
Parent and Provider Consumer Education Guide

This Consumer Education Guide is designed to give parents and providers answers to commonly asked questions about the Maryland State Department of Education Child Care Scholarship Program and related topics. Click on a question in the Table of Contents below to jump to that question's answer.

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What is Maryland EXCELS?

Maryland EXCELS is the state's Quality Rating and Improvement System for licensed child care and early education programs. It provides programs with training, resources, and one-on-one assistance so that they can provide the best quality education and care. Participating programs can achieve a Maryland EXCELS Quality Rating 1-5. These ratings are available to families, allowing them to make informed choices concerning the care of their children.

How does Maryland EXCELS and quality child care prepare my child for school and life?

Choosing a Maryland EXCELS program means your family will receive services that go above and beyond the state's basic requirements for child care. Maryland EXCELS programs are committed to quality and they receive support for their continued improvement.

Research shows that high-quality child care leads to student achievement in school, increases the likelihood that students will graduate high school and attend college, and increases salaries and health outcomes in adulthood.

How can I know if my child care program participates in Maryland EXCELS?

Search for your program at <https://findaprogram.marylandexcels.org/> and look for the Maryland EXCELS Quality Rating Badge next to your program's name. Click on the Program Details button to view rating details. Participating programs will also note that they are eligible to accept Child Care Scholarship vouchers.

The screenshot displays the Maryland EXCELS program details for Jane Sample Family Childcare, LLC. The program is a Family Child Care with a Quality Rating of 3 and is eligible for a Scholarship. The details section lists several categories with checkmarks: Licensing and Compliance, Staff Qualifications and Professional Development, Accreditation and Rating Scales, Developmentally Appropriate Learning and Practice, and Administrative Policies and Practices. The address is Dundalk, MD 21222, and the phone number is (443) 555-1212. A red box highlights the text 'Eligible to accept Child Care Scholarship vouchers'.

How can I know if my child care program has a history of health or safety violations?

Go to www.checkccmd.org and search for your child care program. Click on your program name to view a summary page that displays the current status. Scroll down to view Inspection History Information. Click on an inspection report to view more details.

How can I submit a complaint through the hotline about suspected fraud or other concerns about the Child Care Scholarship Program that do not seem right?

Go to the [Reporting Possible Child Care Scholarship Fraud](#) page and use the [Suspected Fraud Form](#) to report your suspicions online or call the Maryland Department of Human Services 1-800-332-6347 and follow the prompts to select the Suspected Fraud option.

How do I report suspected child abuse or neglect in a licensed child care program?

If you believe a particular child care program is in violation of State child care licensing laws or regulations, you may file an official complaint against that program. To file a complaint, contact the Regional Licensing Office covering the county where the program is located. Complaints may be filed in person, by telephone, or in writing by e-mail, fax, or letter. Anonymous complaints are accepted, so complainants do not need to identify themselves. The Regional Licensing Office investigates each complaint. Upon completion of the investigation, a report of findings is created. This report is available upon request if the investigation confirms that the violation occurred, or if it cannot be determined that the violation occurred.

How do I contact a local resource and referral agency or other community-based organization to receive assistance in finding and enrolling in quality child care?

Visit the [Maryland Family Network](#) website to search for quality child care providers online, or call 877-261-0060 for personalized assistance.

How can I get information on the Temporary Assistance for Needy Families (TANF) or Temporary Cash Assistance (TCA) program?

To learn more about the Temporary Assistance for Needy Families (TANF) program, visit the US Health & Human Services [Office of Family Assistance](#) website. To learn more about the Maryland TANF Temporary Cash Assistance program visit the Maryland Department of Human Services [Temporary Case Assistance](#) website.

How can I get information on the Head Start and Early Head Start programs?

Head Start is a federal program that promotes the school readiness of children from birth to age five from low-income families by enhancing their cognitive, social, and emotional development. Many Head Start programs also provide Early Head Start, which serves infants, toddlers, and pregnant women and their families who have incomes below the federal poverty level. Learn more at <https://headstart.gov/how-apply>.

How can I get information on the Low Income Home Energy Assistance Program (LIHEAP)?

Information on the Low Income Home Energy Assistance Program, including options to apply for utility assistance and check the status of your application can be found on the Maryland Department of Human Services [Office of Home Energy Programs](#) website.

How can I get information on the Supplemental Nutrition Assistance Program (SNAP)?

Information on the [Supplemental Nutrition Assistance Program](#) can be found on the Maryland Department of Human Services website dedicated to this program.

How can I get information on the Women, Infants, and Children Program (WIC) program?

Information on the Women, Infants, and Children program can be found on the Maryland Department of Health [MD WIC](#) website.

How can I get information on the Child and Adult Care Food Program (CACFP)?

Information on the Child and Adult Care Food Program can be found on the [Maryland State Department of Education](#) website dedicated to this program.

How can I get information on the Medicaid and Children's Health Program (MCHP)?

Information on Medicaid can be found on the [Maryland Medicaid Administration](#) website. Information on the Children's Health Program (MCHP) can be found on the [Maryland Department of Health](#) website.

How can I get information on the programs carried out under the Individuals with Disabilities Education Act (IDEA Part B, Section 619, and Part C)?

General Information about IDEA Part B and Part C can be found on the Maryland State Department of Education [Individuals with Disabilities Education Act](#) website. Information about IDEA Part B Section 619 can be found on the Maryland State Department of Education [Preschool Special Education Services Program](#) website.