| <input type="checkbox"/> Inyo | <input type="checkbox"/> Sacramento | <input type="checkbox"/> Tulare |
| <input type="checkbox"/> Kern | <input type="checkbox"/> San Benito | <input type="checkbox"/> Tuolumne |
| <input type="checkbox"/> Kings | <input type="checkbox"/> San Bernardino | <input type="checkbox"/> Ventura |
| <input type="checkbox"/> Lake | <input type="checkbox"/> San Diego | <input type="checkbox"/> Yolo |
| <input type="checkbox"/> Lassen | <input type="checkbox"/> San Francisco | <input type="checkbox"/> Yuba |
| <input type="checkbox"/> Los Angeles | <input type="checkbox"/> San Joaquin | |
| <input type="checkbox"/> Madera | <input type="checkbox"/> San Luis Obispo | |

5. Select all Contract Types Held: *

- Resource and Referral Program (CRRP)
- Child Care Initiative Project (CCIP)
- Health and Safety Training Activities (CHST)
- Emergency Child Care Bridge Program (Bridge Program)

6. Agency Vendor Number *

7. CRRP Contract Amount *

Please enter numbers only

8. CCIP Contract Amount *

Please enter numbers only

9. CHST Contract Amount *

Please enter numbers only

10. Name of Staff Completing the Survey *

11. Work Email of Staff(s) Completing the Survey*

12. Phone Number of Staff(s) Completing the Survey*

(untitled)

As part of the FY 2025-26 Program Self-Evaluation (PSE) Survey for California Resource & Referral (CRRP) Programs, the CDSS will ask CRRPs to describe the following for each dimension:

- **Milestones:** Significant achievements or progress points in CRRP development and implementation.
- **Improvements:** Key areas where CRRPs have strengthened their services or systems.
- **Challenges:** Persistent barriers or gaps that impact CRRP effectiveness.
- **Plans to Address Challenges:** Actions or strategies the program plans to implement to address the challenges identified above, as applicable.

Note: To support clarity and ease of completion of the CRRP PSE survey, regulatory references and descriptions for each dimension are included below.

I. Operational Requirements

13. CCDD 01: Purpose of Child Care and Development Services*

Regulations: WIC 10223; HSC 1596.866 and 1797.191(a)

Description:

The purpose of Child Care and Development services are outlined as follows:

- To support a comprehensive, coordinated, and cost-effective system of child care and development services for children from infancy to 13 years of age and their parents, including a full range of supervision, health and support service through full-and part-time programs.

- Provide Health and Safety Training and to support improved Health and Safety Training programs.
- To encourage community-level coordination in support of child care and development services.
- To support or promote environments that are healthy and nurturing for all children in child care and development programs. • To provide resources for positive parenting to take place through understanding of human growth and development.
- To provide resources to reduce strain between parent and child in order to prevent abuse, neglect, or exploitation.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

Description:

The purpose of the CRRP (*other applicable programs) is to provide the following services:

- All families have access to child care and development services, through resource and referral services, where appropriate, regardless of ethnicity, cultural background, or special needs.
- Identification of the full range of existing child care services through information provided by all relevant public and private agencies in the areas of service.
- Development of a resource file of those services which shall be maintained and updated at least quarterly.
- Establish a referral process which responds to the parental need for information, and which is provided with full recognition of the confidentiality rights of parents.
- Provide information to any person who requests a child care referral of his or her right to view the licensing information of a licensed child day care facility required to be maintained at the facility pursuant to Health and Safety Code (HSC), Section 1596.859 and to access any public files pertaining to the facility that are maintained by the State Department of Social Services, Community Care Licensing Division. A written or oral advisement in substantially the following form will comply with the requirement:
 - “State law requires licensed child day care facilities to make accessible to the public a copy of any licensing report pertaining to the facility that documents a facility visit or a substantiated complaint investigation. In addition, a more complete file regarding a child care licensee may be available at an office of the State Department of Social Services Community Care Licensing Division. You have the right to access any public information in these files.”
- Maintain ongoing documentation of requests for service tabulated through the internal referral process. The following documentation of requests for service shall be maintained by all child care resource and referral programs:
 - Number of calls and contacts to the child care information and referral program or component.
 - Ages of children served.
 - Time category of child care request for each child

Time category of child care request for each child.

- Special time category, such as nights, weekends, and swing shift.
 - The reason that child care is needed.
- This information shall be maintained in a manner that is easily accessible for dissemination purposes. Provide technical assistance to existing and potential providers of all types of child care services. This assistance shall include, but not be limited to:
- Dissemination of information on current public issues affecting the local and state delivery of child care services.
 - Facilitation of communication between existing child care and child-related services providers in the community served.
 - Services shall be provided in order to maximize parental choice in the selection of child care to facilitate the maintenance and development of child care services and resources.
 - Provide services in a manner which is responsive to the diverse cultural, linguistic, and economic needs of a defined geographic area of service.

Provide services to all persons requesting services and to all types of child care providers, regardless of income level or other eligibility criteria. In addition, services may include a wide variety of parent and provider support and educational services.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

II. Definitions

15. CCDD 03: Removal from Referral List; Notification of Temporary Suspension, License Revocation, or Probation *

Regulations: 5 CCR 18240.5, 18248; WIC 10220

Description:

- **“Probation”** means the period of time that a licensed child care facility is required to comply with specific terms and conditions set forth by the California Department of Social Services (CDSS) in order to stay or postpone revocation of the facility's license.
- **“Revocation”** means an administrative action taken by the CDSS to void or rescind the license of a child care facility because of serious or chronic violations of licensing laws or regulations by the facility
- **“Short-term respite care,”** means temporary child care services to do any of the following:
 - Provide services to families identified and referred by child protective agencies.
 - Relieve the stress caused by child abuse, neglect, or exploitation, or the risk of abuse, neglect, or exploitation.
 - a. Assist parents who, because of serious illness or injury, homelessness, or family crisis, including temporary absence from the home because of illness or injury, would be unable without assistance to provide the normal care and nurture expected of parents.
 - b. Provide temporary relief to parents from the care of children with exceptional needs.
- **“Temporary suspension”** means an administrative action taken by the CDSS that immediately suspends a facility license.
- If the contractor is notified by the CDSS, CCL that a child care facility

has been issued a temporary suspension order, had its license revoked, or has been placed on probation, the contractor shall, within two business days:

- Remove that facility from the referral list;
- Notify the following entities within the contractor's jurisdiction that a particular facility has been given a temporary suspension, had its license revoked, or has been placed on probation:
 - Alternative Payment programs that operate under Chapter 21 of the WIC, commencing with section 10219;
 - CalWORKs child care and development programs that operate under Chapter 21 of the WIC, commencing with section 10370, including county welfare departments that operate child care and development programs for families participating in CalWORKs Stage 1.
 - The contractor shall notify the facility in writing that referrals have been discontinued. The notice shall include the reason(s) for the decision and shall inform the facility of the CDSS process for appealing.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

16. CCDD 04: Reinstatement of Provider or Facility at Conclusion of Probation or Temporary Suspension *

Regulations: 5 CCR 18249, 18242

Description:

- The CDSS shall notify the contractor of the final resolution of any action about which notification is provided pursuant to section III.H.1 above.
- When the CDSS, CCL informs the contractor that the facility is no longer on probation, or that the temporary suspension of the facility license has been lifted without revocation, the contractor shall return the facility to the referral list within two business days and resume referrals to that facility, except when the facility is subject to conditions under which referrals to the facility may be discontinued, pursuant to section III.C above.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

III. Resource and Referral Program Requirements

17. CCDD 05: Were Fees Charged for Resource and Referral Services?*

Regulations: 5 CCR 18242

Description:

• The contractor shall not charge a fee for resource and referral services funded by the CDSS except for the recovery of printing and duplication costs, the costs of damaged or lost materials from the lending library or late fees. This does not preclude contractors from entering into separate contracts for resource and referral services with other entities such as cities, counties or private industry which may allow for the collection of fees for the service provided.

Yes (please explain):

No

18. CCDD 06: Service Area *

Regulations: WIC 10223, 10219; 5 CCR 18241

Description:

- The contractor shall identify in its application for funding the specific geographical area in which the contractor proposes to operate referral services.
- The proposed service area shall be approved by the Child Development Division.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

19. CCDD 07: Resources Available for Service Providers *

Regulations: 5 CCR 18243

Description:

- The contractor shall contact each licensed facility in the contractor's service area at least annually to inform the provider of the available resources provided by the contractor.
- Training

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

20. CCDD 08: Written Referral Policies and Process *

Regulations: WIC 10219(a)(2)(A)(i); 10223; 5 CCR 18244

Description:

- The contractor shall develop and implement written referral policies.

- The written referral policies shall include the following information:
 - A statement that referral services are available to all persons requesting them regardless of income level or other eligibility requirements;
 - A statement that information received from the parent(s) is confidential; and
 - The conditions under which referrals to a provider may be discontinued.
- The written referral policies shall be available to parents and providers upon request.
- The referral process responds to a parental need for information, which is provided with full recognition of the confidentiality rights of parents. Resource and Referral Programs shall make referrals to licensed child day care facilities. Referrals shall be made to unlicensed care facilities only if there is no requirement that the facility be licensed.
- The referral process shall afford parents maximum access to all referral information. This access shall include, but not be limited to, telephone referral to be made available for at least thirty (30) hours per week as part of a full week of operation.
- Every effort shall be made to reach all parents within the defined geographic area, including but not limited to:
 - Toll-free telephone lines.
 - Office space convenient to parents and providers.
 - Referrals in languages which are spoken in the community.
- CRRP staff shall co-locate with a county welfare department's CalWORKs case management office or arrange other means of swift communication with parents and case managers of CalWORKs.
- The local Resource and Referral agencies shall assist families to establish stable child care as soon as possible. These arrangements can be license and license-exempt care. (WIC 10371.5)

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

21. CCDD 09: Maximizing Parental Choice *

Regulations: WIC 10207, 10223

Description:

The contractor shall assist parents in choosing child care services by providing parents with the following:

- Information regarding how to select child care services which will meet the needs of the parent(s) and the child(ren).
- A range of possible child care alternatives from which the parents may choose.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

22. CCDD 10: Confidentiality of Information *

Regulations: CCR 18246

Description:

- The use or disclosure of information pertaining to the child or the child's family shall be restricted by the contractor to purposes directly related to the administration of the program. Data collection and dissemination of information shall be handled in such a manner as to ensure confidentiality of the names and addresses of individual clients.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

23. CCDD 11: Complaint Procedures *

Regulations: WIC 10391; 5 CCR 18247

Description:

The contractor shall develop and implement written complaint procedures which specify:

- The procedures for the documentation and resolution of complaints; and
- The procedures for referring reports of licensing violations to appropriate agencies.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

IV. Community Technical Assistance

24. CCDD 12: CRRP Technical Assistance (TA) *

Regulations: WIC 10219(a)(4); 10223; 5 CCR 18243

Description:

The CRRP shall assist community and public agencies in planning, coordinating, and improving child care in the service area.

The CRRP shall provide technical assistance to existing and potential providers of all types of child care services.

- Information on all aspects of initiating new child care services including, but not limited to, licensing, zoning, program and budget development and assistance in finding such information from other sources.
- Information and resources that help existing child care services providers to maximize their ability to serve the children and parents of their community.
- Dissemination of information on current public issues affecting the local and state delivery of child care services.
- Facilitation of communication between existing child care and child-related service providers in the community served.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable

V. Documentation of Requests and Data Collection

25. CCDD 13: Notification of Address and Email Change *

Regulations: WIC 10486; 10223

Description:

- CRRP are required to update address changes, in accordance with FTC Section III.

- A. Notification of Address Change and e-mail changes in accordance with FTC Section III.

- B. Notification of E-Mail Changes. Send updated information to CRRP@dss.ca.gov.

- This information shall be maintained in a manner that is easily accessible for dissemination purposes and shall be accessible to local child care and development planning councils authorized pursuant to WIC 10486 and any county implementing an individualized county child subsidy plan.

- Mailing address changes - *CCIP, CHST, CPHSP, 800-Kids Phone Line for Parents, MCCP.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

VI. Administration of Trustline

26. CCDD 14: Implement CRRP Plan *

Regulations: HSC 1596.655

Description:

The CRRP shall have the following responsibilities in the administration of the TrustLine within its local geographic area of service:

- Implement the local elements of the promotion plan designed by the California Child Care Resource and Referral Network pursuant to HSC 1596.643 and publicize the availability, purpose and benefits of the TrustLine to parents, child care providers, prospective child care providers and institutions and agencies that have frequent contact with parents and providers.
- Cooperate with the California Child Care Resource and Referral Network in promotional and data collection efforts.
- Report annually to the California Child Care Resource and Referral Network on local promotional efforts, problems encountered and recommendations for program improvement.
- Ensure that the TrustLine is accessible to all persons in the state, regardless of their ability to speak English.
- Provide information and technical assistance on the TrustLine process to parents, child care providers and other interested parties.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

VII. Child Care Navigator

27. CCDD 15: Foster Care and Child Care Opportunities *

Regulations: WIC 10219(a)(5)(A), 10223, 11461.6(d)(2)

Description:

- Provision of a child care navigator to support children in foster care, children previously in foster care upon return to their home of origin, and children of parents involved in the child welfare system, including the children of nonminor dependents.
- The navigator shall work with the child's family, as described in WIC 11461.6(d)(2), and the child's social worker and child and family team to assess child care opportunities appropriate to the child's age and needs, assist the family in identifying potential opportunities for an ongoing child care subsidy, assist the caregiver in completing appropriate child care program applications, and develop an overall, long-term child care plan for the child.
- As a condition of receiving funds for the Child Care Navigator pursuant to WIC 10219(a)(5)(A), the CRRP shall develop and enter into a memorandum of understanding, contract, or other formal agreement with

the county child welfare agency in order to facilitate interagency communication and, to the maximum extent possible, to leverage federal funding, including administrative funding, available pursuant to Title IV–E of the federal Social Security Act, to enhance the navigation support authorized under this subparagraph, or the resource and referral program shall explain, in writing, annually, why entering into a memorandum of understanding, contract, or other formal agreement with the county child welfare agency is not practical or feasible. Navigator services shall be made available to any child in foster care, any child previously in foster care who has returned to their home of origin, and any child of parents involved in the child welfare system, including any child who meets the eligibility criteria for the Emergency Child Care Bridge Program for Foster Children established pursuant to WIC 11461.6. Eligibility for navigator services shall not be contingent on a child’s receipt of a child care payment or voucher.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

VIII. Trauma-Informed Care

28. CCDD 16: Trauma-Informed Training *

Regulations: WIC 10219(a)(5)(B)

Description:

- Provision of trauma-informed training and coaching to child care providers working with children, and children of parenting youth, in the foster care system.
- Training shall include, but not be limited to, infant and toddler development and research-based, trauma-informed best care practices. Child Care providers shall be provided with coaching to assist them in applying training techniques and strategies for working with children, and children of parenting youth, in foster care.
- As a condition of receiving funds for Trauma Informed Care pursuant to WIC 10219(a)(5)(B), the CRRP, in coordination with the California Child Care Resource and Referral Network, shall develop and enter into a memorandum of understanding, contract, or other formal agreement with the county child welfare agency in order to, to the maximum extent possible, leverage federal funding, including training funds, available pursuant to Title IV–E of the federal Social Security Act, to enhance the training support authorized under this section (VIII), or the contractor shall explain, in writing, annually, why entering into a memorandum of understanding, contract, or other formal agreement with the county child welfare agency is not practical or feasible.

Milestones:

Improvements:

Challenges, if applicable:

Plans to address challenges, if applicable:

Thank You!

Thank you for completing the California Department of Social Services (CDSS) Program Self-Evaluation Survey for Resource and Referral Programs.