

Frequently Asked Questions

When Using the Child Care Referral Database

Q What if no child care options come up in my search?

You may want to try expanding the search radius, selecting all types of care options, removing any filters used, or taking off restrictive scheduling or ages of children.

Q How can I search by radius?

A city and a zip code must both be entered in order to use the radius function. Then, select the check box to 'Enable Radius Search' and set your desired search area.

Q The system won't let me enter in my city or county. What do I do?

You must select the city and county from the drop down of options that appear once you begin typing. Try just typing the first few letters of the name of the city or county and wait for that drop down to appear, then make your selection. If you find our database is not recognizing the city you are trying to enter, please try another city nearby. Any city or county that contains 'Saint' should be entered as St (no period).

Q Which programs will accept the MO Child Care Subsidy?

If you qualify for Child Care Subsidy and need to find a program that is registered to accept subsidy, use the 'MO Subsidy' filter in 'Payment Assistance' on the left side of the page.

Q Can I see what openings each program has?

Child care programs may login to their profile in the database and self-report any openings or waitlists they currently have, but it is not required for them to do so. If you do not see this information on their profile, you will want to call them and inquire about their availability.

Q Can you tell me which programs are the best?

Child Care Aware[®] of Missouri provides child care referrals, not recommendations. It is our goal to help you make an informed child care choice by providing information about how to identify quality child care. Choosing a program for your child is a very personal decision and will take a bit of homework. To decide if a program is a good fit for your family, be sure to ask questions, visit the facility, and assess if their policies and practices align with your own values.

Q What if a provider isn't calling me back?

Our child care educators have their hands full, so be patient and give them a few days to get back to you. Then, if you still have not heard back, consider reaching out again, sending an email, or visiting the program in person.

Q Where does the information in the database come from?

Child Care Aware® of Missouri is contracted with the Department of Elementary and Secondary Education- Office of Childhood to provide this referral service. As such, all Licensed and License-Exempt programs are automatically included in our database.

Q How do you keep it updated?

A monthly update of all License and License-Exempt programs is performed, along with a monthly update of all programs that accept the Child Care Subsidy. Child Care Aware® of Missouri also maintains the records of which programs have gained accreditation and those who provide Head Start and Early Head Start services. Other information is self-reported by the child care program.

Q What if I find inaccurate or out-of-date information?

It is a big job to keep over 3,000 programs up-to-date in our database so we would appreciate being notified if something is incorrect. Send us an email at referralcenter@mochildcareaware.org with the program you were looking at and what the incorrect information was, and we will do our best to get in touch with the program to update their information.

Q Are there options that aren't listed in this database?

Programs that are Exempt from being licensed or registered with the Department of Elementary and Secondary Education- Office of Childhood typically are not listed in our database. This includes anyone caring for six or fewer children in their home, early childhood programs operated by a public or private school system, Montessori-accredited programs, and summer camps for school-age children.

Q I want a nanny/babysitter to come to my home. Do you do that?

No, our database only contains child care programs that are licensed or registered with the state or that meet our listing standards. There is no registry in Missouri for those who provide nanny or babysitting services. If this is the type of care you are looking for, you could try to use a website such as www.care.com or ask around in your community.

Contact us at 1-866-892-3228 OR email referralcenter@mochildcareaware.org
Visit our website at www.mochildcareaware.org

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