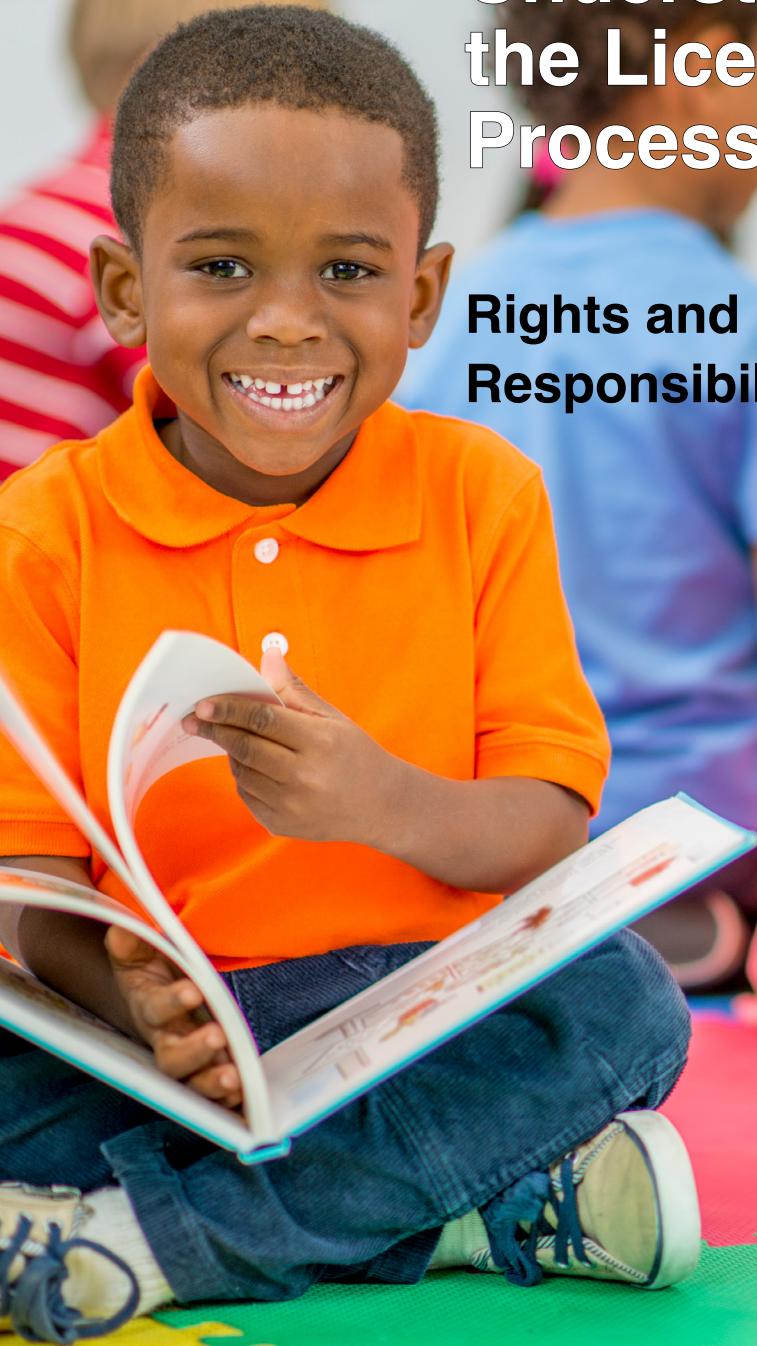


Understanding the Licensing Process

**Rights and
Responsibilities**



OKLAHOMA
Human Services



**Oklahoma Department of Human Services
Child Care Services**

PO Box 25352, Oklahoma City, OK 73125

(405) 521-3561 Fax: (405) 522-2564 Toll-Free: (800) 347-2276
www.okdhs.org/childcare



Dear Child Care Provider,

Child Care Services is responsible for ensuring the Oklahoma Child Care Facilities Licensing Act is carried out for the citizens of our state. The act requires:

- maintenance of minimum standards for the care and protection of children away from their own homes,
- to encourage and assist child care programs to attain maximum standards, and
- to work for the development of sufficient and adequate services for child care.

We accomplish this by partnering with more than 3000 licensed child care programs across the state. Child Care Services staff adheres to the Practice and Quality Standards set forth by Oklahoma Human Services to build relationships with compassion, professionalism, safety, and integrity while monitoring and offering assistance.

The importance of your role in the lives of Oklahoma's children is immense. Research continues to support the importance of the early years of children as the most critical to lifelong success. It also indicates children who experience quality care in an early childhood education program, with educated teachers are better prepared to enter school and have more positive outcomes throughout their lifetime.

This brochure is a resource to explain your rights and responsibilities in relationship with Child Care Services. We value your partnership and commitment to Oklahoma's children and families.

Sincerely,

A handwritten signature in cursive script, appearing to read "Brittany Lee".

Brittany Lee
Director of Child Care Services
Oklahoma Human Services

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Forward

This publication is designed to provide Child Care Services (CCS) licensing process and procedure information.

When topics relate to CCS policy, a notation will be provided at the bottom of the topic section to reference further information and the most current policy language regarding this process. CCS policy is available on the OKDHS website at <https://oklahoma.gov/okdhs/library/policy/current/oac-340.html>.



History of Licensing

In 1953, the state of Oklahoma passed the Oklahoma Child Care Facilities Licensing Act. At that time, very few programs were required by law to be licensed, and there was virtually no enforcement.

Concern over the care of children away from home increased in response to a story about Miracle Hill, a children's home outside Wewoka. Daily Oklahoman reporter Frank Garner put Miracle Hill in the spotlight. Press investigations into the maintenance of the home found children malnourished and crowded into dilapidated rooms with poor sanitary conditions.

In 1963, the lack of substance to the original law prompted the state legislature to give Oklahoma Human Services the authority to develop minimum requirements for child care and the authority to regulate care. The sub-standard living conditions for Oklahoma's children witnessed at Miracle Hill were no longer acceptable. You can view a video of Miracle Hill at <https://cecpdonline.org/miracle-hill/>.

Today, Child Care Services license and monitor more than 3000 programs operating as family child care homes, child care centers, day camp, drop-in, out-of-school time, part-day, programs for sick children, community hope centers, residential programs, children's shelters and child-placing agencies.

Licensing staff assist programs by ensuring:

- The maintenance of minimum requirements for care and supervision of children away from their own home.
- Encouraging and assisting child care programs toward higher quality of care.
- Working for the development of sufficient and adequate services for child care through joint work of public and private agencies.

You can view and download Requirements for operating a child care program by visiting <https://oklahoma.gov/okdhs/services/child-care-services/child-care-licensing/licensing-requirements.html>



Requirements

It is important to meet licensing requirements consistently. The requirements are minimum standards to protect your program and the children in your care. They have been developed from existing knowledge of child development and experience in child care and are designed to ensure children's health and safety while they are away from their own homes. Your licensing staff will use requirements as the basis for monitoring your program. In addition to monitoring your compliance with requirements, licensing staff will also be available for consultation to assist you in meeting and maintaining requirements.

Child Care Advisory Committee

Child care is an evolving field. We are constantly learning of new research, educational tools, and issues impacting children's health and safety. A committee of professionals known as the Child Care Advisory Committee (CCAC) has been appointed by the OKDHS Director to ensure Licensing requirements are current and relevant. The CCAC includes child care operators who listen to your suggestions and concerns, and act on your behalf. Duties include providing advice to Child Care Services regarding concerns brought by child care programs and assisting in the development of minimum licensing requirements.

Four standing subcommittees, led by CCAC members, also provide licensed programs the opportunity to identify quality improvement resources, express industry concerns, and recommend issues for CCAC consideration. The CCAC standing subcommittees are:

- family child care homes
- child care center-based programs
- residential facilities and child-placing agencies
- Quality Rating and Improvement System (The Stars Program)

Additional information regarding this process may be found on OKDHS website

- 340:110-1-17- Child Care Advisory bylaws



Request For License

Request for License

If you are interested in becoming licensed, the first step in the process is to request a license. Prior to caring for children, a state license is required for those programs meeting the following definitions. Contact the Licensing staff assigned to your area for more information. You can find Licensing Specialists by county by visiting <https://oklahoma.gov/okdhs/services/child-care-services/child-care-licensing/licensing-staff.html>. Some cities and towns may also require a local city license or zoning approval.

Child Care Services licenses the following types of children's programs:

- **Family Child Care Homes:**
A family home where care and supervision are provided for seven or fewer children for part of the 24-hour day.
- **Large Family Child Care Homes:**
A residential family home that provides care and supervision for eight to 12 children for part of the 24-hour day.
- **Child Care Centers:**
A program that operates 30 or more hours per week.
- **Part-day Programs:**
A program that operates for more than 15 but less than 30 hours per week.
- **Out-of-School Time Programs:**
A program that operates when school is not in session, such as before- and after-school and school breaks, and serves children 3 years old and older who are attending or have completed pre-kindergarten or above.
- **Day Camps:**
A program that operates during school breaks for 12 hours or less per day, serves children who are 5 years old and older who are attending or have completed kindergarten or above, and uses the outdoors as a major program component for at least 50 percent of the daily hours of operation.
- **Drop-In Programs:**
A program that operates 30 or more hours per week with individual children attending six hours or less per day and 24 hours or less per week, with an allowance for three extra six-hour days per 12 months per child.
- **Programs for Sick Children:**
A program that serves children with illnesses or symptoms preventing them from comfortable participation in activities in a program caring for children who are well. The children require more care than personnel in a program caring for children who are well can provide without compromising the

health and safety of other children in care.

- **Community Hope Centers:**

Programs operating more than 15 hours per week, serving children and youth 5 through 17 years of age. Programs provide access to mental health professionals and resources meeting children's and youths' social and emotional well-being, the science of hope, and connections to additional community resources for families.

- **Residential Child Care Facilities:**

A 24-hour residential facility where children live together with, and are supervised by, adults other than parents or relatives.

- **Children's Shelter:**

A non-secure public or private residential program that provides temporary care and supervision for children.

- **Child-Placing Agencies:**

An agency that arranges for or places a child in a foster family home, adoptive home, or independent living program.

Once you have expressed an interest in opening a family child care home, child care center-based program, residential facility, or child-placing agency, your licensing staff will provide you with licensing information and guide you through the application and approval process.

Once you have submitted a completed request for license to your licensing staff, you will be placed on application status. During this time, a determination will be made by Licensing as to when you can begin providing care. You will have a period of time to meet all the minimum requirements. The length of time your program will remain in application status will vary based on circumstances.

The request for license process includes:

- An on-site visit to ensure your program meets all the minimum requirements
- Submitting all required verification
- Obtaining required background checks
- Approval from local fire and health officials, when applicable

Additional information regarding this process may be found on OKDHS website

- 340:110-1-6- Inquiries and request for license process (child care center-based and family child care homes)



Six-Month Permit

In most cases, a program is issued a six-month permit upon meeting the minimum requirements. The primary purpose of the permit is to allow the licensing staff time to evaluate the program's ability to meet licensing requirements prior to issuing a license. Licensing staff will visit your program on at least three unannounced occasions and will discuss with you any concerns and document non-compliance with requirements and plans of correction. Failure to comply with the requirements may result in additional permits or denial of the application.

If eligible, you may also participate in the Child and Adult Care Food Program (CACFP). This is a financial reimbursement program through the Oklahoma State Department of Education for food provided to children while in care.

License

To receive a license, all required paperwork must be provided to licensing. Also, you must have at least three monitoring visits, have obtained all required training, and be in compliance with requirements. Once issued, a license is non-expiring and non-transferable.

Licensing staff will continue to monitor and be available to consult when needed. You can expect on-site monitoring visits at various times of day.

Change of Ownership

If you are operating a licensed child care program, and need to conduct a change in ownership, the prospective owner must apply for a new license. If you are considering changing ownership, it is imperative that you contact your licensing staff immediately. A change in ownership must be coordinated with OKDHS subsidy contracts and the QRIS program, when applicable, so all completed paperwork must be received by licensing, contracts, and QRIS at least 30 days prior to the change in ownership taking place.

Change of Address

If you move or relocate, you must first contact your licensing staff to verify that your new location meets minimum requirements, as well as obtain new health and fire inspections, when applicable.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-8 Types of Issuance (child care center-based and family child care homes)
- 340:110-1-46 Types of Issuance (residential facilities and child-placing agencies)



QRIS

Quality Rating and Improvement System (QRIS)

Once you have decided to pursue a child care license, you may choose to participate in our QRIS program, known as “The Stars Program”. Eligible child care programs include Family Child Care Homes, Large Family Child Care Homes, and Child Care Centers (including part-day and out-of-school time). This program encourages you to meet higher-quality criteria including:

- Directors, teachers, and family child care home providers receive additional training annually.
- Family child care home providers and master teachers have an early childhood credential or degree with hours in child development or early childhood education.
- Family child care homes and centers involve parents in a variety of ways.
- Center teachers and family child care home providers read to the children daily and utilize the Early Learning Guidelines.
- Programs are evaluated annually using checklists, surveys, and an approved assessment tool.

Once you have a permit or license, you will be given a One Star status. The higher star levels you may apply for are: Two Star, Three Star, Four Star, and Five Star. When you qualify for any of these levels and have a contract with OKDHS, you will receive a higher reimbursement rate for those families who receive assistance.

Two Star, Three Star, Four Star, and Five Star programs operating a full year receive a minimum of three Star certification reviews annually—two partial and one full Star review. Star certification reviews are usually conducted during licensing monitoring visits. Programs are expected to meet and maintain the level of criteria requested at all times.

Reducing Star Status

The Star status of a program may be reduced when the program has serious non-compliance with licensing requirements, a serious incident occurs resulting in injury or imminent risk of harm to a child, violations are not corrected within the agreed-upon time frame, a program fails to employ a qualified director for a period of six months, or does not meet criteria for designated level. If there is evidence of extenuating or a change in circumstances, you may propose an alternative settlement option prior to the date of the reduction letter or administrative review by contacting the licensing regional programs manager.

If a reduction is warranted, the QRIS program administrator sends a certified letter documenting the reduction and notifying the program and owner of the right to request an administrative review.

The purpose of the administrative review process is to determine if the reduction was in accordance with OKDHS policy and whether the reduction is substantially supported by evidence.

If you wish to appeal your Star reduction, you must submit a request in writing to the Child Care Services director within 15-calendar days of the receipt of the OKDHS letter that notified you of your Star reduction. The request must include written documentation that states your grounds for requesting an administrative review. You will be notified within 30 days of when the administrative review will take place. If the decision to reduce your Star status is upheld at the administrative review, your Star level will be reduced and the subsidy payment at the lower Star level will be implemented four months after the reduction effective date.

If you do not appeal your Stars reduction, your Star level will be reduced, and the subsidy payment at the lower Star level will be implemented four months after the reduction effective date.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-8.3 through 8.11 Quality Rating and Improvement System process and criteria



Open Records

Your licensing file is open to the public. Parents have access to this information to assist them in making decisions about child care. If you would like to review your file, contact your licensing staff to make arrangements.

Compliance File

For family child care homes and child care center-based programs, all public documents are placed in a public file at the program. This allows parents and the general public an opportunity to view your public history. Refer to your program's specific requirement book to review required compliance file documents and postings.

Child Care Locator

The Child Care Locator is an online database that provides the public access to search for child care, residential facilities, and child-placing agencies. A summary of the monitoring visits and any substantiated complaints for the previous 36 months is provided. You can access the Child Care Locator at <http://childcarefind.okdhs.org/childcarefind/>. Residential Facility and Child-Placing Agency Locator can also be found at <http://residentialchildplacinglocator.okdhs.org/ResidentialLocator/Default.aspx>.



Non-Compliance

Non-Compliance

Numerous, Repeated and Serious (NRS) Non-Compliances

In a family child care home or child care center-based program, numerous, repeated and serious non-compliances can directly affect the status of your Star level, OKDHS subsidy contract, or permit or license.

Numerous non-compliances are documented on any monitoring checklist with any of the following:

- Five or more Licensing requirement sections documented as a non-compliance in a family child care home or large child care home
- Six or more Licensing requirement sections documented as a non-compliance for child care center-based programs with a licensed capacity of less than 60
- Seven or more Licensing requirement sections for a child care center-based program with licensed capacity of 60 or more

Repeated non-compliances are:

- Three or more documented incidents of non-compliance with the same requirement within the last 12 months

Serious non-compliance is:

- Non-compliance with licensing requirements that exposes children to conditions that present an imminent risk of harm based on the age of the child, the amount of time the operator was out of compliance, and the operator's efforts to mitigate the risk. Serious non-compliances are identified through licensing observations, substantiated complaint investigations, and /or self-reported incidences.

Some examples of non-compliance that may be considered serious are:

- Staff-child ratio
- Child supervision
- Infant sleep environments and safe sleep training
- Prohibited disciplinary actions
- Licensed capacity
- Transportation
- Water activities
- Pools and other water hazards
- Multiple hazards
- Weapons
- Failure to report child abuse or human trafficking
- Knowingly permitting access to children by people identified as restricted or Restricted Registry registrants
- Failure to obtain background investigations or Restricted Registry searches
- Medication administration
- Room temperatures
- Heat sources or loss of any utility service
- Cardio-pulmonary resuscitation and first aid training

Additional information regarding this process may be found on OKDHS website

- 340:110-9.3 Non-compliance with requirements (child care center-based and family child care homes)

Residential facilities and child-placing agencies

In a residential facility or child-placing agency, numerous, repeated, and serious non-compliances can directly affect the status of your permit or license.

Numerous non-compliances are:

- not specified by license capacity or type of program.

Repeated non-compliances are:

- three or more documented incidents of non-compliance with the same requirement within the last 12 months.

Serious non-compliances:

- include the above listing, with the exception of infant safe sleep training. In addition to the non-compliances above, failure to obtain required behavior management training is also a serious non-compliance.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-47.2 Non-compliance with requirements (residential facilities and child-placing agencies)



Revocation and Denial Process

Revocation and Denial Process

A license is valid unless it is revoked or the program voluntarily closes. When numerous, repeated or serious non-compliance with requirements is documented or the health and safety of children in care is in jeopardy, one of the following actions may be taken:

- Denial of an application
- Revocation of a license

The program is notified in writing that the case has been referred to the statewide licensing coordinator and OKDHS Legal Services for review and appropriate action.

The notice of pending action is mailed to the owner by certified mail at least 30 days prior to the effective date of action. Included in the notice is a sign that is to be posted in the program, a letter of explanation, and appeal information. As Licensing is required by law to notify parents, the names and addresses of currently enrolled children will be requested. The statewide licensing coordinator will forward the recommendation to OKDHS Child Care Subsidy, which may result in cancellation of your contract.

You have the right to seek your own legal representation during any part of this process.

Emergency Order

If OKDHS determines that the health, safety or welfare of children is at risk, an emergency order may be issued to close the program immediately. Programs have 10 days to appeal the decision to issue an emergency order. If this order is violated, an injunction may be filed in district court.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-10 Revocation or denial of license (child care center-based and family child care homes)
- 340:110-1-52 Legal actions (residential facilities and child-placing agencies)



Appeals Process

Licensing

If you disagree with the decision to deny your application or revoke your license and choose to appeal, you have 30 days to reply from the time you receive the certified notice. You will then be notified at least two weeks before your scheduled OKDHS hearing with the administrative law judge.

If the OKDHS decision is upheld, you have the right to appeal this decision in district court. A program may remain open during the appeals process unless an emergency order, injunction, or restraining order is in effect. Once all appeals have been exhausted, the recommendation of the district court judge is to be followed.

After the appeals process is complete, if the OKDHS decision is upheld to close your program, the program must cease operation or face possible criminal proceedings. In addition, the owner or operator cannot make an application for another program within the state for five years from the date of closure.



Complaint Investigation Process

A complaint can be filed by anyone who has concerns regarding the operations of a program. The complaint can be made in writing, over the phone, or by email. Unless legal action or a referral to law enforcement officials is necessary, the identity of the person reporting the complaint remains confidential. The licensing staff will interview the complainant to determine if the concern meets the criteria of a complaint or should be referred to another entity, such as law enforcement.

A valid complaint is one that alleges one of the following issues:

- Non-compliance with licensing requirements
- Violation of the Licensing Act
- Unlicensed facility operation
- Abuse and neglect of a child in care

An investigation of the complaint may include:

- A review of the allegations
- An unannounced visit to the program
- A review of available records, such as attendance, injury logs, medication and transportation permission forms, police reports, and more
- Observations at the program
- Obtaining documentary evidence
- Interviews with the complainant, the children, child care staff, and others who might have relevant information

At the initial complaint visit, licensing staff will discuss the complaint allegations with you by using key words, to describe the complaint allegations. Prior to the completion of the complaint investigation, licensing staff will provide the full allegations of the complaint, while keeping the complainant's name and relationship to the program confidential.

Interviews are generally face-to-face and conducted in private, usually one individual at a time. Interviews may take place outside the program and a witness may accompany a licensing staff. The licensing staff will leave an interview notification card at the program to be given to parents whenever a child is interviewed.

Abuse or neglect concerns are referred to Child Welfare, who will take the lead in the investigation. Whenever possible, the licensing staff will accompany the child welfare worker on a complaint investigation. Abuse and neglect concerns regarding residential programs are referred to the Office of Client Advocacy.

Based on the allegation severity or information gathered during the complaint investigation, the licensing staff may discuss appropriate methods of protecting children during the investigation. In addition, the licensing staff may ask the owner to voluntarily cease care or require specific restrictions of contact with the children for the alleged perpetrator pending the investigation outcome. There is a possibility of an injunction or emergency order if the owner refuses to cooperate and children are considered to be at risk.

Upon completion of an investigation, the licensing staff will send a letter to the owner that includes the findings and notice of further action. A summary of facts used to evaluate and determine the complaint findings is also sent to the program. The allegations and findings are also included on a complaint summary, which is made part of the open record. The complainant, children, and their families are not identified. The allegations and findings of the investigation are not released to the public until the investigation is complete.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-9.2 Complaint investigations (child care center-based and family child care homes)
- 340:110-1-47.1 Complaint investigations (residential facilities and child-placing agencies)

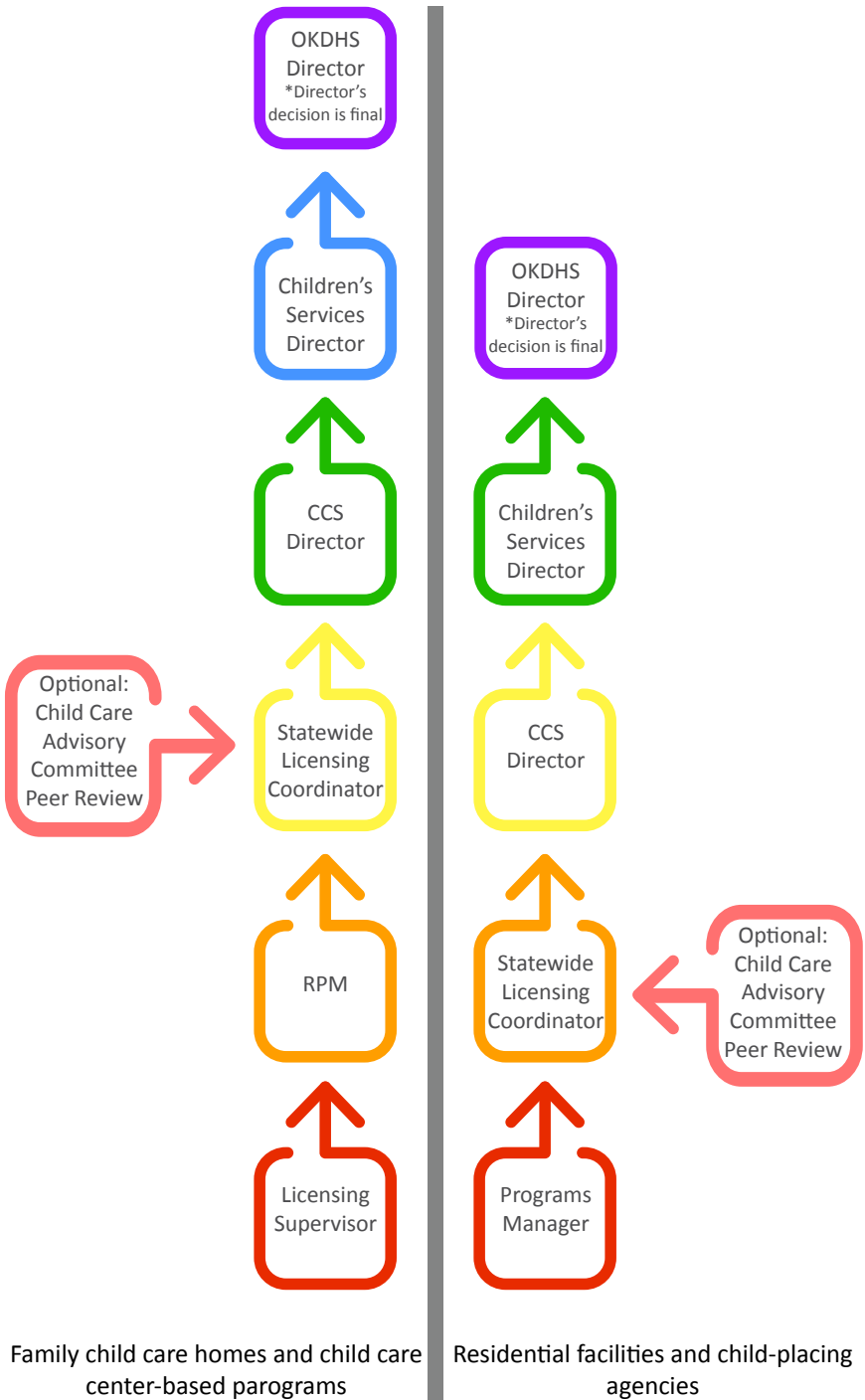


Grievance Process

The program owner or director of a licensed child care program may submit a grievance regarding the application of any Child Care Services (CCS) written or unwritten policy, rule, or regulation, or any decision by an employee of OKDHS which affects the program. Grievances must be received within 30-calendar days of the documented non-compliance, star criteria violation, or substantiated complaint allegation. A grievance is not accepted concerning an Emergency Order, or request for license denial or license revocation. Individuals wanting to submit a grievance are encouraged to seek informal resolution of his or her concerns by contacting the appropriate licensing supervisor, who attempts to resolve the matter.

When a resolution cannot be reached at the local level or through verbal conversation with CCS State Office staff, the grievant is instructed to submit one written request to the licensing supervisor. Grievances must be received within 15-calendar days of this communication.

The grievance process provides additional levels of review. After the initial grievance is received, the grievances at each level must be received by CCS or Oklahoma Human Services (OKDHS) within 15-calendar days of the date of previous correspondence. At each level, grievances are responded to within 10-OKDHS business days. Grievance time frames and processes are communicated to the grievant. Grievance levels are indicated in the included flow chart. Grievance levels for residential facilities and child-placing agencies are also reflected in the flow chart.



Grievance Procedures Against a CCS Employee

Programs may also file a grievance about a CCS employee who retaliated against a program or program employee. Grievances must be received within 30-calendar days of the alleged incident. The grievant is referred to the appropriate supervisor, who attempts to resolve the matter. Residential facilities and child-placing agencies are referred to the programs manager. When the grievant is not satisfied with the proposed resolution, the grievant is referred to an assistant licensing coordinator for further investigation.

The assistant licensing coordinator's decision is final; however, the grievant may request the CCS director review the finding.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-15 Grievance policy and procedure (child care center-based and family child care homes)



Restricted Registry

Oklahoma Human Services is required to establish and maintain a Restricted Registry, also named Joshua's List. Individuals recorded on the Restricted Registry are identified as registrants and are prohibited from licensure, ownership, employment, unsupervised access to children, and/or residence in a facility licensed, certified, operated or contracted by, or with, OKDHS or the Office of Juvenile Affairs (OJA). The Restricted Registry search is required.

Registration may result after review by the restricted registry review committee and all appeals are exhausted when:

1. A substantiated finding of abuse or neglect by an individual when the abuse or neglect occurred to children while in the care of a facility licensed, certified, operated or contracted by, or with, OKDHS or OJA
2. A denial or revocation of a child care program license
3. A specified criminal history for individuals who have entered a plea of guilty, nolo contendere (no contest), or a conviction for the following felony offenses:
 - Child abuse or neglect
 - A crime against a child
 - A crime involving violence, including, but not limited to rape, sexual assault, or homicide
4. A specified criminal history for individuals who have entered a plea of guilty, nolo contendere (no contest), or a conviction prior to or after the request for license date and ownership, employment, unsupervised access to children, and residence, for the following felony offenses:
 - Domestic abuse
 - Drug or alcohol related offense
5. An individual required to register per Sex Offender Registration Act or Mary Rippy Violent Crime Offenders Act.

The restricted registry review committee consists of six OKDHS staff and one OJA staff who make a determination of registration within 30 calendar days of receipt of all necessary information.

The determination is based upon a majority decision of the committee members when registration is recommended by the review committee; registration information is forwarded to Restricted Registry personnel. The Restricted Registry personnel then submits registration information to OKDHS Legal Services requesting legal review for registration. Within five OKDHS business days of receipt of OKDHS Legal Services review, Restricted Registry personnel notifies the potential registrant.

A registrant may request removal after 60 months from the date of being recorded on the Restricted Registry. A request for removal from the registry is forwarded to the Restricted Registry personnel for submission to the Restricted Registry review committee.

Additional information regarding this process may be found on OKDHS website

- 340:110-1-10.1 Restricted Registry



OKDHS Agency Quality Standards

In demonstration of our commitment to the Quality Service Standards set forth by OKDHS, we strive to follow these standards in all aspects of our work and to serve as a role model to our co-workers, colleagues, partners, and customers.

Safety

We will ensure that employees, customers, and workplaces are free from harm or danger.

Integrity

We will be consistent in living the values, principles, and expectations of our agency in relationships with coworkers, customers, partners, and stakeholders, and I will act with only the highest ethical standards.

Professionalism

We will exhibit the skill, good judgment, and behaviors that are expected from a person who is trained to do a job well.

Compassion

We will be aware of others' needs and have a desire to help without passing judgment.

Child Care Services True North

Child Care Services' goals are to work with all agency divisions and with their community partners and other stakeholders to:

- 1. Improve the quality of, and access to, child care programs in the state.**
- 2. Enhance a high-quality workforce through professional development.**
- 3. Improve collaboration with child care providers, communities, DHS divisions, and other state agencies then, in partnership, develop and utilize resources to improve the overall services for licensed programs, children/youth, and families.**

**We value cultivating relationships
both internally and externally:**

- We collaborate with others to advocate for the protection of children, quality of care, and accessibility of resources for families.
- We listen to and encourage input when developing policies and requirements.
- We engage in honest, effective communication to foster mutual respect.
- We convey realistic expectations with clarity, intention, and purpose.
- We act with integrity and transparency to achieve shared goals.
- We recognize we are stronger working together while appreciating the diversity of individuals.

We value behaving in a professional and ethical manner:

- We take initiative to accomplish the mission of Child Care Services.
- We utilize research and public policy to provide consultation and support quality child care.
- We provide timely, accurate, and fiscally responsible service.
- We safeguard confidential information.
- We engage in and pursue ongoing professional development and leadership opportunities.
- We are knowledgeable, consistent, and courteous as we carry out our responsibilities.



Who to Call

Child care is both an exciting and rewarding business. Oklahoma Human Services and Child Care Services is always here to help improve the quality of care you provide. Don't hesitate to call with a concern, suggestion or question. Refer to the following phone numbers for assistance and thank you for the work you do.

State Offices:

Child Care Services Director
1-844-834-8314

Statewide Licensing Coordinator
1-844-834-8314

Office of Background Investigations (OBI)
1-800-347-2276

QRIS Program Administrator
1-844-834-8314

Licensing Offices:

Regional Programs Manager

Licensing Supervisor

Licensing Specialist

Local Human Services County Office

You can find a list of licensing specialists by county by visiting <https://oklahoma.gov/content/dam/ok/en/okdhs/documents/okdhs-pdf-library/child-care-services/ccs-by-county.pdf>.

Child Care Services

<https://oklahoma.gov/okdhs/services/child-care-services.html>

Child Care Policy

<https://oklahoma.gov/okdhs/library/policy/current/oac-340.html>

Other Resource Numbers

Center for Early Childhood Professional Development
1-888-446-7608

Oklahoma Child Care Resource and Referral Association
1-888-962-2772

Scholars for Excellence in Child Care
1-888-343-3881
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