

## 2 Promote Family Engagement through Outreach and Consumer Education

Lead Agencies are required to support the role of parents as child care consumers who need information to make informed choices regarding the services that best suit their needs. A key purpose of the CCDBG Act is to 'promote involvement by parents and family members in the development of their children in child care settings' (658A(b)). Lead Agencies have the opportunity to consider how information can be provided to parents through the child care assistance system, partner agencies, and child care consumer education websites.

The target audience for the consumer education information includes three groups: parents

receiving CCDF assistance, the general public, and when appropriate, child care providers. In this section, Lead Agencies will address how information is made available to families to assist them in accessing high-quality child care and how information is shared on other financial assistance programs or supports for which a family might be eligible. In addition, Lead Agencies will certify that information on developmental screenings is provided and will describe how research and best practices concerning children's development, including their social-emotional development, is shared.

In this section, Lead Agencies will delineate the consumer and provider education information related to child care, as well as other services, including developmental screenings, that is made available to parents, providers, and the general public and the ways that it is made available. This section also covers the parental complaint process and the consumer education website that has been developed by the Lead Agency and the manner in which it links to the national website and hotline. Finally, this section addresses the consumer statement that is provided to parents supported with CCDF funds.

## 2.1 Outreach to Families With Limited English Proficiency and Persons With Disabilities

The Lead Agency is required to describe how it provides outreach and services to eligible families with limited English proficiency and persons with disabilities and to facilitate the participation of child care providers with limited English proficiency and disabilities in the CCDF program (98.16(dd)). Lead Agencies are required to develop policies and procedures to clearly communicate program information, such as requirements, consumer education information, and eligibility information, to families and child care providers of all backgrounds (81 FR 67456).

### **2.1.1 Check the strategies the Lead Agency or partners utilize to provide outreach and services to eligible families for whom English is not their first language. Check all that apply.**

- Application in other languages (application document, brochures, provider notices)
- Informational materials in non-English languages
- Website in non-English languages
- Lead Agency accepts applications at local community-based locations

- Bilingual caseworkers or translators available
- Bilingual outreach workers
- Partnerships with community-based organizations
- Other.

**Describe:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), has available for eligible families' interpretation services through the Telelanguage line. The Telelanguage line information is provided to all grantees and partners to utilize when an English Second Language (ESL) family is being provided services. The CCPO requires grantees and partners to utilize the Telelanguage line to minimize miscommunication. The State of Alaska only publishes written material in English. If a family needs assistance whether it be requesting information, applying for benefits, or needing assistance the Telelanguage line is utilized to communicate with ESL families. Alaska's Child Care Resource and Referral Agency, thread, provides some informational materials in Spanish for families and child care providers.

**2.1.2 Check the strategies the Lead Agency or partners utilize to provide outreach and services to eligible families with a person(s) with a disability. Check all that apply.**

- Applications and public informational materials available in Braille and other communication formats for access by individuals with disabilities
- Websites that are accessible (e.g. Section 508 of the Rehabilitation Act)
- Caseworkers with specialized training/experience in working with individuals with disabilities
- Ensuring accessibility of environments and activities for all children
- Partnerships with state and local programs and associations focused on disability-related topics and issues
- Partnerships with parent associations, support groups, and parent-to-parent support groups, including the Individuals with Disabilities Education Act (IDEA) federally funded Parent Training and Information Centers
- Partnerships with state and local IDEA Part B, Section 619 and Part C providers and agencies
- Availability and/or access to specialized services (e.g. mental health, behavioral specialists, therapists) to address the needs of all children

Other.

Describe:

The CCDF Lead Agency provides program information and applications to grantees and partners for distribution during outreach activities such as at health and/or job fairs statewide.

## 2.2 Parental Complaint Process

The Lead Agency must certify that the state/territory maintains a record of substantiated parental complaints and makes information regarding such complaints available to the public on request (658E(c)(2)(C); 98.15(b)(3)). Lead Agencies must also provide a detailed description of the hotline or similar reporting process for parents to submit complaints about child care providers; the process for substantiating complaints; the manner in which the Lead Agency maintains a record of substantiated parental complaints; and ways that the Lead Agency makes information on such parental complaints available to the public on request (98.16; 98.32).

### **2.2.1 Describe the Lead Agency's hotline or similar reporting process through which parents can submit complaints about child care providers, including a link if it is a Web-based process:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), has made available the main office number and toll free number for filing child care complaints. In addition, the CCPO has posted on the main webpage an email link to file a complaint against a child care provider. <http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

### **2.2.2 Describe the Lead Agency's process and timeline for screening, substantiating and responding to complaints regarding CCDF providers, including whether the process includes monitoring:**

The CCDF Lead Agency, the Child Care Program Office, investigates all complaints received. Once a complaint is received the CCPO Complaint and Enforcement Review Committee (CERC) assigns the complaint a priority level (1-3) and licensing specialist to

investigate. The timeline for completion of the investigation varies from 30-45-60 business days of the date the complaint was received depending on the priority level assigned. Investigations include unannounced onsite inspections; a health and safety walk through, parent interviews, staff interviews, and any follow up if needed with another department or entity. For an allegation to be substantiated the licensing specialist must find a preponderance of evidence. If no evidence is found the allegation is not substantiated. If a facility has a non-compliance, resulting from an allegation, an enforcement action is imposed on the facility. Enforcement actions can include Plan of Correction, modification of license, fine, and up to and including suspension or revocation of their child care license. Child Care Licensing Policies and Procedures Manual 6090 and Child Care Assistance Program Policies and Procedures Manual 4310.

**2.2.3 Describe the Lead Agency's process and timeline for screening, substantiating and responding to complaints for non-CCDF providers, including whether the process includes monitoring:**

The CCDF Lead Agency, the Child Care Program Office, investigates all complaints received. Once a complaint is received the CCPO Complaint and Enforcement Review Committee (CERC) assigns the complaint a priority level (1-3) and licensing specialist to investigate. The timeline for completion of the investigation varies from 30-45-60 business days of the date the complaint was received depending on the priority level assigned. Investigations include unannounced onsite inspections; a health and safety walk through, parent interviews, staff interview, and any follow up if needed with another department or entity. For an allegation to be substantiated the licensing specialist must find a preponderance of evidence. If no evidence is found the allegation is not substantiated. If a facility has a non-compliance, resulting from an allegation an enforcement action is imposed on the facility. Enforcement actions can include Plan of Correction, modification of license, fine, and up to and including suspension or revocation of their child care license. Child Care Licensing Policies and Procedures Manual 6090 and Child Care Assistance Program Policies and Procedures Manual 4310.

#### **2.2.4 Certify by describing how the Lead Agency maintains a record of substantiated parental complaints:**

The CCDF Lead Agency, the Child Care Program Office, maintains records of substantiated child care complaints by issuing the facility/provider a Report of Investigation (ROI). The ROI is then kept in the facility/provider binder until mandatory archiving. The licensing specialist also enters the investigation into the Integrated Child Care Information System (ICCIS) Compliance screen. Child Care Licensing Policies and Procedures Manual 6090 and Child Care Assistance Program Policies and Procedures Manual 4310.

#### **2.2.5 Certify by describing how the Lead Agency makes information about substantiated parental complaints available to the public; this information can include the consumer education website discussed in section 2.3:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), makes all substantiated findings from the Report of Inspection Notice of Violation, Report of Inspection, and Report of Investigation available online through the state of Alaska Find A Child Care Provider search. <https://dpaworks.dhss.alaska.gov/FindProviderVS8/zSearch.aspx>

#### **2.2.6 Provide the citation to the Lead Agency's policy and process related to parental complaints:**

6120-2 Licensing Investigation Files  
<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Manuals-Brochures/Child-Care-Licensing-Policy-and-Procedure-Manual.pdf>

## 2.3 Consumer Education Website

States and Territories are required to provide information to parents, the general public, and when applicable, child care providers through a State website, which is consumer-friendly and easily accessible (658E(c)(2)(E)(i)(III)). The website must include information to assist families in understanding the policies and procedures for licensing child care providers. The website information must also include provider-specific information, monitoring and inspection reports for the provider, the quality of each provider (if such information is available for the provider), and the availability of the provider (658E(c)(2)(D); 98.33(a)). The website should also provide access to a yearly statewide report on deaths, serious injuries, and the number of cases of substantiated child abuse that have occurred in child care settings. To assist families with any additional questions, the website should provide contact information for local child care resource and referral organizations and any other agencies that can assist families in better understanding the information on the website.

To certify, respond to questions 2.3.1 through 2.3.10 by describing how the Lead Agency meets these requirements and provide the link in 2.3.11. If the Lead Agency has not fully implemented the Consumer Education website elements identified in Section 2.3, then respond to question 2.3.12. Please note that any changes made to the web links provided below in this section after the CCDF Plan is approved will require a CCDF Plan amendment.

### **2.3.1 Describe how the Lead Agency ensures that its website is consumer-friendly and easily accessible:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), website is consumer-friendly and easily accessible. The website is displayed based upon six main category tabs, which when accessed provide additional in-depth information: Alaska: Find a Child Care Provider; Contact Information; Information for Child Care Providers; Information for Families; Resources and Reports; and Child Care Forms. In addition, the website is easily accessible to all individuals including individuals with disability. The American Disability Act (ADA) requires websites and the information provided to be accessible. All child care forms and child care resources and materials comply with ADA accessibility. The website is updated frequently. <http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

### **2.3.2 Describe how the website ensures the widest possible access to services for families that speak languages other than English (98.33(a)):**

The CCDF Lead Agency, the Child Care Program Office (CCPO), website is only provided in English. The State of Alaska only publishes in English. The CCPO can provide interpretation services to families and guests who need assistance accessing, navigating, or obtaining information from the CCPO website. The CCPO is in the process of having a statement added to our website notifying users of the opportunity to request interpretation services. Users may request interpretation services at any time, or when staff can identify the need for, or are experiencing difficulty communicating with the user, interpretation services are offered. The CCPO and grantees have marketing materials to help a user identify what languages we have interpretation services available.

### **2.3.3 Describe how the website ensures the widest possible access to services for persons with disabilities:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), ensures the website is accessible to persons with disabilities. The American Disability Act (ADA) requires all materials and resources published online are accessible to persons with a disability. All child care forms and child care resources and materials are accessible to persons with disability. These forms are created through PDF and are checked through running accessibility reports prior to making them available on our website. The CCPO works with the Statewide ADA Coordinator on making our website resources and materials accessible.

### **2.3.4 Lead Agency processes related to child care.**

A required component of the consumer education website is a description of Lead Agency policies and procedures relating to child care (98.33(a) (1)). This information includes a description of how the state/territory licenses child care, a rationale for exempting providers from licensing requirements, the procedure for conducting monitoring and inspections of



providers, and the policies and procedures related to criminal background checks.

a) Provide the link to how the Lead Agency licenses child care providers, including the rationale for exempting certain providers from licensing requirements, as described in section 5.3.6:

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Manuals-Brochures/Child-Care-Licensing-Policy-and-Procedure-Manual.pdf>, sections 6010-6040.

b) Provide the link to the procedure for conducting monitoring and inspections of child care providers, as described in section 5.3.2:

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Manuals-Brochures/Child-Care-Licensing-Policy-and-Procedure-Manual.pdf>, section 6080.

c) Provide the link to the policies and procedures related to criminal background checks for staff members of child care providers and the offenses that prevent individuals from being employed by a child care provider or receiving CCDF funds, as described in sections 5.4.1 and 5.4.11:

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Manuals-Brochures/Child-Care-Licensing-Policy-and-Procedure-Manual.pdf>, section 6050.

### **2.3.5 List of providers**

The consumer education website must include a list of all licensed providers and, at the discretion of the Lead Agency, all providers eligible to deliver CCDF services, identified as either licensed or license-exempt. Providers caring for children to whom they are related do not need to be included. The list of providers must be searchable by ZIP Code.

a) Provide the website link to the searchable list of child care providers:

<https://dpaworks.dhss.alaska.gov/FindProviderVS8/zSearch.aspx>

b) In addition to the licensed providers that are required to be included in your searchable list, which additional providers are included in the Lead Agency's searchable list of child care providers (please check all that apply):

- License-exempt center-based CCDF providers
- License-exempt family child care (FCC) CCDF providers
- License-exempt non-CCDF providers
- Relative CCDF child care providers
- Other.

Describe

c) Identify what informational elements, if any, are available in the searchable results.  
 Note: Quality information (if available) and monitoring results are required on the website but are not required to be a part of the search results.

#### Licensed Providers

- Contact Information
- Enrollment Capacity
- Years in Operation
- Provider Education and Training
- Languages Spoken
- Quality Information
- Monitoring Reports
- Other.

Describe:

Plain language summary that includes the facility's: compliance type; Inspection/Investigation Date; Findings; Violation Date; Compliance Date; Action Taken; Statute/Regulation; and Section.

#### License-Exempt, non-CCDF Providers

- Contact Information
- Enrollment Capacity
- Years in Operation
- Provider Education and Training
- Languages Spoken
- Quality Information

Monitoring Reports

Other.

Describe:

#### License-Exempt CCDF Center Based Providers

Contact Information

Enrollment Capacity

Years in Operation

Provider Education and Training

Languages Spoken

Quality Information

Monitoring Reports

Other.

Describe:

#### License-Exempt CCDF Family Child Care

Contact Information

Enrollment Capacity

Years in Operation

Provider Education and Training

Languages Spoken

Quality Information

Monitoring Reports

Other.

Describe:

Plain language summary that includes the facility's: compliance type; Inspection/Investigation Date; Findings; Violation Date; Compliance Date; Action Taken; Statute/Regulation; and Section.

#### Relative CCDF Providers

- Contact Information
- Enrollment Capacity
- Years in Operation
- Provider Education and Training
- Languages Spoken
- Quality Information
- Monitoring Reports
- Other.

Describe:

Plain language summary that includes the facility's: compliance type; Inspection/Investigation Date; Findings; Violation Date; Compliance Date; Action Taken; Statute/Regulation; and Section.

Other.

Describe:

Alaska's statewide child care resource and referral network, thread, has a consumer education website with child care provider referral information. This database is a voluntary database and only includes licensed child care providers. The link to this searchable database is <http://threadalaska.org/index.cfm/Families/Child-Care-Referral-Services>. The following information can be obtained from this child care search on participating programs

- Contact Information
- Enrollment Capacity
- Years in Operation
- Provider Education and Training
- Languages Spoken
- Quality Information
- Monitoring Reports
- Other.

Describe:

Ages served, hours of operation, schedule, environment, special needs, license,

type of care, certifications and insurance, meals, and financial assistance offered. Information on which child care providers are participating in Learn & Grow, Alaska's Quality Recognition and Improvement System can be found at [http://threadalaska.org//index.cfm/EARLY-EDUCATORS/LEARN-&-GROW-\(ALASKA'S-QRIS\)/260](http://threadalaska.org//index.cfm/EARLY-EDUCATORS/LEARN-&-GROW-(ALASKA'S-QRIS)/260)

**2.3.6 Lead Agencies must also identify specific quality information on each child care provider for whom they have this information. The type of information provided is determined by the Lead Agency, and it should help families easily understand whether a provider offers services that meet Lead Agency-specific best practices and standards or a nationally recognized, research-based set of criteria. Provider-specific quality information must only be posted on the consumer website if it is available for the individual provider.**

a) How does the Lead Agency determine quality ratings or other quality information to include on the website?

- Quality rating and improvement system
- National accreditation
- Enhanced licensing system
- Meeting Head Start/Early Head Start requirements
- Meeting prekindergarten quality requirements
- School-age standards, where applicable
- Other.

Describe

The CCDF Lead Agency, Child Care Program Office (CCPO) currently defines quality as safe and healthy, which is measured by having a State of Alaska (SOA) or Municipality of Anchorage (MOA) Child Care License.

b) For what types of providers are quality ratings or other indicators of quality available?

- Licensed CCDF providers.

Describe the quality information:

License status.

Licensed non-CCDF providers.

Describe the quality information:

License status.

License-exempt center-based CCDF providers.

Describe the quality information:

License-exempt FCC CCDF providers.

Describe the quality information:

License-exempt non-CCDF providers.

Describe the quality information:

Relative child care providers.

Describe the quality information:

Other.

Describe

**2.3.7 Lead Agencies are required to post monitoring and inspection reports on the consumer education website for each licensed provider and for each non-relative provider eligible to provide CCDF services on the consumer education website. These reports must include results of required annual monitoring visits and visits due to major substantiated complaints about a provider's failure to comply with health and safety requirements and child care policies. The reports must be in plain language and be timely to ensure that the results of the reports are available and easily understood by parents when they are deciding on a child care provider. Lead Agencies must post at least 3 years of reports when available, going forward (not retrospectively), beginning October 1, 2018.**

Certify by responding to the questions below:

a) What is the Lead Agency's definition of plain language and describe the process for receiving feedback from parents and the public about readability of reports.

The CCDF Lead Agency, the Child Care Program Office (CCPO), is working with IT for system enhancements to allow for posting of reports online for consumer education, monitoring and inspection reports in plain language by September 30, 2018. If a facility complies with all regulations and/or statutes, the Findings indicate no violations. If a facility has non-compliance(s), the information is provided in plain language by posting the Findings to the CCPO website, which includes the regulation and/or statute citation of violation and a plain language summary of the specifics of the violation.

<https://dpaworks.dhss.alaska.gov/FindProviderVS8/zSearch.aspx> Reports are not available for United States Department of Defense and Tribally approved or certified license exempt centers. Information regarding these providers would be obtained from the agency responsible for their certification or approval.

b) Are monitoring and inspection reports in plain language?

If yes,

include a website link to a sample monitoring report.

If no,

describe how plain language summaries are used to meet the regulatory requirements and include a link to a sample summary.

The CCDF Lead Agency, the Child Care Program Office (CCPO), recently learned our plain language summary alone does not meet the intent of the federal requirement. As a result, additional enhancements to the Integrated Child Care Information System are necessary to allow for the addition of the full monitoring and inspection reports along with the plain language summary to bring us into full compliance. Currently the plain language summary is available at:

<https://dpaworks.dhss.alaska.gov/FindProviderVS8/zSearch.aspx>

c) Check to certify what the monitoring and inspection reports and/or their plain language summaries include:

- Date of inspection
- Health and safety violations, including those violations that resulted in fatalities or serious injuries.

Describe how these health and safety violations are prominently displayed.

If a facility has non-compliance(s), the information is provided in plain language by posting the Findings to the CCPO website, which includes the regulation and/or statute citation of violation and a plain language summary of the specifics of the violation.

- Corrective action plans taken by the State and/or child care provider.

Describe

If a facility has non-compliance(s), discovered during the inspection the information is provided on the Find a Provider link on the CCPO Website. The violation(s) discovered during the inspection are listed and include the regulation and/or statute citation, title of the regulation, and a written summary of the violation details. The website link includes the date the violation occurred, any applicable enforcement actions taken by the state, and the date corrections were made by the facility for compliance.

d) The process for correcting inaccuracies in reports.

The CCDF Lead Agency, the Child Care Program Office (CCPO), has procedures in place for correcting inaccuracies in reports. Once the facility has identified a mistake in the report, the facility is entitled to administrative remedies, which allows the facility to submit a written response to the Report of Inspection/Notice of Violation or Report of Investigation/Notice of Violation. The facility must submit within 15 business days of receipt a written response. The facility is required to have a violations conference with the Child Care Licensing Program Manager. If the facility does not agree with the violations conference, they may request an administrative hearing before an administrative law judge. In a violations conference the report is only corrected if the facility and CCPO are in agreement with the outcome of the violations conference. If the facility is not an agreement and requests an administrative hearing, the report is only corrected if a judge authorizes the correction.



e) The process for providers to appeal the findings in reports, including the time requirements, timeframes for filing the appeal, for the investigation, and for removal of any violations from the website determined on appeal to be unfounded.

The CCDF Lead Agency, the Child Care Program Office (CCPO), has administrative remedies in place for providers to appeal the findings in a Report of Inspection/Notice of Violation or Report of Investigation/Notice of Violation. The provider must submit a written response within 15 business days of receipt of the report. A violations conference is held with the Child Care Licensing Program Manager and the provider. If the facility does not agree with the violations conference outcome, they may request an administrative hearing before an administrative law judge.

f) How reports are posted in a timely manner. Specifically, provide the Lead Agency's definition of 'timely' and describe how it ensures that reports are posted within its timeframe. Note: While Lead Agencies define 'timely,' we recommend Lead Agencies update results as soon as possible and no later than 90 days after an inspection or corrective action is taken

The CCDF Lead Agency will make all reports available on-line once the appeal timeframe has passed and the report is final.

g) Describe the process for maintaining monitoring reports on the website. Specifically, provide the minimum number of years reports are posted and the policy for removing reports (98.33(a)(4)(iv)).

The CCDF Lead Agency will maintain all existing reports on the website for at least three years.

h) Any additional providers on which the Lead Agency chooses to include reports. Note - Licensed providers and CCDF providers must have monitoring and inspection reports posted on their consumer education website.

- License-exempt non-CCDF providers
- Relative child care providers
- Other.

Describe

Licensed exempt In-home child care.

**2.3.8 Aggregate data on serious injuries, deaths, and substantiated cases of child abuse that have occurred in child care settings each year must be posted on the consumer education website. This aggregate information on serious injuries and deaths must be organized by category of care (e.g., center, FCC, etc.) and licensing status for all eligible CCDF provider categories in the state. The information on instances of substantiated child abuse does not have to be organized by category of care or licensing status. The aggregate report should not list individual provider-specific information or names.**

Certify by providing:

a) The designated entity to which child care providers must submit reports of any serious injuries or deaths of children occurring in child care (98.16 (ff)) and describe how the Lead Agency obtains the aggregate data from the entity.

The CCDF Lead Agency, the Child Care Program Office (CCPO), is the designated entity to which all State of Alaska and Municipality of Anchorage licensed, Approved Relative, and In-home child care providers must submit reports of any serious injury or death of a child occurring in a child care setting. The CCPO obtains the data/information about the injury or death by the facility submitting a Child Injury/Illness/Incident Report CC91 to their child care licensing specialist.

b) The definition of "substantiated child abuse" used by the Lead Agency for this requirement.

The CCDF Lead Agency, the Child Care Program Office (CCPO), defines substantiated child abuse and neglect as the act or failure to act on the part of a parent or caretaker, which results in death, serious physical or emotional harm, sexual abuse or exploitation, or an act or failure to act which presents an imminent risk of harm.

c) The definition of "serious injury" used by the Lead Agency for this requirement.

The CCDF Lead Agency, the Child Care Program Office (CCPO), defines "serious injury" as: injury requiring surgery; injury requiring admittance to hospital; choking/unexpected breathing problems; unconsciousness; concussion; poisoning; medication overdose;

broken bone; severe head or neck injury; chemical contact in eyes, mouth, skin, or ingestion; severe burn; allergic reaction requiring administration of Epi-Pen; and seizures.

d) The website link to the page where the aggregate number of serious injuries, deaths, and substantiated instances of child abuse are posted.

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Aggregate-Data-Injury-Report-FFY2018.pdf>

**2.3.9 The consumer education website should include contact information on referrals to local child care resource and referral organizations. How does the Lead Agency provide referrals to local CCR&R agencies through the consumer education website? Describe and include a website link to this information:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), provides consumer education on the website for the state's Child Care Resource and Referral, thread, on the Information for Parents tab. <http://dhss.alaska.gov/dpa/Pages/ccare/parents.aspx>

**2.3.10 The consumer education website should include information on how parents can contact the Lead Agency, or its designee, or other programs that can help the parent understand information included on the website. Describe and include a website link to this information:**

The CCDF Lead Agency, the Child Care Program Office (CCPO), has a dedicated Contacts information page for consumer education on the website. The Contacts page provides the CCPO and Child Care Licensing contact information as well as the Child Care Assistance Offices for providers and families based on service delivery area. The CCPO website also notes in multiple locations throughout the website if any consumer has any questions to contact the main CCPO office. <http://dhss.alaska.gov/dpa/Pages/ccare/contacts.aspx>

**2.3.11 Provide the website link to the Lead Agency's consumer education website. Note: An amendment is required if this website changes.**

<http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

**2.3.12 Other. Identify and describe the components that are still pending per the instructions on CCDF Plan Response Options for Areas where Implementation is Still in Progress in the Introduction.**

Full inspection reports

## 2.4 Additional Consumer and Provider Education

Lead Agencies are required to certify that they will collect and disseminate information about the full diversity of child care services to promote parental choice to parents of eligible children, the general public, and where applicable, child care providers. In addition to the consumer education website, the consumer education information can be provided through CCR&R organizations or through direct conversations with eligibility case workers and child care providers. Outreach and counseling can also be effectively provided via information sessions or intake processes for families (658E(c)(2)(E); 98.15(b)(4); 98.33(b)).

In questions 2.4.1 through 2.4.5, certify by describing:

**2.4.1 How the Lead Agency shares information with eligible parents, the general public, and where applicable, child care providers about the availability of child care services provided through CCDF and other programs for which the family may be eligible, such as state preK, as well as the availability of financial assistance to obtain child care services. At a minimum, describe what is provided (e.g., such methods as written**

**materials, the website, and direct communications) and how information is tailored for these audiences.**

The CCDF Lead Agency, the Child Care Program Office (CCPO), Child Care Assistance Program grantees, and the state's Child Care Resource and Referral Network, thread, provide brochures regarding the Child Care Assistance Program and contact information for other DPA financial assistance programs. Information is discussed during the Child Care Assistance Program (CCAP) interview with the family or child care provider as applicable. Information regarding participating child care providers is available on the CCPO website and thread's website, on the Information for Families tab.

<http://dhss.alaska.gov/dpa/Pages/ccare/families.aspx>

**2.4.2 The partnerships formed to make information about the availability of child care services available to families.**

The CCDF Lead Agency, the Child Care Program Office (CCPO), partners with the Division of Public Assistance to ensure information pertaining to child care is provided to all applicable families. The CCDF Lead Agency also partners with Alaska's statewide Child Care Resource and Referral Network, thread, to make information available to interested persons.

**2.4.3 How the Lead Agency provides the required information about the following programs and benefits to the parents of eligible children, the general public, and where applicable, providers. In the description include, at a minimum, what information is provided, how the information is provided, and how the information is tailored to a variety of audiences and include any partners who assist in providing this information.**

**Temporary Assistance for Needy Families program:**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in TANF services, front line

staff will make a referral by providing contact information and where to locate more information through the CCPO's website links.

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Head Start and Early Head Start programs:**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in Head Start and/or Early Head Start Programs, front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website links.

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Low Income Home Energy Assistance Program (LIHEAP):**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in Heating Assistance Programs, front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website links. Heating Assistance Programs include: the Low-Income Home Energy Assistance Program (LIHEAP), the Alaska Affordable Heating Program (AKAHP), and the Subsidized Rental Housing Utility Deposit (SRHUD).

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Supplemental Nutrition Assistance Programs (SNAP) Program:**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in SNAP, front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website links.

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Women, Infants, and Children Program (WIC) program:**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in the Women, Infants, and Children Program (WIC), front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website link. <http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Child and Adult Care Food Program(CACFP):**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in CACFP, front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website links. <http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Medicaid and Children's Health Insurance Program (CHIP):**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in Medicaid programs to include Denali KidCare, front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website links. <http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**Programs carried out under IDEA Part B, Section 619 and Part C:**

Information is available through a link on the Child Care Program Office website. This link is located in the Resources and Reports tab as Family and Provider Resource List. Also, if a parent indicates a specific need or interest in IDEA, front line staff will make a referral by providing contact information and where to locate more information through the CCPO's website links.

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**2.4.4 Describe how the Lead Agency makes available to parents, providers, and the general public information on research and best practices concerning children's development, including physical health and development, particularly healthy eating and physical activity. Information about successful parent and family engagement should also be shared. At a minimum, include what information is provided, how the information is provided, and how the information is tailored to a variety of audiences and include any partners in providing this information.**

Information is available through a link on the Child Care Program Office (CCPO) website. This link is located in the Resources and Reports tab as Family and Provider Resource List. In addition, Alaska's Child Care Resource and Referral Network, thread, has extensive resources on their website and categorized for a variety of audiences such as families, providers, and the community. These resources include information and access to developmental screenings; best practice activities for parents to do with their children; links to family supports and resources; and Alaska's Early Learning Guidelines. The CCPO also partners with many agencies and organizations to help share these resources in a myriad of different ways, including but not limited to: Governor's Council on Disabilities and Special Education; Department of Education and Early Development; Infant Learning Program; Help Me Grow; All Alaska Alliance for Healthy Kids; and the Strengthening Families leadership committee. CCPO's website links:

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Family-and-Provider-Resource-List.pdf>

**2.4.5 Describe how information on the Lead Agency's policies regarding the social-emotional and behavioral issues and early childhood mental health of young children, including positive behavioral intervention and support models based on research and best practices for those from birth to school age, are shared with families, providers, and the general public. At a minimum, include what information is provided, how the**



**information is provided, and how information is tailored to a variety of audiences and include any partners in providing this information.**

Information is available relevant to children birth through twelve years of age through a link on the Child Care Program Office (CCPO) website. This link is located in the Resources and Reports tab as Family and Provider Resource List. In addition, Alaska's Child Care Resource and Referral Network, thread, has extensive resources on their website and are categorized for a variety of audiences such as families, providers, and the community.

**2.4.6 Describe the Lead Agency's policies to prevent the suspension and expulsion of children from birth to age 5 in child care and other early childhood programs receiving CCDF funds (98.16(ee)), including how those policies are shared with families, providers, and the general public.**

Training and consumer education is available to all child care providers on behavior guidance for children birth through twelve years of age through licensing chats and training through Alaska's Child Care Resource and Referral Network, thread. Licensed child care providers must provide a parent with behavior guidance practices in compliance with 7 AAC 57.535 at or before admission into care. Approved Relative and In-home providers must ensure their practices meet compliance with behavior guidance practices in 7 AAC 41.213 and 7 AAC 41.370 respectively. All CCDF child care providers must develop a plan with the child's parent to address any behavior issues prior to suspension or expulsion of a child in care.

**2.5 Procedures for Providing Information on Developmental Screenings**

Lead Agencies are required to provide information on developmental screenings, including information on resources and services that the State can deploy, such as the use of the Early and Periodic Screening, Diagnosis, and Treatment program under the Medicaid program carried out under title XIX of the Social Security Act and developmental screening services available under IDEA Part B, Section 619 and Part C, in conducting those developmental

screenings and in providing referrals to services for children who receive subsidies. Lead Agencies must also include a description of how a family or child care provider can use these resources and services to obtain developmental screenings for children who receive subsidies and who might be at risk of cognitive or other developmental delays, which can include social, emotional, physical, or linguistic delays (658E(c)(2)(E)(ii)). Lead Agencies are required to provide this information to eligible families during CCDF intake and to child care providers through training and education (98.33(c)).

### **2.5.1 Certify by describing:**

a) How the Lead Agency collects and disseminates information on existing resources and services available for conducting developmental screenings to CCDF parents, the general public, and where applicable, child care providers (98.15(b)(3)).

Information is available through a link on the Child Care Program Office (CCPO) website. Information regarding how to access resources for developmental screenings is provided to Child Care Assistance applying families and providers during their interview. Child care providers and families are encouraged to access the Ages & Stages Questionnaires to assist them in identifying delays.

b) The procedures for providing information on and referring families and child care providers to the Early and Periodic Screening, Diagnosis, and Treatment program under the Medicaid program - carried out under Title XIX of the Social Security Act (42 U.S.C. 1396 et seq.) - and developmental screening services available under Section 619 and Part C of the Individuals with Disabilities Education Act (20 U.S.C. 1419, 1431 et seq.). Information is provided during the family's interview to those families who indicate a child has a special need.

c) How the Lead Agency gives information on developmental screenings to parents receiving a subsidy as part of the intake process. Include the information provided, ways it is provided, and any partners in this work.

During a family's interview for Child Care Assistance Program participation contact information and where to locate more information through the CCPO's website links is provided about how to access developmental screenings.

d) How CCDF families or child care providers receiving CCDF can use the available resources and services to obtain developmental screenings for CCDF children at risk for cognitive or other developmental delays.

During a provider's interview for Child Care Assistance Program participation contact information and where to locate more information through the CCPO's website links is provided about how to access developmental screenings.

e) How child care providers receive this information through training and professional development.

Training and consumer education is available to child care providers through licensing chats and training through Alaska's Child Care Resource and Referral Network, thread. Any training related to child development would include information on developmental delays and access to developmental screenings.

f) Provide the citation for this policy and procedure related to providing information on developmental screenings.

CCAP Policies and Procedures section 4040-2 6

## 2.6 Consumer Statement for Parents Receiving CCDF Funds

Lead Agencies must provide CCDF parents with a consumer statement in hard copy or electronically (such as referral to a consumer education website) that contains specific information about the child care provider they select. This information about the child care provider selected by the parent includes health and safety requirements met by the provider, any licensing or regulatory requirements met by the provider, the date the provider was last inspected, any history of violations of these requirements, and any voluntary quality standards met by the provider. It must also describe how CCDF subsidies are designed to promote equal access, how to submit a complaint through a hotline, and how to contact local resource and referral agencies or other community-based supports that assist parents in finding and enrolling in quality child care (98.33(d)). Please note that if the consumer statement is provided electronically, Lead Agencies should consider how to ensure that the statement is accessible to parents and that parents have a way to contact someone to address questions they have.

### 2.6.1 Certify by describing:

a) How the Lead Agency provides parents receiving CCDF funds with a consumer statement.

A consumer statement is available on the CCDF Lead Agency, Child Care Program Office (CCPO) website at: <http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>.

Additionally, a hard copy of the consumer statement is available in the lobby of all Child Care Assistance Program grantees, the Municipality of Anchorage Licensing office, and the regional offices of Alaska's Child Care Resource and Referral Network. Families are provided a hard copy of the consumer statement at the time they apply for Child Care Assistance Program participation, when applying in-person, or at the time a determination is made regarding their application if the application was submitted via mail or fax. The consumer statement will be emailed or mailed to a family at any other time upon their request.

b) What is included in the statement, including when the consumer statement is provided to families.

The consumer statement includes links to: Alaska's Child Care Resource and Referral Network, thread, if assistance is needed in finding a child care provider or if information is wanted regarding what to look for in a quality child care program; the Child Care Program Office (CCPO) Find a Child Care Provider for on-line inspection and investigation results; and Alaska's QRIS, Learn & Grow for information regarding quality standards met by the provider. The email addresses and telephone numbers are provided for the CCPO and MOA if a parent is wanting to file a complaint about a provider. Additionally, information about the Child Care Assistance Program (CCAP) rates are included in the statement addressing the CCAP rates are designed to provide CCAP participating families equal access to quality child care programs.

c) Provide a link to a sample consumer statement or a description if a link is not available.

<http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/Documents/Resources-Reports/Child-Care-Provider-Consumer>