

**DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY GARRISON VICENZA
UNIT 31401, BOX 92
APO AE 09630**

IMEU-VIC-MWC

1 March 2006

STANDING OPERATING PROCEDURE (SOP)

SUBJECT: CLEOS Resource and Referral

1. REFERENCES:

- a. AR 608-10, Child Development Services, 15 July 1997.
- b. Army CDS Resource and Referral Service Procedures Manual, October 1988.

2. PURPOSE: To establish procedures for centralized resource and referral services; to help patrons locate childcare in Family Child Care (FCC), Child Development Centers (CDC), School Age Services (SAS) or off post Asilos. Information will be available to parents to meet their needs compatible with the age of their children, duty hours, extended hours, emergency care, care during temporary duty and field exercises.

3. APPLICABILITY: This SOP applies to all Child and Youth Services (CYS) patrons and personnel.

4. SERVICES AVAILABLE:

a. The CYS Resource and Referral (R&R) Service is available at no cost to all Army military personnel, DA Civilians and their spouses. It has been established to help parents determine their childcare needs and options to help them locate childcare that coincides with their personal preferences.

b. The CYS R&R Services refers available childcare options to parents. The CDS R&R Service does not recommend any particular center, FCC Home, or other child care option.

c. The Army Wide Childcare Referral Service is also available.

d. The CYS R&R Services is located in the Central Registration Office, in the Family Readiness Center (Davis Hall), Bldg. 108.

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5. PROCEDURES:

a. The CLEOS Director will provide specific program information about on or off installation child care services for potential and active patrons through the CYS R&R Services.

b. The CLEOS Director will maintain information about the programs and services of installation CYS delivery systems and available off post child care programs. The CLEOS Director will coordinate with the Army Community Service (ACS) Relocation Program to preclude duplication of services and provide up to date CYS information in the ACS welcome packet. Information will include:

(1) Types of programming, hours of operation, fees, parent responsibility to the program, ratios, group size, staff qualifications, and compliance with Army CYS.

(2) Information about off the installation services will be made available upon request at Central Registration.

(3) Recommendation for services will not be made.

(4) Parents will be provided with guidelines for selecting quality childcare.

c. Parents will be informed about available childcare services and assisted in determining the program types most likely to meet the needs of the parent and the child.

d. Assistance will be provided to ensure that the parent and the child have the opportunity to visit and observe selected child care programs.

e. Assistance will be provided in initiating enrollment procedures for on post child care program.

f. Assistance with off post care in Asilos is limited to printed information available in the office. There is no staff available to assist with visits to the Asilos.

g. Follow-up inquiries will be made to patrons 30 days after referral, to monitor the quality of assistance, and the user satisfaction of the referral.

h. Army wide Child Care Referral Service. The CLEOS Director or the Central Registration Clerk will assist eligible patrons transferring to new assignments by providing information and contact numbers for child care programs at the new duty location, including on and off-post care options and the status of the waiting list.

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i. Every effort will be made to assist incoming personnel make satisfactory temporary or permanent childcare arrangements prior to arrival on the installation.

j. The CLEOS Director will maintain the following records:

(1) Number of requests for assistance.

(2) Number of total referrals, sponsors by rank and children by age.

(3) Number of center based, quarters based, and on and off post child care spaces available.

(4) Record of follow up inquiries.



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