

SUBJECT: Confidentiality Policy

SCOPE

This policy applies to data collected by the Child Care Action Council Resource and Referral Service (CCAC R&R) for the following primary purposes:

- Providing parents with child care referrals and child care consumer education materials customized to meet their needs,
- Reporting to funders on contracted activities,
- Compiling child care supply and demand reports, both regularly and on an ad hoc basis; and
- Assessing outcomes and gauging parent, provider, and community partner satisfaction with our services.

CLIENT DATA

All data collected on parents in the course of providing referrals to child care is considered confidential. Parents have the right to receive child care referral services without providing any Personally Identifiable Information if they so choose. Data that is collected is stored in a password-protected client database, and any hard copies are stored in a locking cabinet. User IDs are restricted to CCAC R&R and Child Care Resource & Referral Network (Network) office staff and subcontractors responsible for:

- Doing child care referrals,
- Managing child care referral staff,
- Checking the accuracy of data entry,
- Creating child care demand reports and other reports to funders; and
- Conducting customer satisfaction surveys.

PROVIDER DATA

Data collected on licensed child care providers for the purposes of child care resource and referral services is not considered confidential, because it comes either from the provider him/herself or from the Department of Early Learning (DEL) as part of the public record of child care licensees. However, providers have four “opt out” choices to control the distribution of information about them by CCAC R&R and the Network:

1. Providers may request “No Referral” status. This status prevents any information about the provider from being given to parents in the course of a child care referral, either from R&R staff or from online databases. (Current plan to go on line in summer of 09).
2. Providers may request “No Outside Mailings” status. This status means that the CCAC R&R will keep the provider on internal contact lists but will not include the provider in outside mailing lists. The Network will not include the provider on any statewide contact lists.
3. Providers may request “No Contact” status. This status means that CCAC R&R removes the provider from all contact lists, including outside mailing lists. Both the CCAC R&R and the Network will not include the provider on any statewide or local contact lists produced under the Network’s data distribution policies.

4. When CCAC resource and referral system includes on line referrals (scheduled planned for summer 09), providers may request “No Web Referrals” status. This status prevents the provider’s information from appearing in an online child care search by a parent.

In addition, providers may request that specific rate information not be given to parents in the course of a child care referral. Of course, providers may refuse to provide any information to the CCAC R&R about their program, but the CCAC R&R reserves the right to include a record about that provider in their database containing basic licensing information obtained from DEL.

All inactive client records are disposed of in a confidential manner after seven years.