

Information about child care providers in Pennsylvania:

Child care centers, group, and family child care homes must have a Certificate of Compliance (**CoC**) to operate.

The **CoC** must be posted at each location in a place where families can see it. The **CoC** shows the name, address, the number of children allowed and the expiration date of the **CoC**.

All child care providers with a **CoC** can participate in Pennsylvania's **Keystone STARS**. Keystone STARS helps child care providers improve by training staff to support child development and school readiness and improve their relationships with families.

Other Important Information:

Licensing, Health and Safety Requirements	Health and safety requirements for child care programs can be found at: www.dhs.pa.gov/providers/Child-Care/Pages/Child-Care-Regulations.aspx
Inspection Reports and Quality Ratings	Parents and caretakers can review information about each provider's license history, investigations, and Keystone STAR rating at: www.findchildcare.pa.gov
Child Care Provider Complaint	Any parent or caretaker can submit a complaint about a child care provider by calling the Certification Regional Office number listed below or on the Map at: http://files.constantcontact.com/3e3d36fe201/46f78a7b-2a60-49c6-ba2c-9256fc80e963.pdf
Ensuring Families Have Equal Access to Child Care Providers	Early Learning Resource Centers (ELRC) help parents and caretakers who may need help paying for child care or locating a child care provider to meet their needs. This program is called Child Care Works (CCW). If you have questions about CCW, other programs and services or if you need help choosing a child care provider, please contact your ELRC. Find your ELRC at: raiseyourstar.org
Support for Healthy Child Development	Parents and caretakers know their children best. If you have concerns over your child's skills and would like to speak with someone, Early Intervention (EI) services can help and be contacted at the CONNECT Helpline at 1-800-692-7288. The CONNECT Helpline will connect you with local EI staff to talk about your concerns and next steps. Children who need a little support from EI receive services at no cost to their family.

Certification Regional Office Contact Information

Western Region OCDEL 11 Stanwix Street, Room 240 Pittsburgh, PA 15222 Telephone: (412) 565-5183	Northeast Region OCDEL 100 Lackawanna Avenue Scranton State Office Bldg. Scranton, PA 18503 Telephone: (570) 963-4371 Toll Free: (800) 222-2108 Fax: (570) 963-3006
Central Region OCDEL 555 Walnut St. Forum Place 6th Floor P.O. Box 2675 Harrisburg, PA 17105 Telephone: (717) 772-7078 Toll Free: (800) 222-2117 Fax: (717) 705-8233	Southeast Region OCDEL 801 Market Street Suite 5132 Philadelphia, PA 19107 Telephone: (215) 560-2541 Toll Free: (800) 346-2929 Fax: (215) 560-5139

If you have questions about CCW, other programs and services or if you need help choosing a child care provider, please contact your ELRC. Find your ELRC at: raiseyourstar.org

ELRC Region 5

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