



IMPLEMENTATION CONSIDERATIONS #4

CCDBG ACT OF 2014

Consumer Education [Section 658e(C)(2)(D-E)]

State or Territory Inventory

What types (content and delivery methods) of consumer education are you currently providing for:

- Parents and Families?
- General Public?
- Providers?

Who is currently involved in disseminating information in your State or Territory?

<i>Agency or Partner Name</i>	<i>Type of Information</i>	<i>Audience</i>

- What are your primary methods or strategies for disseminating information?
- Are existing partnerships in place with other service providers and financial assistance programs?
- What innovative strategies are you using to support the unique needs of families, the public, and providers? (What is working?)

Consumer and Provider Information

Are all of the consumer education requirements in the CCDBG Act of 2014 included in the current approaches you use to provide information to families, providers, and the public?

- The availability of child care services provided through the Child Care and Development Fund (CCDF) and other child care services the family might be eligible for?
- The quality of providers, which can be based on a Quality Rating and Improvement System (QRIS), if available?

- Processes for licensing and monitoring child care providers, conducting background checks, and monitoring of providers?
 - ◆ Other financial assistance programs that families might be eligible for?
 - ◆ Programs carried out under the Individuals with Disabilities Education Act (IDEA)?
 - ◆ Research and best practices concerning children's development?
 - ◆ Policies regarding the social-emotional behavioral health of young children and expulsion of children in early childhood programs?
 - ◆ Information about developmental screening?

If not, what is needed to provide information to families about each topic?

- Are data and information about program quality already being collected?
- How are parents currently accessing information?
- Are there familiar and safe access points such as faith-based or community settings?
- Who are the partners that could assist with providing information?
 - ◆ Eligibility staff for each financial assistance program?
 - ◆ Employment offices?
 - ◆ Child Care Resource and Referral (CCR&R) Agencies?
 - ◆ Home visitors?
 - ◆ Pediatricians?
- How can the information be personalized and culturally relevant to each family?
- Can a provider search function be enhanced?
- Can Web sites be linked?

What strategies can be used to provide information to child care providers?

- How are providers currently accessing information?
- Who are the community partners that could assist with providing information?
 - ◆ Local service providers?
 - ◆ CCR&R Agencies?
 - ◆ Training and technical assistance providers?
- What training do partners need to knowledgeably share information?
- Can content be added to an existing Web site?
- Can Web sites be linked?

Can information be delivered in innovative ways?

- Social media, blogs, and text messages?

- Resource materials such as brochures, videos, and magazine articles?
- Community events?
- Messages that resonate with your audience?

What processes are needed to gather input when developing any new content for a Web site?

- Retain communications experts?
- Hire writers?
- Identify existing content from other sources?
- Engage in agreements to use existing content from other sources?

Monitoring and Inspection Reports

Is provider-specific information publicly available that includes the last date of inspection, results of monitoring and inspection reports (including those due to major substantiated complaints), and information about corrective actions taken?

- Are data and information about licensing monitoring and inspection reports already being collected in a data system?
- Will content need to be revised or developed?
- Are terms defined so that parents can interpret the findings of monitoring reports or corrective actions?
- Are providers given an opportunity to first review the posting or publicly respond when complaints or deficiencies are posted?

Is aggregate information about the annual number of deaths, serious injuries, and incidences of substantiated child abuse in child care available by electronic means?

- Are aggregate data already being collected?
- Is serious injury defined for both licensed and license-exempt care settings?
- Are all providers required to report deaths, serious injuries, and child abuse to the licensing, subsidy, or child welfare agency?
- What types of information will be compiled for analysis?
- How will the aggregate information be utilized?
 - ◆ To assess needed changes to requirements and inspection procedures?
 - ◆ To identify training needs of providers?
 - ◆ To alert licensing staff to areas of risk to children?

Web Site Development

Are Web sites consumer-friendly and in an easily accessible format? Do they:

- Appear in search engines?
- Require limited clicks to reach information?
- Use plain language?
- Engage the viewer?
- Provide translation options?
- Use tabs to make navigation easier?
- Require little data from the user to be able to access information?

What resources are needed to develop or expand a Web site?

- Internal agency Information Technology resources?
- External contracted services?
- Additional staff?
- Staff training?
- Technical assistance, written products, and tools from national entities?
- Focus groups?
- Advisory committee?
- Web-based comment tool or survey?
- Other?

Are existing data systems able to “communicate” with each other?

- Licensing?
- Subsidy?
- QRIS?
- Child and Adult Care Food Program (CACFP)?
- Professional Development Registries?
- Criminal Background Check agency?

National Center on Child Care Quality Improvement, A Service of the Office of Child Care
9300 Lee Highway, Fairfax VA, 22031 | Phone: 877-296-2250 | Email:
OCCQualityCenter@icfi.com