

ENHANCED REFERRAL SERVICE AGREEMENT POLICIES 2023

Between **Community Coordinated Child Care, Inc. (4-C)** and **Referral Partner (Business/Realtor)**

Purpose: To provide **child care resource and Enhanced Child Care Referral services** to the employees and/or clients of the Referral Partner listed on the contract by 4-C for a period of one year from the date the contract is signed.

WHAT ARE ENHANCED REFERRALS?

4-C offers two types of referral services to assist those looking for child care:

- **Enhanced Child Care Referrals** are a *paid* service offered to businesses/realtors interested in contracting with 4-C to provide this benefit to their employees/clients, and include:
 - a. **Pre-screened child care provider profiles*** with details regarding each program's openings, cost of care, and any additional information requested by the parent/guardian
 - b. Average Child Care Rates Information
 - c. Selecting Quality Child Care Checklist
 - d. Information on YoungStar, Wisconsin's child care quality rating system
 - e. Other current parent/child care resources
- **Standard Child Care Referrals** are a *free* service available to anyone looking for child care
 - a. The intake process is similar to Enhanced Child Care Referrals, but without the additional pre-screening service or resources
 - b. If a parent/guardian is interested in learning more about a child care providers* on the list our Referral Specialist has generated, they are responsible for contacting the provider themselves in order to learn details regarding the child care program's openings, pricing information, and program philosophy

**Provider profiles are considered to be strictly referrals and not recommendations or endorsements by 4-C. Parents/guardians are strongly encouraged to visit each program and ask questions about policies and procedures of the program before making a final decision. Continuous monitoring of the program is recommended.*

SERVICES TO BE PROVIDED BY 4-C:

1. Intake and Technical Assistance:

The employee/client seeking child care will contact 4-C to begin the Enhanced Referral process:

- They may **call (608) 216-7022** or **(608) 271-9181** or **email referral@4-c.org**
- **They will identify themselves** as an employee/client of the contracted Referral Partner
- Current 4-C business hours are listed on the 4-C website at www.4-c.org

The 4-C Family Support Specialist will:

- **Verify the request** is from an employee/client of the Referral Partner and that the Referral Partner agrees to pay for the Enhanced Referral being requested
- **Assist the parent/guardian** in identifying their child care priorities and preferences
- **Provide technical assistance** on the selection of quality child care
- **Search the referral database** and **generate a list** of regulated child care providers who meet the specifications set by the parent/guardian
- **Contact the listed child care providers** on behalf of the parent/guardian to identify those with openings and to collect any additional information as requested

2. Referrals / Resources:

The parent/guardian will receive current relevant child care resources/information, including:

- **Pre-screened child care provider profiles*** with each program's
 - Current openings
 - Cost of care
 - Additional information as requested by parent/guardian
- Average Child Care **Rates** Information
- Selecting **Quality** Child Care Checklist
- Information on **YoungStar**, Wisconsin's child care quality rating system
- Other current parent/child care **resources**

**Provider profiles are considered to be strictly referrals and not recommendations or endorsements by 4-C. Parents/guardians are strongly encouraged to visit each program and ask questions about policies and procedures of the program before making a final decision. Continuous monitoring of the program is recommended.*

3. Reporting:

4-C will provide an annual report to the Referral Partner upon written request.

THE REFERRAL PARTNER AGREES TO:

- **Pay for services** as listed in the Payment section after 4-C has confirmed the requesting employee/client's status with the Referral Partner
- **Work cooperatively** with 4-C to spread awareness of the Enhanced Child Care Referral program
- **Contact 4-C** with any concerns expressed by employees/clients regarding the referral program and process
- **Grant 4-C permission** to list the Referral Partner in publicity materials about Enhanced Child Care Referral services

PAYMENT:

The contracting Referral Partner agrees to the following rate and payment guidelines:

- **\$50 annual Referral Partner fee** to establish/maintain a Referral Partner profile with 4-C
 - This fee includes 4-C featuring your business on the Referral Partners list
 - This contract is renewable on a yearly basis
- **\$200 Enhanced Referral fee per employee/client request**
 - *Maximum 2 children per request*
 - *After 2 children, an additional fee of \$50 per child may be billed*
 - The Enhanced Referral fee covers *one pre-screened list* per employee/client
 - If the employee/client's child care needs change, the Referral Partner may request an additional Enhanced Referral for the same fee listed above
- 4-C will bill the Referral Partner **monthly** for any fees accrued
- Each **invoice** will include the employee/client's name and/or the annual fee information
 - No personal details regarding the parent/guardian, family, or child/ren will be included in the invoice
 - The pre-screened Enhanced Referral list will only be given to the employee/client, who may share it with the Referral Partner at their discretion
- Invoices must be paid **within 30 days** of receipt

ENHANCED REFERRAL SERVICE AGREEMENT CONTRACT

between

Community Coordinated Child Care, Inc. (4-C)

and

Referral Partner (Business Name): _____

To provide **Enhanced Child Care Referral** services to the employees and/or clients of the contracting Referral Partner by 4-C for a period of ONE YEAR, from

Contract Start Date: _____ Contract End Date: _____

Referral Partner Contact Information	Referral Partner Billing Information <i>(if different)</i>
Contact Name:	Billing Contact Name:
Email:	Email:
Phone Number:	Phone Number:
Address:	Billing Address:
Industry Type:	

The **Referral Partner** agrees to pay an **annual fee of \$50**

The **Referral Partner** agrees to pay the **Enhanced Referral Fees** as outlined in the *Enhanced Referral Service Agreement Policies 2023*

Printed Name *Authorized Agent of 4-C*

Printed Name *Authorized Agent of Referral Partner*

Signature *Authorized Agent of 4-C*

Signature *Authorized Agent of Referral Partner*

Date

Date