

My Child Care Agency

A core purpose of Child Care Assistance is to promote parental choice and to empower parents to make their own decisions regarding child care services. Parents have the option to choose from the full range of eligible child care settings which includes a variety of center and home-based choices. The following information is designed to give you the tools to choose the care setting that best suits your family's needs.

Health and Safety Requirements

Child care agencies must follow rules designed to 1) protect children while under the care of the child care agency and 2) promote developmentally appropriate practices that enhance early learning and foster parental engagement. The basic requirements in these rules seek to maintain the adequate health, safety, and supervision of children while in a child care setting. Below are links to requirements for agencies licensed by the Tennessee Department of Human Services (DHS) or approved by the Tennessee Department of Education (DOE): [See DHS Child Care Rules by clicking here](#) [See DOE Child Care Rules by clicking here](#)



Finding Information About My Child Care Agency

Specific information about a child care agency can be found by using the tools on the Find Child Care page on the DHS website. The **Find Child Care** page allows you to search for your child care agency by county, zip code, or your address. The page also includes a downloadable list of DHS licensed and DOE approved agencies in an Excel format. The list can be sorted and searched by any of the fields in the header (county, zip code, provider type, star rating, etc.). Go to the **Find Child Care** page and download an agency list by clicking [Find Child Care \(tn.gov\)](#)

Compliance History

To find a child care agency's compliance history on the Find Child Care page, you will select an agency; scroll toward the bottom of the page and find the '**Visits**' header; and click on any date listed under **Visit Date/Time** to see visit and compliance details.

Quality Rating Improvement System (QRIS)

Every DHS licensed child care agency must undergo a quarterly evaluation and post a score card of the results at the conclusion of the 4th quarterly visit. Scores from each quarterly visit are averaged for an overall score. Agencies are required to post their final score card with their license where parents can clearly see them. An agency will receive the QRIS score card each October and their license on the license anniversary. You can review your agency's score on the Find Child Care page. [For more information about Tennessee's Quality Rating Improvement System \(QRIS\) and Score Card click here.](#)

Other Resources for Parents

Child Care Resource and Referral Centers (CCR&R's) are located across Tennessee to assist both parents and providers for free. Parents may access information regarding the components of quality care and what to look for when choosing quality care. CCR&R staff are able to offer parents information on child care providers in their area

and answer questions on what type of care may be best for their family. A listing of CCR&R locations and contact information is available here: [Tennessee Child Care Resource & Referral Network \(tncrr.org\)](https://tncrr.org)

- information about the Benefits of Developmental Monitoring and Screening click [here](#)
- information about resources and services available at kidcentral tn click [here](#)
- contact information for the Child Care Assistance Offices click [here](#)

Reporting Complaints/Contact Information

Report Child Care violations/complaints by calling the Child Care Complaint Hotline at 1-800-462-8261.

Have more questions? Contact a child care licensing office near you. Contact information can be found by clicking [here](#).

Questions or comments can also be submitted via email to: ChildCareServices.DHS@tn.gov



Revised 6/2023