



CONSUMER EDUCATION WEBSITE REQUIREMENTS

There are twelve required consumer information components that states and territories must offer on their child care consumer education websites.



REQUIRED State-Level CONSUMER INFORMATION



REQUIRED Provider-Level CONSUMER INFORMATION

- | | | | |
|--|--|-----------------------------|--|
| 1 Child Care Resource and Referral Agencies | 4 Deaths in Child Care Settings (Aggregate Data) | 7 ZIP Code Search | 10 Three Years of Monitoring Data |
| 2 Licensing and Monitoring Process | 5 Injuries in Child Care Settings (Aggregate Data) | 8 Monitoring Reports | 11 Date of Last Inspection |
| 3 Contact Information for Lead Agency | 6 Child Abuse Cases Child Care Settings (Aggregate Data on Substantiated Cases) | 9 Quality Rating | 12 Corrective Actions |

PLUS...

Three required user experience design features. All twelve consumer information components must be available in...

1



Multiple Languages

2



Formats to Support Individuals with Disabilities

3



Plain Language Usage*

*All information must be written in a way to communicate with members of your audience so that they can understand the first time they read or hear the message. Note that language that is plain to one set of readers may not be plain to others. It is considered plain if the intended audience finds it is easy to read, understand, and use.

CONSUMER EDUCATION WEBSITE RECOMMENDATIONS

State and territories may also provide other state-level information to consumers on their websites...

Child Care Assistance

Child Development

Development Screening

Family Engagement

IDEA Parts B & C
(Individuals with Disabilities Education Act)

Other Assistance
(e.g., TANF, WIC, LIHEAP)



Technical assistance is available to provide...

- Details on the specific CCDF consumer education requirements
- Identification of barriers to implementation of the requirements and project management strategies to overcome these barriers
- Intensive support in identifying the challenges that are impeding progress, to assess options and develop a plan for meeting the requirements moving forward
- Highlights of innovative practices:
 - ◆ Providing all required information on a single consumer education website
 - ◆ Ways to seamlessly link multiple sites
 - ◆ Strategies for making consumer education materials available in multiple languages
 - ◆ Examples of multiple strategies for integrating licensed exempt programs into provider search tools
 - ◆ Examples of multiple strategies for lowering reading levels to be more accessible to a broader audience



CONTACT your Regional Office or State Systems Specialist for technical assistance.

Office of Child Care Key Links

Plain Language Summary of Statutory Changes

<https://www.acf.hhs.gov/occ/resource/ccdbg-of-2014-plain-language-summary-of-statutory-changes>

CCDF Final Rule Fact Sheet: Overview of 2016 Child Care and Development Fund Final Rule

https://www.acf.hhs.gov/sites/default/files/occ/ccdf_final_rule_fact_sheet.pdf

CCDF Plan Preprint 2019–2021 (DRAFT)

<https://www.acf.hhs.gov/occ/resource/ccdf-plan-preprint-2019-2021-draft>

Child Care and Development Fund Final Rule Frequently Asked Questions

<https://www.acf.hhs.gov/occ/resource/ccdf-final-rule-faq>

This document was developed with funds from Contract #HHSP2332015000711 for the U.S Department of Health and Human Services, Administration for Children and Families, Office of Child Care, by the Child Care State Capacity Building Center. This resource may be duplicated for noncommercial uses without permission.



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April 2018