Tips and Considerations
Section 7: Consumer Statement
Tribal Lead Agencies with Medium and Large Allocations

How to Develop a Consumer Statement: Tips and Considerations for Tribal Lead Agencies with Medium and Large Allocation Sizes

Background

Tribal Lead Agencies with medium or large allocation sizes must provide families who apply for Child Care and Development Fund (CCDF) subsidies with consumer statement for eligible providers that contains specific information about each eligible child care provider for families to make informed choices. These statements can be in hard copy or provided electronically. If the consumer statement is provided electronically, Tribal Lead Agencies should consider how to ensure that the statement is accessible to families and that families have a way to contact the Tribal CCDF program to address questions they have. This document includes tips and considerations for Tribal Lead Agencies to consider when developing a consumer statement. For more information, reach out to your Office of Child Care Regional Program Specialist and refer to Section 7.6 of the fiscal year (FY) 2023-2025 CCDF Tribal Plan Preprint.

General Tips and Considerations for Tribal Lead Agencies with Medium and Large Allocations Sizes in Developing a Consumer Education Statement

Consumer Statement Components

Tribal Lead Agencies with medium or large allocation sizes must develop a consumer statement for each provider accepting certificates or vouchers, who have contracted slots with the Tribal Lead Agency, and any Tribally operated centers. A consumer statement is not required for relative providers. These statements will be used by families to make informed decisions on the provider they choose to care for their children. Consider these tips as you begin to draft your consumer statements.

Provider Information

♦ Consider using the state’s consumer statements for your state-licensed providers and develop an attachment to include the Tribal Lead Agency’s required information.

♦ Develop a template for your consumer statement that includes the provider’s name, address, contact information, and license number, if applicable.

♦ Insert section headers for each of the required items into your template to ensure all information is included. The required items include:

  ▪ 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
  ▪ Any voluntary quality standards met by the provider
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♦ If your providers are monitored by the state, develop a process for gathering the monitoring information from the state to include within the statements.

♦ If your providers are enrolled in the state’s quality rating and improvement system (QRIS), develop a process for gathering quality rating information to include within the statements.

♦ Create a spreadsheet on a computer that is password protected to track child deaths, serious injuries, or substantiated cases of child abuse for easy access to update the consumer statements.

♦ Develop a paper log and keep in a locked cabinet to track child deaths, serious injuries, or substantiated cases of child abuse for easy access to update the consumer statements.

♦ Determine how often and who will update the consumer statements to ensure the most recent monitoring and quality (if applicable) information is included.

Tribal CCDF Program Information

♦ Add your Tribal Lead Agency information into the developed template, including the following additional information:
  ◦ How subsidies are designed to promote equal access,
  ◦ How to submit a complaint,
  ◦ How to contact a local resource and referral agency or other community-based supports that assist families in finding and enrolling in a quality child care program.

♦ The Tribal Lead Agency may be the agency who provides information on available child care in the Tribal community and also serves as a place where families receive information on other available services. Consider sharing that information within your consumer statements.

♦ Share the mission, vision, or goals of your Tribal CCDF program within your consumer statements, consider incorporating your Tribe’s mission, vision, or goals into your programs.

♦ Keep your audience in mind. As you write the program’s mission and vision, think about the needs and goals of parents, the Tribal community and child care providers.

♦ Use plain language. The statement should be direct and easily understandable to all readers.

Disseminating Information to Families

Tribal Lead Agencies with medium and large allocation sizes must provide families who apply for Tribal CCDF services with consumer statements for possible providers. This gives families a way to make an informed decision on which provider is the best fit to meet their needs. Tribal Lead Agencies can choose how the information will be provided. If the consumer statement is provided electronically, Tribal Lead Agencies should consider how to ensure that the statement is accessible to families and that families have a way to contact someone to address questions they have.

♦ Develop a binder of consumer statements for all eligible providers that a family could look through during enrollment to choose a provider that best fits their needs.

♦ Create a link within the Tribal CCDF program’s website to a list of providers and their consumer statements.

♦ Provide an email address where families could request consumer statements for providers they are interested in.
For consumer statements that are provided electronically, Tribal Lead Agencies should ensure that parents have access to the internet or provide access to the internet onsite in the program office.

Request that providers display their consumer statement in the sign-in area of their program for parents to view. This could include your Tribally operated center.

Disseminate consumer information to parents as soon as they are determined eligible for CCDF services, possibly during the intake process.

Resources

For more information on developing your Tribal Lead Agency’s consumer statements for each provider type, please reference the following resources:

- Consumer Education for Tribal Child Care and Development Fund Programs Brief for Tribal Lead Agencies with Medium and Large Allocation Sizes, pages 11-14, available online at: https://childcareta.acf.hhs.gov/resource/consumer-education-tribal-child-care-and-development-fund-programs-0