



Division of Regulated Child Care

KY Child Care Provider Resource Guide

****For an electronic version of this document, please refer to the DRCC website.**

Division of Regulated Child Care (DRCC)

DRCC Operations Branch

Email: chfsoigrccportal@ky.gov

Phone: 502-564-7962

Licensed Type I, Type II and Certified Providers may contact the DRCC operations branch for:

- Questions regarding initial and renewal application processes
- Reporting a temporary or permanent program closure, including closures for inclement weather
- Requesting a change to currently approved services or addition of a new service
- Reporting a change in contact information such as email or telephone number
- Reporting a change of director

Prospective providers may contact the DRCC operations branch for information related to the first-time application or a change of ownership process.

DRCC Call Center

Email: chfsoigrccCallCenter@ky.gov

Phone: 502-564-7962 Extension #2

To report an accident, incident, or injury that occurred at your licensed center or certified family child care home, call or email the DRCC call center. Reports should include the name and license number of your facility or certified home, details about the incident such as names of staff involved, name and age of children involved, dates, location where incident occurred, and a brief description of the event. See 922 KAR 2:090 Section 13 for an extensive list of reporting requirements.

Complaints of regulatory violations and reports of unapproved child care may also be submitted to the DRCC Call Center.

Civil Penalties or Adverse Actions

Email: oigdrccadverseaction@ky.gov

Phone for Civil Penalties: 859-619-1492

Phone for Adverse Actions: 502-564-5860

Questions regarding a civil penalty, payment of a penalty, or the penalty appeals process, may be directed to the civil penalties program.

Questions regarding an adverse action such as an Emergency Suspension, Revocation, or Denial may be directed to the adverse action program.

Statements of Deficiency (SOD) and Plans of Correction (POC)

Questions regarding pending statements of deficiencies and/or plans of correction should be directed to the respective branch office. The branch contact information and assignment of counties may be found on the DRCC website:

<https://www.chfs.ky.gov/agencies/os/oig/drcc/Pages/default.aspx>

Copies of previous inspection reports, including the plans of correction, may be found on the Kynect website at:

[Kynect.ky.gov/benefits](https://kynect.ky.gov/benefits)

Child Care Aware coaches and Family Child Care Network specialists are also available to assist in completing the plans of correction.



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KICCS Provider Portal

Email: CHFS.KICCSHelpDesk@ky.gov

Phone (Frankfort): 502-564-0104, Option 6

Phone (Toll-free): 866-231-0003, Option 6

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/kiccsportal.aspx>

Questions regarding assistance creating a new account, making changes to a current account, and/or system issues, may be directed to the KICCS help desk. Additional information and links to resources such as a KICCS User Guide may be found at the KICCS website.

DRCC Branch Office Contact Information:

Eastern Branch (Lexington): 859-246-2301

Courtney Stamper, Regional Program Manager

Michael Johnson, Branch Manager

Heather Fryman, HSS Supervisor

Northern Branch (Louisville): 502-595-5781

Theresa Harvey, Regional Program Manager

Christy Troxell, Branch Manager

Sarah Dutschke, HSS Supervisor

Southern Branch (London): 606-330-2030

Tammie Dozier, Regional Program Manager

Jennifer Swafford, Branch Manager

Western Branch (Hopkinsville): 270-889-6052

Felisa Coleman, Regional Program Manager

Janaire Watkins, Branch Manager

Child Care Aware of Kentucky

Website: <https://www.childcareawareky.org/>

Phone: 877-316-3552

Licensed type I providers and prospective licensed providers may reach out to Child Care Aware. This resource and referral network provides technical assistance with areas such as completing your Plan of Correction, operating your licensed program, opening a new licensed program, and early childhood scholarships. Please refer to the website for an inclusive list of available services and to find contact information for your local coach.

Family Child Care Network

Website: <https://www.fccnky.com/>

Phone: 800-621-5908

Certified in-home child care and type II licensed providers may reach out to the Family Child Care Network of Kentucky. This network provides technical assistance with areas such as opening or operating an in-home child care business, completing an application or Plan of Correction, and training. Please refer to the website for an inclusive list of available services and to find contact information for your local specialist.

Division of Child Care (DCC)

Child Care Assistance Program (CCAP)

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/provassist.aspx>

Email: ccaproviderpayments@ky.gov

Phone: 502-564-2524 Option #3 or 844-209-2657

Questions regarding CCAP participation, enrollment, billing, and navigating the system may be referred to the CCAP department.

Specific questions related to claims, such as overpayment and audits, may be forwarded to DCC.claims@ky.gov



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National Background Check Program (NBCP)

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/nationalbackgroundcheck.aspx>

Email: CHFSDCCNBCP@ky.gov

Phone: 502-564-2524 Option #2

Questions regarding background checks may be referred to the NBCP department. The website includes information such as how to submit the background checks, use of the KARES system, disqualifying offenses, and interstate (out of state) background checks.

Specific questions may be referred to the NBCP email.

Brightwheel

Website: https://info.mybrightwheel.com/kentucky?utm_campaign=23Q4_kentucky_GTM&utm_source=kentucky-website

On-line platform free to licensed and certified child care providers. See the website for sign-up information and benefits of program.

KY All STARS

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/kyallstarsproviders.aspx>

Email: KYallstars@ky.gov

Phone: 502-564-2524 Option #4 or 844-209-2657

Questions regarding application, requirements, and participation may be referred to the All Stars program.

DCC Professional Development

Email: DCCPDStaff@ky.gov

DCC's Professional Development team addresses questions and concerns about training sessions or credit, scholarships, grants, professional credentials (Commonwealth, Director's, Trainer's, Infant and Toddler, School Aged Youth Development), regulations related to training hours and professional development requirements and handles training and trainer complaints from providers.

KY Child Care Health Consultation (CCHC)

Website: <https://www.kentuckycchc.org/>

Child Care Health Consultation provides technical assistance on health, safety, nutrition, and social-emotional development to child care providers and parents/guardians.

Employee Child Care Assistance Partnership Program

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/assistancepartnershipprogram.aspx>

ECCAP is a program that enables the cost of child care to be shared by employees, employers, and Kentucky's Cabinet for Health and Family Services (CHFS). Refer to the website for additional information, including eligibility and application processes.

DCC Updates - List Serv

Email: DCCListServ@ky.gov

The Division of Child Care provides updates and announcements via the DCC List Serv. Requests to be added to the mailing list may be sent to this email.



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Reporting Abuse and/or Neglect

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/default.aspx>

Phone: 877-597-2331

Phone: 800-752-6200

Emergency calls: 911

Either number may be used to call in reports of child abuse/neglect. An on-line reporting option is available on the website.

Early Care and Education Training Records Information - ECE-TRIS

Website: <https://tris.ky.gov/>

Website includes information regarding establishing and maintaining an ECE-TRIS account as well as training opportunities.

Registered Relative Providers

Website: <https://www.chfs.ky.gov/agencies/dcbs/dcc/Pages/providers.aspx>

Questions regarding registered relative care may be referred to the Division of Child Care.

Child Care Regulation Questions

Email: Childcare.regulation@ky.gov

Questions regarding licensed and certified provider regulatory requirements may be sent to the child care regulation email.

Kentucky General Assembly

Legislative Research Commission (LRC)

Website: <https://legislature.ky.gov/pages/index.aspx>

Copies of the current child care regulations and statutes may be found at the LRC website by searching Kentucky Law, Kentucky Revised Statutes, and Kentucky Administrative Regulations. See the list below for frequently referenced regulations and refer to the website for a comprehensive list.

Licensed Type I and Type II Providers

922 KAR 2:090
922 KAR 2:120
922 KAR 2:280
922 KAR 2:190

Certified Family Child Care Homes

922 KAR 2:100
922 KAR 2:280