

# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

## Section 7: Promote Family Engagement through Outreach and Consumer Education



**National Center on Tribal  
Early Childhood Development**

# Section 7 Overview (for Tribes with medium and large allocations)

M

L

- ◆ **7.1:** Parental Complaint Process
- ◆ **7.2:** Consumer Education for Parents, Providers, and the Public
- ◆ **7.3:** Additional Consumer and Provider Education
- ◆ **7.4:** Procedures for Providing Information on Developmental Screenings
- ◆ **7.5:** Consumer Statement for Parents Receiving CCDF Funds

## Section 7: Consumer Education

M

L

- ◆ Tribal Lead Agencies with medium and large allocations are required to support parents in their role as child care consumers.
- ◆ Providing this information will “help parents make informed choices about child care services and promote involvement by parents and family members in the development of their children in child care settings.”

Child Care and Development Fund, 45 C.F.R. § 98.1(a)(3) (2016).

# Target Audiences

M

L

- ◆ The target audiences for consumer education include the following groups:
  - Parents
  - The general public
  - Child care providers (when applicable)



Child Care and Development Fund, 45 C.F.R § 98.33 (2016).

# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

## Parental Complaint Process

### Section 7.1



# 7.1: Parental Complaint Process

M

L

Tribal Lead Agencies are required to do the following:

- ◆ Create and maintain a reporting process for parents to submit complaints about child care providers
- ◆ Maintain a record of substantiated parental complaints about child care providers
- ◆ Make information about these complaints available to the public on request

Child Care and Development Fund, 45 C.F.R. §§ 98.15(b)(3), 98.32 (2016).

## 7.1.1: Reporting Process

M

L

Describe the Tribal Lead Agency's reporting process through which parents can submit complaints about child care providers, including a link if the process is web-based.

Tribal Lead Agencies have flexibility when creating this reporting process for parents.

Examples include, but are not limited to, the following:

- ◆ An operated phone line
- ◆ A voicemail box
- ◆ A web-based form
- ◆ An email address

Child Care and Development Fund, 45 C.F.R. § 98.32 (2016).

## 7.1.2: Complaint Process and Timeline

M

L

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



# Example: Parental Complaint Process

M

L

## Screening

- Receiving the complaint
- Determining whether to investigate
- Determining whether referrals to child welfare or law enforcement are needed

## Substantiating

- Investigating the complaint
- Collecting information during the investigation
- Reaching a conclusion about the complaint

## Responding

- Documenting the complaint and findings
- Notifying the provider about the complaint and findings
- Taking steps if the investigation concludes that the provider has committed a violation

## 7.1.3 and 7.1.4: Maintaining a Record of Substantiated Complaints and Sharing Information with the Public

M

L

- ◆ 7.1.3: Certify by describing how the Tribal Lead Agency maintains a record of substantiated parental complaints
- ◆ 7.1.4: Certify by describing how the Tribal Lead Agency makes information about substantiated parental complaints available to the public upon request



# Group Activity

M

L

- ◆ How does your Tribal Lead Agency maintain records of substantiated complaints?
  
- ◆ When a complaint comes in...
  - Where and to whom does the information go?
  - What is the timeframe for reviewing the complaint, and who is responsible?
  - How is the complaint assessed and investigated?
  - How and within what timeframe is the response issued?
  - Is there a log for tracking complaints and responses?
  - How is the information prepared for public disclosure?

# Plan Writing Time

M

L

10 minutes



## Questions

◆ 7.1.1

◆ 7.1.2

◆ 7.1.3

◆ 7.1.4

# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

## Consumer Education for Parents, Providers, and the Public



### Section 7.2

# 7.2: Consumer Education for Parents, Providers, and the Public

M

L

- ◆ Tribal Lead Agencies are required to provide information to parents, the general public, and child care providers (when applicable)
- ◆ Tribal Lead Agencies can choose the methods they use to provide this information
- ◆ Information must be “consumer-friendly and easily accessible”

## Required Information

- ◆ Information about the specific provider selected by the parent
- ◆ Monitoring and inspection reports
- ◆ Information on the quality of each provider (if available)
- ◆ Annual service area report on deaths, serious injuries, and cases of child abuse in child care settings
- ◆ Contact information

Child Care and Development Fund, 45 C.F.R. § 98.33(a) (2016).

## 7.2.1: Consumer Education Information

M

L

- a) How information is consumer friendly and easily accessible
- b) Process for monitoring and inspections
- c) Policies and procedures for criminal background checks
- d) List of licensed providers, with option to list all CCDF-eligible providers (with all providers identified as licensed or license exempt)
- e) Additional providers included on list of all licensed providers
- f) Quality information about each child care provider if available
- g) Providers that have information available

**Note: Tribal Lead Agencies that only provide services through Tribally operated centers may enter “N/A” for 7.2.1 (c) through (g).**

Child Care and Development Fund, 45 C.F.R. § 98.33(a) (2016).

## 7.2.2: Monitoring and Inspection Reports for Licensed and Nonrelative CCDF-Eligible Providers

M

L

- ◆ Tribal Lead Agencies must make monitoring and inspection reports available to the public
- ◆ Reports must be timely and in plain language
- ◆ Beginning October 1, 2019, Tribal Lead Agencies must provide 3 years of reports when available

### **Tribal Lead Agencies must describe the following:**

- a) Way that reports are made available
- b) Definition of “plain language”
- c) Whether monitoring reports are in plain language
- d) Process for parents and public to provide feedback on report readability
- e) Information included in reports or summaries
- f) Process for maintaining reports
- g) Additional providers included in reports

Child Care and Development Fund, 45 C.F.R. § 98.33(a)(4) (2016).



## 7.2.3: Annual Service Area Report on Deaths, Serious Injuries, and Child Abuse

M

L

- ◆ Tribal Lead Agencies must collect data on serious injuries, deaths, and substantiated cases of child abuse in child care settings each year
- ◆ Tribal Lead Agencies must make annual aggregate data available to the public, organized by category of care and licensing status

### **Tribal Lead Agencies must describe the following:**

- a) How providers must submit reports of serious injuries or deaths to a designated entity
- b) How the Tribal Lead Agency gets data from the designated entity
- c) Definition of “substantiated child abuse”
- d) Definition of “serious injury”

Child Care and Development Fund, 45 C.F.R. § 98.33(a)(5) (2016).

# Discussion

M

L

- ◆ What will your aggregate data look like?
- ◆ Where will you get the data from?
- ◆ How will you make the data available to the public?



## 7.2.4 and 7.2.5: Contact Information

M

L

Consumer education information should include the following:

- ◆ Contact information for referrals to child care resource and referral organizations
- ◆ Information on how parents can contact the Tribal Lead Agency, its designee, or other programs about consumer education information



Child Care and Development Fund, 45 C.F.R. § 98.33(a)(6-7) (2016).

# Plan Writing Time

M

L

10 minutes



## Questions

- ◆ 7.2.1
- ◆ 7.2.2
- ◆ 7.2.3
- ◆ 7.2.4
- ◆ 7.2.5

# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

## Additional Consumer and Provider Education



## Section 7.3

## 7.3: Additional Consumer Education

M

L

Tribal Lead Agencies must collect and share 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.”

Tribal Lead Agencies can choose how they share this information.

Examples include, but are not limited to, the following:

- ◆ Child care resource and referral organizations
- ◆ Direct conversations with eligibility case workers and child care providers
- ◆ Information sessions
- ◆ Intake processes with families

Child Care and Development Fund, 45 C.F.R. § 98.33(b)(1) (2016).

## 7.3.1 and 7.3.2: Availability of Child Care Services

M

L

Tribal Lead Agencies must share information about the availability of the following:

- ◆ Child care services through CCDF
- ◆ Child care services through other child care programs
- ◆ Child care financial assistance

**Tribal Lead Agencies must describe the following:**

- ◆ What is provided (written materials, information through direct communications, and so forth)
- ◆ How information is tailored for eligible parents, the public, and child care providers (where applicable)
- ◆ Partnerships formed to make this information available to families

Child Care and Development Fund, 45 C.F.R. § 98.33(b)(1)(i) (2016).

## 7.3.3: Additional Programs and Benefits

M

L

Tribal Lead Agencies must share information about the following:

- ◆ Temporary Assistance for Needy Families
- ◆ Head Start and Early Head Start
- ◆ Low Income Home Energy Assistance Program
- ◆ Supplemental Nutrition Assistance Program
- ◆ Special Supplemental Nutrition Program for Women, Infants, and Children
- ◆ Child and Adult Care Food Program
- ◆ Medicaid and Children's Health Insurance Program
- ◆ Programs carried out under the Individuals with Disabilities Education Act (IDEA) Part B, Section 619, and Part C

Child Care and Development Fund, 45 C.F.R. § 98.33(b)(1)(ii - iii) (2016).

### **Tribal Lead Agencies must describe the following:**

- ◆ What information is provided and how
- ◆ How information is tailored for a variety of audiences
- ◆ Partners who assist in providing this information



## 7.3.4: Information about Child Development and Family Engagement

M

L

Tribal Lead Agencies must share information about the following:

- ◆ Research and best practices about child development, including physical health and development
- ◆ Parent and family engagement

**Tribal Lead Agencies must describe the following:**

- ◆ What information is provided and how
- ◆ How information is tailored for a variety of audiences
- ◆ Partners who assist in providing this information

Child Care and Development Fund, 45 C.F.R. § 98.33(b)(1)(iv) (2016).

## 7.3.5: Social-Emotional and Behavioral Issues

M

L

Tribal Lead Agencies must share information about the following:

- ◆ Policies regarding social-emotional and behavioral issues and early childhood mental health
- ◆ Positive behavioral intervention and support models

**Tribal Lead Agencies must describe the following:**

- ◆ What information is provided and how
- ◆ How information is tailored for a variety of audiences
- ◆ Partners who assist in providing this information

Child Care and Development Fund, 45 C.F.R. § 98.33(b)(1)(v) (2016).

## 7.3.6: Suspension and Expulsion

M

L

Tribal Lead Agencies must describe the following:

- ◆ Policies to prevent the suspension and expulsion of children from birth to age 5
- ◆ How policies are shared with, families, providers, and the public

Child Care and Development Fund, 45 C.F.R. § 98.33(b)(1)(v) (2016).



# Discussion

M

L

- ◆ How will your CCDF program promote parental choice?
- ◆ What organizations do you currently partner with for outreach?



# Plan Writing Time

M

L

10 minutes



## Questions

- ◆ 7.3.1
- ◆ 7.3.2
- ◆ 7.3.3
- ◆ 7.3.4
- ◆ 7.3.5
- ◆ 7.3.6

# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

## Procedures for Providing Information on Developmental Screenings

### Section 7.4



## 7.4: Procedures for Providing Information on Developmental Screenings

M

L

- ◆ Tribal Lead Agencies are required to provide information about and referrals for developmental screenings
- ◆ Tribal Lead Agencies are required to provide this information to eligible families during CCDF intake and to child care providers through training and professional development

### **Tribal Lead Agencies should include information about the following:**

- ◆ Existing resources and services for developmental screenings, such as the following:
  - Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services
  - Developmental screening services through IDEA Part B, Section 619, and Part C
- ◆ How these resources and services can be used

Child Care and Development Fund, 45 C.F.R. § 98.33(c) (2016).

## 7.4.1: Information and Referrals for Developmental Screenings

M

L

- a) How the Tribal Lead Agency collects and shares information about available resources and services
- b) Procedures for sharing information and referring families and child care providers to the EPSDT program and developmental screening services through Part B and Part C of IDEA





## 7.4.1: Information and Referrals for Developmental Screenings (continued)

M

L

- c) How the Tribal Lead Agency shares information with families during the intake process
- d) How CCDF families or child care providers receiving CCDF funds can obtain screenings for CCDF children at risk for cognitive or other developmental delays
- e) How child care providers get this information through training and professional development

## 7.4.1: Procedures for Providing Information on Developmental Screenings

M

L

### Reflection Activity

- ◆ Share your process for communicating information on available developmental screening resources.
- ◆ How is this information provided to families or child care staff?



# Plan Writing Time

M

L

10 minutes



## Question

◆ 7.4.1

# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

## Consumer Education Statement

### Section 7.5



## 7.5.1: Consumer Statement for Parents Receiving CCDF Funds

M

L

- ◆ Tribal Lead Agencies must provide CCDF parents with a consumer statement that contains specific information about the child care provider they select
- ◆ Tribal Lead Agencies can provide the statement in hard copy or electronically

### **Tribal Lead Agencies must do the following:**

- a) Describe how they provide parents with the consumer statement
- b) Describe what is included in the statement and when it is provided
- c) Provide a sample statement or a description

Child Care and Development Fund, 45 C.F.R. § 98.33(d) (2016).

# Components of a Consumer Education Statement

M

L

## Provider-Specific Information

- Health and safety requirements met by provider
- Any licensing or regulatory requirements met by the provider
- Date of last inspection
- Any history of violations of these requirements
- Any voluntary quality standards met by the provider

## General Information

- How subsidies are designed to promote equal access
- How to submit a provider complaint to the Tribal Lead Agency
- How to contact local resource and referral or other community-based supports for help finding and enrolling in quality child care

Child Care and Development Fund, 45 C.F.R. § 98.33(d) (2016).

# Group Activity

M

L

- ◆ Each table will work together to build a sample consumer education statement



# Plan Writing Time

M

L

10 minutes



## Question

◆ 7.5.1





# Reflections on Section 7

- ◆ What **questions** do you still have regarding this CCDF Plan section?
- ◆ What **strategies** would you like to apply in your CCDF program?
- ◆ What are your **next steps** for completing this CCDF Plan section?
- ◆ What **technical assistance** might you need to support your next steps?

# Next Steps

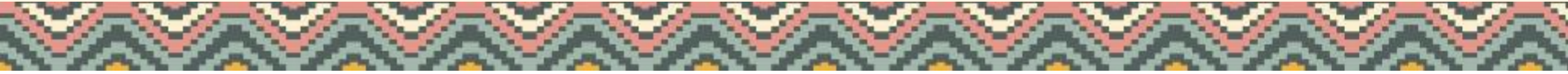


# Closing Prayer



# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*



Thank You



# CCDF Tribal Plan Preprint Training

*FY 2020–2022 CCDF Tribal Plan Preprint*

**National Center on Tribal Early Childhood Development,  
A Service of the Office of Child Care**

9300 Lee Highway  
Fairfax, VA 22031  
Phone: 877-296-2401  
Email: [nctecd@ecetta.info](mailto:nctecd@ecetta.info)

**Subscribe to Updates**

[http://www.occ-cmc.org/occannouncements\\_sign-up/](http://www.occ-cmc.org/occannouncements_sign-up/)



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**