



Frequently Asked Questions

- **How much does your program cost?** Caregiver Connections is a free service for all providers in Chicago and Cook County who are caring for children from birth through 5 years.
- **Is Caregiver Connections part of DCFS?** No.
- **Can you observe a child?** Yes. A parent/guardian must sign a consent form before we can observe an individual child. We can observe a classroom or group of children without written consent from parents.
- **Do you share information with the school district?** The only time we share information with a school district is when a parent/guardian has signed a consent form.
- **Do you evaluate children?** No. If an evaluation is needed, we help families and providers locate appropriate referral resources.
- **Do you provide therapy for children and families?** No. We help families locate counseling and mental health resources when these services are needed.
- **Do any of the Caregiver Connections consultants speak Spanish?** Yes.
- **Are your services confidential?** Yes. We work with providers to protect their confidentiality and the confidentiality of the children and families.

Please note: According to Illinois law, child care providers and Caregiver Connections Consultants are mandated reporters and must report suspected child abuse and neglect to the Department of Children and Family Services (DCFS) hotline.



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