Consumer Education: Building Effective Websites That Meet CCDF Requirements

April 26, 2018
Welcome from the Office of Child Care

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(Central Office)
Infographic: Consumer Education Website
State and Territory Customizable Version

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

**State-Level CONSUMER INFORMATION**
- 1. Child Care Resources and Referral Agencies
- 2. Licensing and Monitoring Process
- 3. Contact Information for Lead Agency
- 4. Deaths in Child Care Settings (Aggregate Data)
- 5. Injuries in Child Care Settings (Aggregate Data)
- 6. Child Abuse Cases Child Care Settings (Aggregate Data on Substantiated Cases)

**Provider-Level CONSUMER INFORMATION**
- 7. ZIP Code Search
- 8. Monitoring Reports
- 9. Quality Rating
- 10. Three Years of Monitoring Data
- 11. Date of Last Inspection
- 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

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

Office of Child Care Key Links
- Plain Language Summary of Statutory Changes
- CCDF Final Rule Fact Sheet: Overview of 2014 Child Care and Development Fund Final Rule
- CCDF Plan Proponent 2019-2021 (DRAFT)

Child Care and Development Fund Final Rule Frequently Asked Questions
State Capacity Building Center

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Agenda

- Welcome and introductions
- Context and background
- The national website—ChildCare.Gov
- Consumer education website self-assessment checklist
- State and territory examples of best practices
- National resources and technical assistance
- Final comments and next steps
Promoting Family Engagement through Outreach and Consumer Education

Context and Background
What Is ChildCare.Gov?

The purpose of ChildCare.gov is to disseminate publicly available child care consumer education information to families and to help families access safe, quality child care services in their communities, with a range of price options to best suit their needs.
Find Child Care

Looking for child care in your state?

SELECT YOUR STATE TO BEGIN

Select a State

SUBMIT

Watch us grow!
This site links to State child care search websites under development.
All State websites will be up-to-date by Oct 1, 2018.

LEARN MORE

Paying for Child Care
How to find help to pay for child care.

Choosing Quality Child Care
What does a quality child care program look like in your State? Start here to learn more about quality rating and improvement systems (QRIS).

Model Relationships, Interactions and Communication
The way adults care about you and your child helps their brains grow and be ready for school. See how this happens in child care.

Selecting a Program
Use these brief checklists when you visit child care programs.
State Child Care Health and Safety Violations Reporting Numbers

Each State has a system to receive and respond to reports of possible child care health and safety violations. Below is the list of statewide toll-free numbers and regional numbers for agencies designated to receive and investigate reports of suspected health and safety violations. Professionals and concerned citizens can call statewide hotlines or regional numbers to share their concerns.

**Alabama**
- statewide: Toll-free (866) 528-1694 or (334) 242-1425

**Alaska**
- statewide: Toll-free (866) 528-1694 or (334) 242-1425
  - You may also contact by your region:
    - South Central (Anchorage) (907) 269-4500
    - North Regional (Fairbanks) (907) 451-3198
    - South East (Juneau) (907) 465-4756
    - Anchorage Municipality (907) 343-4738

**Arizona**
- statewide: Toll-free (800) 615-8555

**Arkansas**
- statewide: Toll-free (800) 482-5964 or (844) SAVE-A-CHILD

**California**
- statewide: Toll-free (844) 538-8768

**Colorado**
- statewide: (303) 866-5958
Find Child Care

Looking for child care in your state?
SELECT YOUR STATE TO BEGIN

Georgia

Submit

Find Child Care Now in Georgia

Get Child Care Resources for Georgia

Watch us grow!
This site links to State child care search web sites under development. All State web sites will be up-to-date by Oct 1, 2018.
Find summer camps, child care, or Pre-K programs near you.

http://families.decal.ga.gov/ChildCare/Search
Find Child Care

Looking for child care in your state?

SELECT YOUR STATE TO BEGIN

Delaware

Submit

Find Child Care Now in Delaware

Get Child Care Resources for Delaware

Watch us grow!
This site links to State child care search web sites under development.
All State web sites will be up-to-date by Oct 1, 2018.
Delaware: Understanding and Finding Child Care

Learn about the ins and outs of child care and early learnings programs in your area. What are your State’s background check requirements? Does your State offer any quality improvement programs? Do you need help finding quality child care and early learning programs in your area?

This section identifies resources at the state and local level, and the links will take you to websites outside of ChildCare.gov.

**Child Care Search**
- Delaware Child Care Search

**Choosing Quality Care for Your Children**
- Delaware Consumer Education Website
- Quality Rating and Improvement System (QRIS)
- Child Care Resource and Referral Agency

**Child Care Licensing**
- Delaware Child Care Licensing Information

**Inspection Reports**
- Office of Child Care Licensing

**Child Care Regulations**
- Delaware Child Care Licensing Regulations

**Criminal Background Checks**
- Delaware Background Check Requirements

**Afterschool Association**
- Delaware Afterschool Alliance
Colorado: Financial Assistance For Families

Are you looking for help paying for child care? Buying groceries or diapers? Find out about assistance programs offered in your area.

This section identifies resources at the state and local level, and the links will take you to websites outside of ChildCare.gov.

Child Care Financial Assistance
- Colorado Office of Early Childhood

Temporary Assistance for Needy Families (TANF)
- 1 (800) 536-5298
- TANF Program
- Contact your local office

Children’s Health Insurance Program (CHIP)
- Colorado’s Children’s Health Insurance Program

Women, Infants, and Children (WIC)
- 1 (800) 688-7777
- Colorado WIC Program

Supplemental Nutritional Assistance Program (SNAP formerly Food Stamps)
- 1 (800) 536-5298
- Food Assistance Program
- Contact your local office

Low Income Energy Assistance Program
- 1 (866) 432-8435
- Colorado LEAP Program
- Contact your local office

Child and Adult Care Food Program (CACFP) – Child Nutrition
- (303) 682-2330
- Child & Adult Care Food Program (CACFP)
Pennsylvania: Health & Social Services

Learn about state, territory and local services focused on health care and child well-being, including services for children with special needs.

This section identifies resources at the state and local level, and the links will take you to websites outside of ChildCare.gov.

- **Child Protective Services**
  - Pennsylvania Child Protective Services

- **Child Support Enforcement**
  - Pennsylvania Child Support Enforcement

- **Home Visiting**
  - Pennsylvania Home Visiting Programs

- **Mental Health Services**
  - Pennsylvania Mental Health Services

- **Medicaid Eligibility**
  - Pennsylvania Medicaid Eligibility Information

- **Early Intervention For Children with Special Needs**
  - Pennsylvania Early Intervention Services

- **Education Supports for Children with Disabilities**
  - Pennsylvania Support for Children with Disabilities

- **Car Seat Information**
  - Pennsylvania Car Seat Information
Washington: Child Development & Early Learning

Learn about state, territory and local resources and programs that support child development and school readiness.

This section identifies resources at the state and local level, and the links will take you to websites outside of ChildCare.gov.

**Developmental Screening**
- [Washington Developmental Screening Services](#)

**Child Expulsion Regulations and Policies**
- [Washington Expulsion Guidelines](#)

**Child Development Best Practices**
- [Washington Early Childhood Development](#)

**Education Supports for Children with Special Needs**
- [Washington Early Childhood Special Education](#)

**Head Start and Early Head Start**
- [Washington Head Start](#)

**Pre-kindergarten Program**
- [Washington Early Learning Programs](#)

**Parent Education and Support**
- [Organization of Parent Education Programs (OPEP)](#)
Help Keep ChildCare.gov Updated

Watch us grow!
This site links to State child care search web sites under development.
All State web sites will be up-to-date by Oct 1, 2018.

Report any requested improvements to ChildCare.gov@acf.hhs.gov.
State and Territory Consumer Education Website Self-Assessment Checklist

- **Section I:** Parents and Families
- **Section II:** Child Care Programs and Providers
- **Section III:** The General Public

Checklist Summary

- Summary and conclusion
- Appendixes and resources
  - Appendix A. Terminology
  - Appendix B. Action Plan
  - Appendix C. Best Practices

State Consumer Education Website Requirements and Recommendations: State and Territory Examples of Best Practices
Required User Experience Design Features

- Provides all required consumer information
- Available in multiple languages
- Available in other formats to support individuals with disabilities
Multiple Languages

Multiple Languages

Parent Aware waa wehelkaaga search a

Fadlan soo wac 888.291.9811 adeegyada turjumidda oo lacag laraa ah Soomaali si ay kaaga caawiso daryeelka caruurta iyo barnaamijka raadinta waxbarashada hore.


http://parentaware.org/
Accessibility Information

http://arbetterbeginnings.com/accessibility-information
Accessibility Information

Act 1227 of 1999 required the Arkansas Department of Information Systems to develop Non-visual Standards for Arkansas that ensures the needs of Arkansans who are blind or visually impaired are met through reasonable accommodation in the information technology products and services of the state. Information technology products and services include data, voice, and video technologies, as well as information dissemination methods such as the Internet. In essence, this means that Arkansas Government or state funded entities must have websites that are equally accessible to blind or visually impaired visitors. For instance, websites must provide text equivalents for all non-text elements such as images, animation, audio and video. We will make every effort to comply with these new guidelines on the State of Arkansas website. If you have trouble accessing or navigating state government pages, please contact info@ark.org. For more information about IT policies and standards in Arkansas, link to the State of Arkansas Accessibility Best Practices. For detailed information about website development and accessibility issues, link to W3C Web Content Guidelines or the Center for Applied Special Technology (CAST).
Required State-Level Consumer Information

- Child care resource and referral agencies
- Licensing and monitoring and inspection processes
- Policies and practices for criminal background checks
- Contact information for Lead Agency
- Deaths in child care settings—aggregate data
- Injuries in child care settings—aggregate data
- Child abuse cases in child care settings—aggregate data on substantiated cases
Referrals to Local Child Care Resource and Referral Organizations

**Indiana’s Child Care Resource & Referral Agencies**

Indiana’s child care resource and referral agencies provide services to families, child care providers and communities in these ways:

- **Families** can find information about the different types of child care available that would meet their specific needs, access information about the characteristics of a quality child care program and receive information about other community resources.

- **Child Care Providers** can receive professional development in early care and education, assistance with starting the business of a family child care home, training on Indiana state licensing requirements, and recommendations for operating a quality child care program.

- **Community Members and Organizations** can access information about the supply and demand for child care, including information on the types of programs available, types of programs parents are asking for and the gaps between the two.

Click on your county in this map to discover your local child care resource and referral agency.

https://partnershipsforearlylearners.org/about/your-child-care-resource-referral-agency/
Licensing Process

http://www.nj.gov/dcf/families/childcare/index.html
FAQs for Providers

1. How can I start a regulated program?
2. How can I start a licensed child care center?
3. How can I start child care in my home?
4. How can I find out about background checks and fingerprinting?
5. How can I get help paying for, starting, or operating a regulated program?
6. How can I find training for staff in a child care program?

How can I start a regulated program?
For information about becoming a foster parent, please call 1-877-NJ FOSTER or click HERE.

For information about adopting a child, please call 1-800-99 ADOPT or click HERE.

For information about starting children's group homes and residential programs, please contact the Division of Children's System of Care.

For information about starting an adoption agency, please call OOL at 1-877-667-9845.

How can I start a licensed child care center?  
Under the provisions of the Manual of Requirements for Child Care Centers (N.J.A.C.10:122) every person or organization caring for six or more children below 13 years of age is required to secure a license from the Office of Licensing in the Department of Children and Families unless the program is exempt by law. Please refer to 10:122-1.2(d) for a list of these exemptions.

Take these steps to start the licensing process:

- Identify a potential site:
  - Contact the construction official of the town or municipality, where the potential site is located, to determine if the property has been zoned to include a child care center;
  - Secure a variance (permission to operate a child care center in an area that is not approved for business use) from the municipal officials if the building is not in a business zone; and
  - Obtain a Certificate of Occupancy (CO) from the municipal construction official reflecting the building's compliance with applicable requirements of the State Uniform Construction Code (NJUCC). The CO must be one of the following use groups:
    - I-4 (Institutional) for children younger than 2½ years of age;
    - E (Educational) for six or more children 2½ years of age or older; or
    - A-3 or A-4 (Assembly) for school aged child care programs (I-4 or E may also be used)
      - The municipal zoning office or construction official can answer questions regarding a variance or a CO.

http://www.nj.gov/dcf/providers/licensing/faqs/
Background Check Process

- Click here for General Background Check Questions and Answers
- Click here for Licensed Day Care Home and Group Day Care Home Background Questions and Answers
- Click here for Child Care Center and Preschool Background Questions and Answers
- Click here for School Age Program and Drop In Program Background Questions and Answers

Proposed Amended Background Check Regulations Are Now Available For Public Comment

www.kdheks.gov/bcclr/index.html
Background Check Process

Kansas Child Care Licensing Program
Background Check Requirements

General Questions Regarding Background Checks

Who is required to have background check?

Kansas law requires a background check for each individual residing, working or regularly volunteering in a licensed child care facility.

Background check requirements are protections intended to reduce the risk of abuse or neglect for children in regulated out-of-home child care settings. Parents need to be confident that individuals caring for their children do not have prior records of behavior that could endanger children.

What kinds of background checks are conducted?

Depending on the age of the individual and their role in the facility one of the following types of checks are conducted:

✔ A comprehensive fingerprint-based check consisting of:
  1. A Federal Bureau of Investigation (FBI) fingerprint check;
  2. A search of the National Crime Information Center's National Sex Offender Registry; and
  3. A search of the following registries, repositories or databases in the state where the individual resides and each state where the individual has resided in the previous 5 years:
     a. State criminal registry or repository;
     b. State sex offender registry or repository; and
     c. State-based child abuse and neglect registry and database.

✔ A name-based check consisting of:
  1. An adult and juvenile criminal records search of the Kansas Bureau of Investigation (KBI) database;
  2. A search of the Kansas Criminal Offender Registry; and
  3. A search of the Department for Children and Families Child Abuse and Neglect Registry.

When will Kansas require comprehensive fingerprint-based background checks?

Kansas has until September 2018 to comply with the new federal requirements. The Child Care Licensing (CCL) Program

http://www.kdheks.gov/bcclr/download/Background_Check_Q_A_General_questions.pdf
Contact Information

Contact Information

Affording Child Care
The cost of care can be the deciding actor when choosing a program for your child.

Paying for Care and Education →

Serious Injury Information
Required reported information available.

Serious Injuries, Deaths, & Maltreatment in Child Care →

Food & Nutrition
Programs to help feed your family and keep them healthy.

Food and Nutrition Programs →

Need Help?
888.291.9811
English, Español, Hmoob and Somali

You know your child. We know early learning. Let’s connect.

http://parentaware.org/
Aggregate Data on Deaths, Injuries, and Substantiated Child Abuse

ACCIDENTS AND INCIDENTS

Safe center and residential child care settings provide ample opportunities for children to develop their social skills and to be empowered to solve problems while their working parents entrust them to their caregivers. Because of their natural curiosity and their developing brain and body, children will encounter situations that may cause them harm.

Some of the most common injuries in child care happen on the playground, because of loose and falling objects, or due to items and substances not properly stored. However, safe environments, appropriate ratios, and active supervision have proven to be paramount in preventing injuries.

Child Care Licensing has established rules to support caregivers in providing foundational health and safety measures. Child care providers are required to give parents a written report of every incident, accident, or injury involving their child and to report to Child Care Licensing any fatality and accidents that require medical attention. In the same way, parents should maintain an open communication with caregivers and keep an active initiative to help protect their children.

Child Care Licensing, child care providers, and parents must work together to protect children from undue harm.

To view a five-year report about serious injuries and deaths in child care in Utah, please click on this link:

https://childcarelicensing.utah.gov/Accidents.html
Serious Injuries and Deaths Report

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Serious Incident Reports Received</th>
<th>Cases of Substantiated Child Abuse</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Center</td>
<td>308</td>
<td>320</td>
<td>362</td>
</tr>
<tr>
<td>Licensed Hourly Center</td>
<td>6</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Licensed Out of School Time Program</td>
<td>6</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Licensed Family</td>
<td>56</td>
<td>54</td>
<td>54</td>
</tr>
<tr>
<td>Residential Certificate</td>
<td>1</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Family Friend and Neighbor (FFN)</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>DWS Approved License Exempt Center</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>DWS Approved License Exempt After School Programs</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
<tr>
<td>Other License Exempt programs</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
</tbody>
</table>

Serious injury = It is an injury for which the child required attention from a health care provider.
NC = It is either not collected or not available.
Information about other than licensed providers was not available until 2015. For the “Other License Exempt programs” this information is not available to Child Care Licensing.

Number of Active Facilities by the End of the Year

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Center</td>
<td>286</td>
<td>283</td>
<td>283</td>
<td>298</td>
<td>305</td>
</tr>
<tr>
<td>Licensed Hourly Center</td>
<td>19</td>
<td>17</td>
<td>16</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>Licensed Out of School Time Program</td>
<td>9</td>
<td>11</td>
<td>12</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Licensed Family</td>
<td>841</td>
<td>807</td>
<td>776</td>
<td>793</td>
<td>828</td>
</tr>
<tr>
<td>Residential Certificate</td>
<td>125</td>
<td>118</td>
<td>110</td>
<td>124</td>
<td>146</td>
</tr>
<tr>
<td>Family Friend and Neighbor (FFN)</td>
<td>NC</td>
<td>NC</td>
<td>425</td>
<td>427</td>
<td>410</td>
</tr>
<tr>
<td>DWS Approved License Exempt Center</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>DWS Approved License Exempt After School Programs</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>26</td>
</tr>
<tr>
<td>Other License Exempt programs</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
<td>NC</td>
</tr>
</tbody>
</table>

2016 information is based on data available as of May of 2016.

Required Provider-Level Consumer Information

- Zip code search
- Quality rating
- Monitoring reports with the following information:
  - Date of last inspection
  - Corrective actions
  - Health and safety violations
- Three years of monitoring data
Child Care Search – Instructions for Use

http://www.okdhs.org/services/cc/pages/cclupdates.aspx
Zip Code Search

Search Our Provider Network

Welcome to My Child Care DC. Below, you can search for child care facilities in the District of Columbia. Start by entering a facility’s name, an address, or a zip code and clicking the magnifying glass icon. Or, you can click on the button for “Search All Providers” to see a full list. You may filter your choices further on the Search Results page.

http://childcareconnections.osse.dc.gov/MyChildCare/ProviderSearch
# Zip Code Search Results

<table>
<thead>
<tr>
<th>Facility</th>
<th>Accreditation</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARE Celebration In Learning Inc</td>
<td>NAEYC</td>
<td></td>
</tr>
<tr>
<td>Arnold &amp; Porter LLP Children Center</td>
<td>NAEYC</td>
<td></td>
</tr>
<tr>
<td>Bambini Play &amp; Learn, Day Care Center, LLC</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Barbara Chambore Children Center #2</td>
<td>NAEYC</td>
<td></td>
</tr>
<tr>
<td>Bright Beginnings Inc</td>
<td>NAEYC</td>
<td></td>
</tr>
</tbody>
</table>

[http://childcareconnections.osse.dc.gov/MyChildCare/ProviderSearch](http://childcareconnections.osse.dc.gov/MyChildCare/ProviderSearch)
Provider Profile

General Information

Name: ARE Celebration In Learning Inc
Type: CDC (Child Development Center)
Address: 45 P ST, NW
City, State Zip: Washington, D.C. 20001
Phone: (202) 483-9424
Capacity: 100
Accepts Child Care Subsidy Vouchers?: Yes
Child and Adult Care Food Program (CACFP) Participant?: Yes

Ages Served

Accreditations

Hours of Operation

http://Childcareconnections.osse.dc.gov/MyChildCare/ProviderProfile/2607/0/F_FacilityId=1761
### Provider Profile

#### Ages Served
- **Infant (0 - 12 months)**: No
- **Toddler (12 - 36 Months)**: Yes
- **Pre-School (36 months - Compulsory Age)**: Yes
- **School Age (5 years old by Sept. 30)**: Yes

#### Accreditations
Accreditation is a process that allows programs to be evaluated by meeting national standards. It gives programs the best opportunity to provide quality learning experiences for young children.

- **Accreditation Type**: NAEYC
- **Expiration Date**: Dec 01, 2020

#### Hours of Operation
- **Service Schedule**: All Year
  - **Monday**: 7:00AM - 6:30PM
  - **Tuesday**: 7:00AM - 6:30PM
  - **Wednesday**: 7:00AM - 6:30PM
  - **Thursday**: 7:00AM - 6:30PM
  - **Friday**: 7:00AM - 6:30PM
  - **Saturday**: CLOSED
  - **Sunday**: CLOSED

#### Subsidized Child Care Quality Rating - Going for the Gold
A Quality Rating and Improvement System or QRIS is a method of assessing, improving, and communicating the level of quality in early care and education settings. In addition, QRIS is a way of measuring and sharing information about the quality of child care providers in the District of Columbia.

- **Level**: Gold *

  *Currently accredited by a national accreditation institution recognized by OSSE.

#### License Information
- **License Type**: Full License
- **License Type Definition**: A full license is issued when an applicant has demonstrated substantial compliance with the child development facilities regulations.
- **Current License Begin Date**: Jun 25, 2016
- **Current License Expiration**: Jun 30, 2020

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http://Childcareconnections.osse.dc.gov/MyChildCare/ProviderProfile/2607/0/F_FacilityId=1761
Provider Profile

http://Childcareconnections.osse.dc.gov/MyChildCare/ProviderProfile/2607/0/F_FacilityId=1761
Child Care Search

Finding quality child care and summer camps doesn't have to be a mystery.

Questions about finding quality child care? Call 1-877-ALL GA Kids (1-877-255-4254)

http://families.decal.ga.gov/ChildCare/Search
Child Care Search

PREPARING YOUR CHILD

Why Quality Rated? Choosing a Child Care

http://families.decal.ga.gov/ChildCare/Search
Find summer camps, child care, or Pre-K programs near you.

http://families.decal.ga.gov/ChildCare/Search
## Zip Code Search Results

<table>
<thead>
<tr>
<th>Zip Code Location</th>
<th>Address</th>
<th>Contact Details</th>
<th>Pre-K Slots Available</th>
<th>Licensed</th>
<th>Quality Rated</th>
</tr>
</thead>
</table>
| 1st Creative Learning Academy #2 | Child Care Learning Center  
2527 Old Rockbridge Rd.  
Norcross GA 30071  
(770) 448-1066 | Georgia’s Pre-K Program  
Pre-K Slots Available: 1  
Licensed: Yes  
Quality Rated: ⭐⭐ | | | |
| Wilson, Wilma J            | Family Child Care Learning Home  
606 EPPEE WAY  
Sparks GA 31647  
(229) 549-8114 | Licensed: Yes  
Quality Rated: ⭐⭐⭐⭐ | | | |
| 5 Star Childcare & Learning Center | Child Care Learning Center  
4492 Liburn Industrial Way South  
Liburn GA 30047  
(770) 806-9212 | Georgia’s Pre-K Program  
Pre-K Slots Available: 0  
Licensed: Yes  
Quality Rated: ⭐⭐ | | | |
| 5-Star Childcare Center    | Child Care Learning Center  
1055 Child Rd. | Licensed: Yes | | | |

[http://families.decal.ga.gov/ChildCare/Results?lt=33.7489954&ln=-84.3879824&rad=1](http://families.decal.ga.gov/ChildCare/Results?lt=33.7489954&ln=-84.3879824&rad=1)
1 Love Childcare & Learning Center

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>CCLC-38436</th>
</tr>
</thead>
</table>

**Type:** Child Care Learning Center

**Registration Fee:** $0.00

**Activity/Supply Fee:** $0.00

**Address:**
485 East Frontage Road, Sylvania, GA 30467

**Phone:** (912) 564-2273

**Operating Months:** Year Round

**Operating Days:** Mon - Fri

**Operating Hours:**
06:45 AM - 06:00 PM

**Has Liability Insurance?** Yes

**Accepting New Children:**

- [ ] Yes
- [ ] No

**Services**
- ☑ Accepts Child Care Subsidies (CAPS)
- ☑ After School Only
- ☑ CACFP
- ☑ Drop-In Care
- ☑ Evening/Night Care
- [ ] Head Start
- [ ] Religion-based
- [ ] School-age Summer Care
- [ ] SFSP

**Ages Served**
- ☑ Infant (0 - 12 months)
- ☑ Toddler (13 months - 2 years)
- ☑ Preschool (3 years - 4 years)
- ☑ Georgia's Pre-K (4 years)
- ☑ School Age (5+)

**Transportation**
- [ ] Toll/From Home
- [ ] Toll/From School
- [ ] After School Only (PM Only)
- [ ] Georgia's Pre-K Only
- [ ] Near Public Transportation
- [ ] On School Bus Route
- [ ] Field trips
- [ ] Before and after school

**Meals Served**
- [ ] Breakfast
- [ ] Lunch
- [ ] Dinner
- [ ] AM Snack
- [ ] PM Snack
- [ ] Accommodates Special Diets
- [ ] Provides Infant meals
- [ ] Parents must provide meals

**Accreditation Status:**
N/A

http://families.decal.ga.gov/ChildCare/detail/34767
http://families.decal.ga.gov/ChildCare/detail/34767
Provider Profile

https://secure.dss.ca.gov/CareFacilitySearch/FacDetail/073407454
Monitoring and Inspection Reports

**HEALTH AND SAFETY INSPECTIONS**

1. **Inspection Conducted**

   Health and Safety Record:
   - 1 PASSED  × 0 FAILED

What is a Health and Safety Inspection?

Most child care providers offer safe and healthy environments. Health and safety inspections and investigations are a normal part of child care in Idaho. Inspections are not intended to "catch" anyone doing something wrong. Inspections help ensure the safety of children and staff, support staff in following requirements by finding concerns, and promote continuous improvement.

Idaho will begin publishing the results of health and safety inspections in October 2017. Inspections will be published as they are conducted, and maintained on this site for three years. A provider may or may not have had inspections before this date.

---

Health & Safety Inspection — January 17th, 2018

**KIDS ARE SPECIAL PEOPLE**

717 N 11TH ST
BOISE, ID 83702-5365

<table>
<thead>
<tr>
<th>Inspection Criterion</th>
<th>Inspection Comments</th>
</tr>
</thead>
</table>

[https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections](https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections)
# Monitoring and Inspection Reports

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<thead>
<tr>
<th>Inspection Criterion</th>
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<tbody>
<tr>
<td>✔ 1. PROVIDER AGE/SUPERVISION</td>
<td></td>
</tr>
<tr>
<td>✔ 2. PEDIATRIC RESCUE BREATHING CPR/1ST AID</td>
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</tr>
<tr>
<td>✔ 3. CHILD-STAFF RATIO</td>
<td></td>
</tr>
<tr>
<td>✔ 4. STAFF/CHILDREN EXCLUDED WHEN ILL</td>
<td></td>
</tr>
<tr>
<td>× 5. IMMUNIZATION RECORDS</td>
<td>Corrected on 11/16/17 &lt;br&gt;# Enrolled (includes provider's children): 121. Immunizations not current on date of review. Corrected on 11/14/2017.</td>
</tr>
<tr>
<td>✔ 6. EMERGENCY COMMUNICATION</td>
<td></td>
</tr>
<tr>
<td>✔ 7. SMOKE DETECTOR, FIRE EXTINGUISHER, EXITS</td>
<td></td>
</tr>
<tr>
<td>✔ 8. FIRE SAFETY EVACUATION PLAN, POSTINGS</td>
<td></td>
</tr>
<tr>
<td>✔ 9. DISASTER AND EMERGENCY PLAN</td>
<td></td>
</tr>
<tr>
<td>✔ 10. FOOD SOURCE / FOOD THAWING</td>
<td></td>
</tr>
<tr>
<td>✔ 11. FOOD HANDLING/PERSONAL HYGIENE</td>
<td></td>
</tr>
<tr>
<td>✔ 12. FOOD TEMPERATURES/ THERMOMETERS</td>
<td></td>
</tr>
<tr>
<td>✔ 13. FOOD STORAGE/CROSS CONTAMINATION</td>
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[https://www.idahochildcarecheck.org/provider/2266](https://www.idahochildcarecheck.org/provider/2266)
## Monitoring and Inspection Reports

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<td>10. FOOD SOURCE / FOOD THAWING</td>
<td><img src="https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections" alt="info" /></td>
</tr>
<tr>
<td>11. FOOD HANDLING/PERSOAL HYGIENE</td>
<td><img src="https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections" alt="info" /></td>
</tr>
<tr>
<td>12. FOOD TEMPERATURES/THERMOMETERS</td>
<td><img src="https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections" alt="info" /></td>
</tr>
<tr>
<td>13. FOOD STORAGE/CROSS CONTAMINATION</td>
<td><img src="https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections" alt="info" /></td>
</tr>
<tr>
<td>14. FOOD CONTACT SURFACES/SANITIZING</td>
<td><img src="https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections" alt="info" /></td>
</tr>
</tbody>
</table>

**Requirements**

1. **Provider Age/Supervision:**
   - Providers must be 18 years old or older. Persons 16 or 17 may provide care if directly supervised by a provider. An adult must be awake and within sight and hearing of children.

[https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections](https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections)
Monitoring and Inspection Reports

INCIDENT REPORTS

0 Substantiated Incidents

What is a Substantiated Incident?
Occasionally, families and community members may report that a child care facility is not meeting requirements for safe and healthy child care. All child care incidents reported in Idaho are investigated. After an investigation, if it is determined by the relevant authorities that an incident occurred, it is considered "substantiated." It is important to know that only substantiated incidents and allegations are published on this website. Incidents that are still under investigation will not be published until the investigation is concluded.

Idaho will begin publishing substantiated incidents in October 2017. Incidents will be published as each investigation is concluded, and maintained on this site for three years. A provider may or may not have had substantiated incidents before October 2017.

https://www.idahochildcarecheck.org/provider/2307#provider-reports-health-inspections

If you need to report life threatening issues, please dial 911.
## Monitoring and Inspection Reports

### Search Criteria

- **Standard Risk Level:** All
- **Type of Licensing Activity:** Monitoring Inspections
- **Date:** All

### Monitoring and Inspection Reports

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Self Report</th>
<th>Violation Found?</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/31/2016</td>
<td>Monitoring Inspections</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td>8/18/2016</td>
<td>Monitoring Inspections</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Individual Standards Evaluated:**
- **Evaluated:** 1
- **Violations:** 0

**Section Details:**
- **Section D:** Personnel Evaluated: 112, Violations: 2
- **Section R:** Health Practices Evaluated: 95, Violations: 1
- **Section F:** Activities Evaluated: 14, Violations: 0
- **Section A:** Administration Evaluated: 63, Violations: 0
- **Section L:** Discipline Evaluated: 22, Violations: 0
- **Section N:** Field Trips Evaluated: 11, Violations: 0
- **Section W:** Fire Safety Evaluated: 50, Violations: 0
- **Section H:** Infants Evaluated: 62, Violations: 0
- **Section M:** Naptime Evaluated: 10, Violations: 0
- **Section Q:** Nutrition Evaluated: 46, Violations: 0
- **Section P:** Nighttime Care Evaluated: 14, Violations: 0
- **Section U:** Outdoor Safety and Equipment Evaluated: 69, Violations: 0
- **Section T:** Physical Facilities Evaluated: 40, Violations: 0
- **Section V:** Swimming Pools Evaluated: 21, Violations: 0

[Source URL](https://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/CCLNET/Source/Provider/ppComplianceHistory.aspx?fid=645889&type=MI)
### Monitoring and Inspection Reports

#### Search Criteria

- **Standard Risk Level:** All
- **Type of Licensing Activity:** Monitoring Inspections

#### Deficiencies

<table>
<thead>
<tr>
<th>Date</th>
<th>Standard Number/Description</th>
<th>Type</th>
<th>Standard Risk Level</th>
<th>Corrected at Inspection</th>
<th>Correction Deadline Date</th>
<th>Date Correction Verified</th>
<th>Narrative</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/18/2016</td>
<td>747.1300(e) - Primary Caregiver Annual Training - Special Topics for Infant Care</td>
<td>Monitoring Inspections</td>
<td>Medium High</td>
<td>No</td>
<td>9/17/2016</td>
<td>9/7/2016</td>
<td>Click for Narrative...</td>
</tr>
<tr>
<td>8/18/2016</td>
<td>747.2203 - Sanitation of Building, Grounds and Equipment</td>
<td>Monitoring Inspections</td>
<td>Medium High</td>
<td>No</td>
<td>8/25/2016</td>
<td>8/31/2016</td>
<td>Click for Narrative...</td>
</tr>
<tr>
<td>8/18/2016</td>
<td>747.1303(2) - Training Requirements for Primary Caregiver - Annual Training</td>
<td>Monitoring Inspections</td>
<td>Medium High</td>
<td>No</td>
<td>9/1/2016</td>
<td>9/2/2016</td>
<td>Click for Narrative...</td>
</tr>
</tbody>
</table>

Monitoring and Inspection Reports

https://www.dfps.state.tx.us/Child_Care/Search_Texas Child Care/CCLNET/Source/Provider/ppComplianceHistory.aspx?fid=645889&type=MI
States must collect and disseminate through resource and referral organizations or other means as determined by the state, including but not limited to, through the consumer education website, to parents of eligible children, the general public and where applicable, providers, information about:

- Child care assistance
- Other assistance
- Individuals with Disabilities Act (IDEA)
- Family engagement
- Child development
- Developmental screening


**Recommended: Include Additional Consumer Information**
Applying for Child Care Assistance

Care 4 Kids helps low to moderate income families in Connecticut pay for child care costs. This program is sponsored by the Connecticut Office of Early Childhood.

To learn more about Care 4 Kids, take a look at this website. It has information for both parents and child care providers. You can look at the site to find out how the program works, who is eligible, and more.

You can also print the forms you need to apply for the program. go to the Forms page.

http://www.ctcare4kids.com/
Other Assistance Programs for Families

Other Assistance Programs for Families

AGENCY PARTNERS

Low Income Home Energy Assistance Program (LIHEAP)

Ms. Reselann “Resel” Billy-Magofna
LIHEAP Coordinator
Location: #1339 bldg., Ascension Dr., Capital Hill
Saipan
Caller Box 10007
Saipan, MP 96950
Telephone: (670) 664-2574
http://www.dcca.gov.mp

The Low Income Home Energy Assistance Program (LIHEAP) help pays the cooling bills of low-income and elderly people. People living in poverty and low-income elderly should not have to choose between having electricity in their homes and buying food for themselves and their families. Applicants must be 18 or older, the head household, and the holder of the utilities account. Residency requirements also apply. Applicants must provide a receipt for the utilities account, three latest check stubs for all working members of the household, and identification and all Social Security numbers for all household members. An applicant's utilities account must also have zero balance before applying. Eligibility is determined and benefits are provided for a period of three months, after which applicants are required to verify their continued eligibility before renewal.

http://www.cnmicclp.org/agency-partners
Other Assistance Programs for Families

**Woman, Infants, and Children Program (WIC)**

Ms. Erin A. Camacho  
WIC Administrator  
Location: N25 Bldg., Navy Hill, Saipan  
Telephone: (670) 654-4034  
Facsimile: (670) 664-4075  
http://www.chcc.gov.mp

**Maternal and Child Bureau (MCHB)**

Ms. Heather Santos  
Acting Administrator  
Location: Commonwealth Health Care Corporation, Division of Public Health, Lower Navy Hill  
PO Box 500409  
Saipan MP 96950

The CNMI Supplemental Nutrition Program for Women, Infants, and Children (CNMI WIC Program) is a short term intervention program for a lifetime of nutrition and breastfeeding health benefits. The program strives to improve the health status and wellbeing of women, infants, and children of the Northern Mariana Islands during the crucial time of development.

**Program Priorities:**
The CNMI WIC Program provides:  
- Nutrition education  
- Breastfeeding support services  
- Supplemental nutritious foods  
- Referrals to appropriate health and social services

**Program Objectives:**
Provide services in a participant centered manner to empower our families to make healthful choices to last a lifetime. The CNMI WIC Program serves: pregnant women, breastfeeding women up to one year postpartum, non-breastfeeding women up to six months postpartum, infants (those less than 12 months of age), and children under the age of five (5) who meet income eligibility guidelines and are determined to be at nutritional risk. In the prenatal period, we support our mothers to improve their baby’s health outcome and reduce the incidences of prematurity and low birth weight.

http://www.cnmicicl.org/agency-partners
Best Practices and Other Resources

FOR PARENTS:
ALL THE BEST TIPS AND RESOURCES FOR PARENTS OF YOUNG CHILDREN

CHILD DEVELOPMENT
Many factors of life affect your child’s development. Learn how to help their development process flourish.

More

CARE AND SERVICES
Caring for your child is a full-time job. Learn more about the resources and services available to help you.

More

DAILY LIFE
Your child’s daily life should consist of many activities, from eating to sleeping to playing. Learn more here.

More

FAMILY TYPES
Families come in many shapes and

PARENTING CHALLENGES
Raising a child can be stressful for

PLAY
Play time is important for your child’s

http://www.ndkids.org/services-in-your-area/
Child Growth & Development

From birth to age 5 is an incredibly exciting time of growth and development. It is during these early years when children develop the foundations for social, emotional, physical, language and cognitive growth. During these years, you may also have many questions about your child’s development.

How do I know if my child is developing typically?

Children develop in similar patterns at similar times, and typically go through a sequence of accomplishments (crawl, stand, walk, run.) However, each child is unique and will therefore learn, grow and reach milestones according to their own timeline. Knowing when to be concerned and when not to be is important for parents and family members. Your child’s pediatrician is your partner in determining whether or not your child is developing typically. The Center for Disease Control has a wealth of information about child development and developmental milestones. To learn more, or to see how your child is progressing, click here.

How to Make a Complaint

Online Complaint Form

CHILD CARE IN PROVIDER'S HOME

An individual wishing to register a complaint against a provider who is providing child care in their home may call the Office of Child Care’s Central Office at 1-800-556-6616. You will speak to a compliance specialist who will take your information and refer it to a local child care licensing specialist to follow up on.

CHILD CARE CENTER

An individual wishing to register a complaint against a child care center, may call the facility's licensing specialist or may call the Office of Child Care's Central Office. The licensing specialist will take your information and follow up on your complaint.

https://oregonearlylearning.com/parents-families/childcaresafetyportal#complaints
Additional Website Attributes

- Number of websites
- Easy-to-recall site name
- Reading level—recommended at the 8th grade level or below
National Resources and Technical Assistance

National Partners

National Center on Early Childhood Quality Assurance
National Center on Afterschool and Summer Enrichment
National Center on Parent, Family and Community Engagement
Child Care State Capacity Building Center
Communicating Licensing and Quality Information

The National Center on Early Childhood Quality Assurance can provide you with individualized support and practical considerations focused on communicating licensing and quality information as you develop and refine your websites.

QualityAssuranceCenter@ecetta.info
Consumer Education Websites: A Guide to Creating a Family-Friendly Experience

Tips for creating a website that is:

- Easy to understand
- Strengths-based
- Culturally and linguistically responsive
- Easy to use

School-Age Consumer Education Toolkit

https://childcareta.acf.hhs.gov/resource/school-age-consumer-education-toolkit
Upcoming Intensive Technical Assistance Opportunity

- Provides intensive onsite and remote technical assistance on the development of comprehensive consumer education websites for 4–5 participants.
- A brief application and interview process will be used to identify participating states and territories. Applications will be available in May.
- TA includes intensive consultation on the following areas as needed by participants:
  - Consumer education content review and recommendations
  - Posting inspection and monitoring reports
  - Data system integration
  - Project management support for working with information technology teams and designing and implementing website changes
  - User experience review and recommendations
  - Search engine optimization (SEO) review and recommendations
Resources to Support Consumer Education on the Child Care Training and Technical Assistance Website

https://childcareta.acf.hhs.gov/#

State Capacity Building Center
Consumer Education Resources

https://childcareta.acf.hhs.gov/consumer-education
State Capacity Building Center,
A Service of the Office of Child Care

9300 Lee Highway
Fairfax, VA 22031
Phone: 877-296-2401
Email: CapacityBuildingCenter@ecetta.info

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http://www.occ-cmc.org/occannouncements_sign-up/