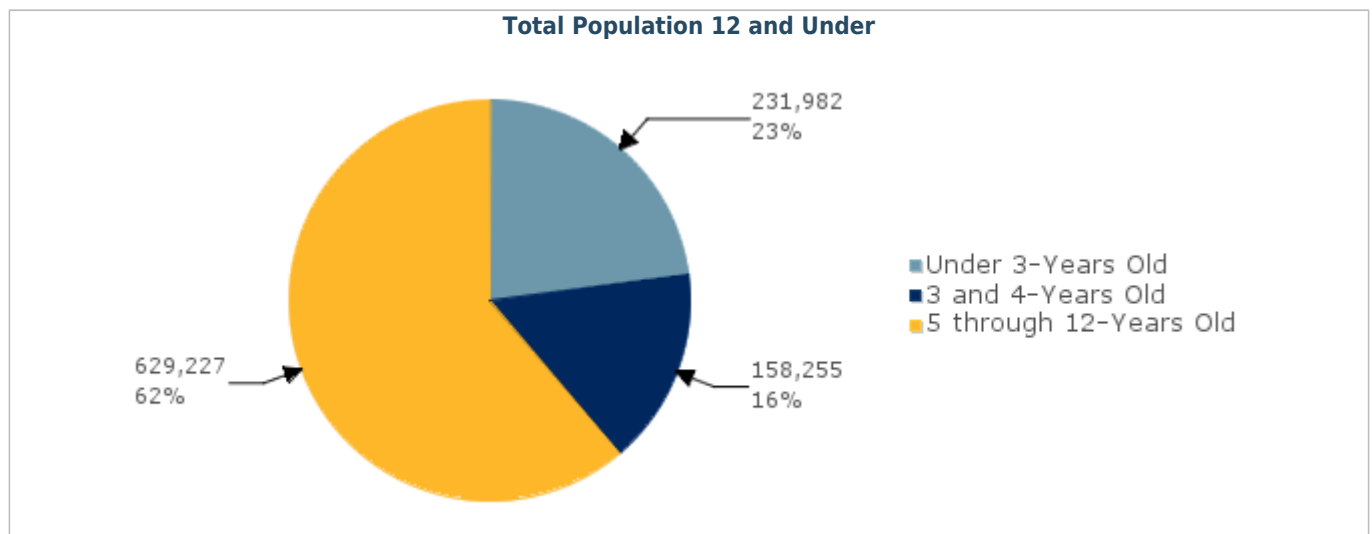




## STATE/TERRITORY PROFILE - MISSOURI

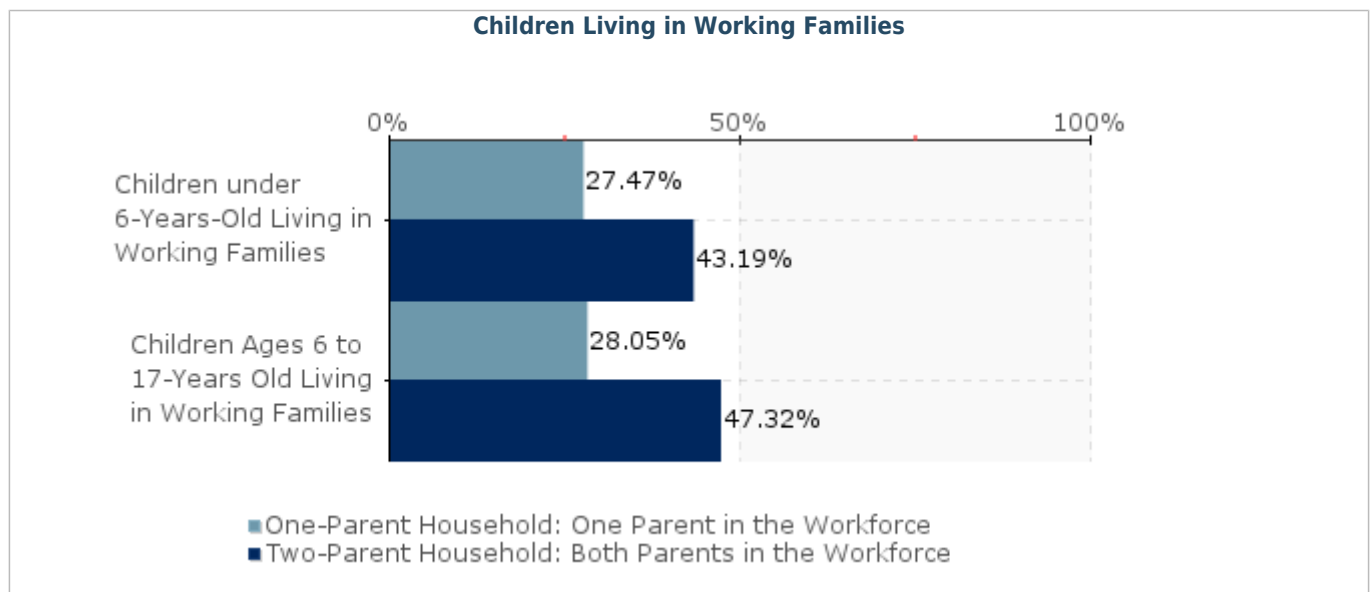
This profile highlights a current innovative effort to promote a subsidy system that is child-focused, family friendly, and fair to providers. It also provides demographic information, Early Care and Education (ECE) program participation and funding, subsidy innovation and program integrity information, program quality improvement activities, and professional development and workforce initiatives. Sources and links are provided at the end of the document

### DEMOGRAPHICS



Source(s): U.S. Census Bureau. (n.d.). In American Community Survey, 2010. QT-P2 Single Years of Age and Sex. Retrieved from American FactFinder:

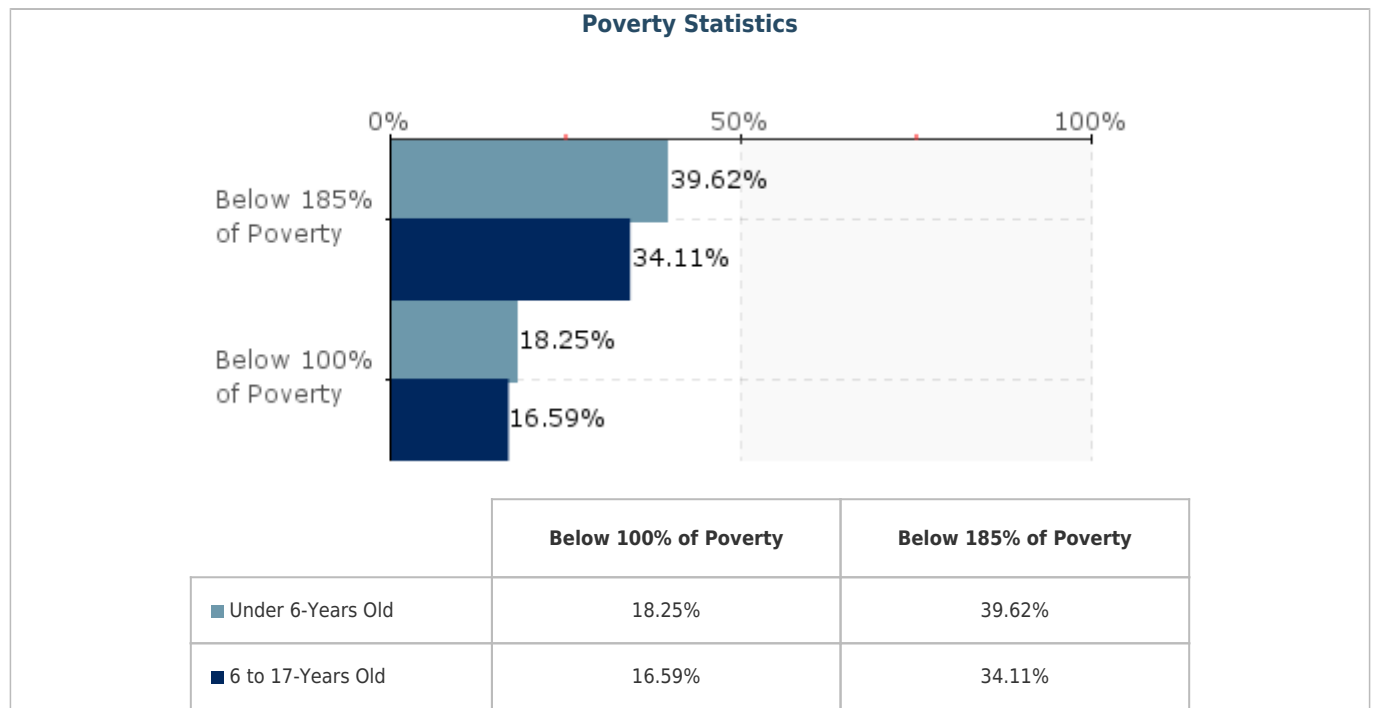
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=DEC\\_10\\_SF1\\_QTP2&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=DEC_10_SF1_QTP2&prodType=table)



Source(s): U.S. Census Bureau. (2020). In American Community Survey 1-Year Estimates, 2019. B17024: Age By Ratio Of Income To Poverty Level In The Past 12 Months - Universe: Population for whom poverty status is determined.

<https://data.census.gov/cedsci/table?q=B17024&g=0100000US.04000.001&hidePreview=true&table=B17024&tid>

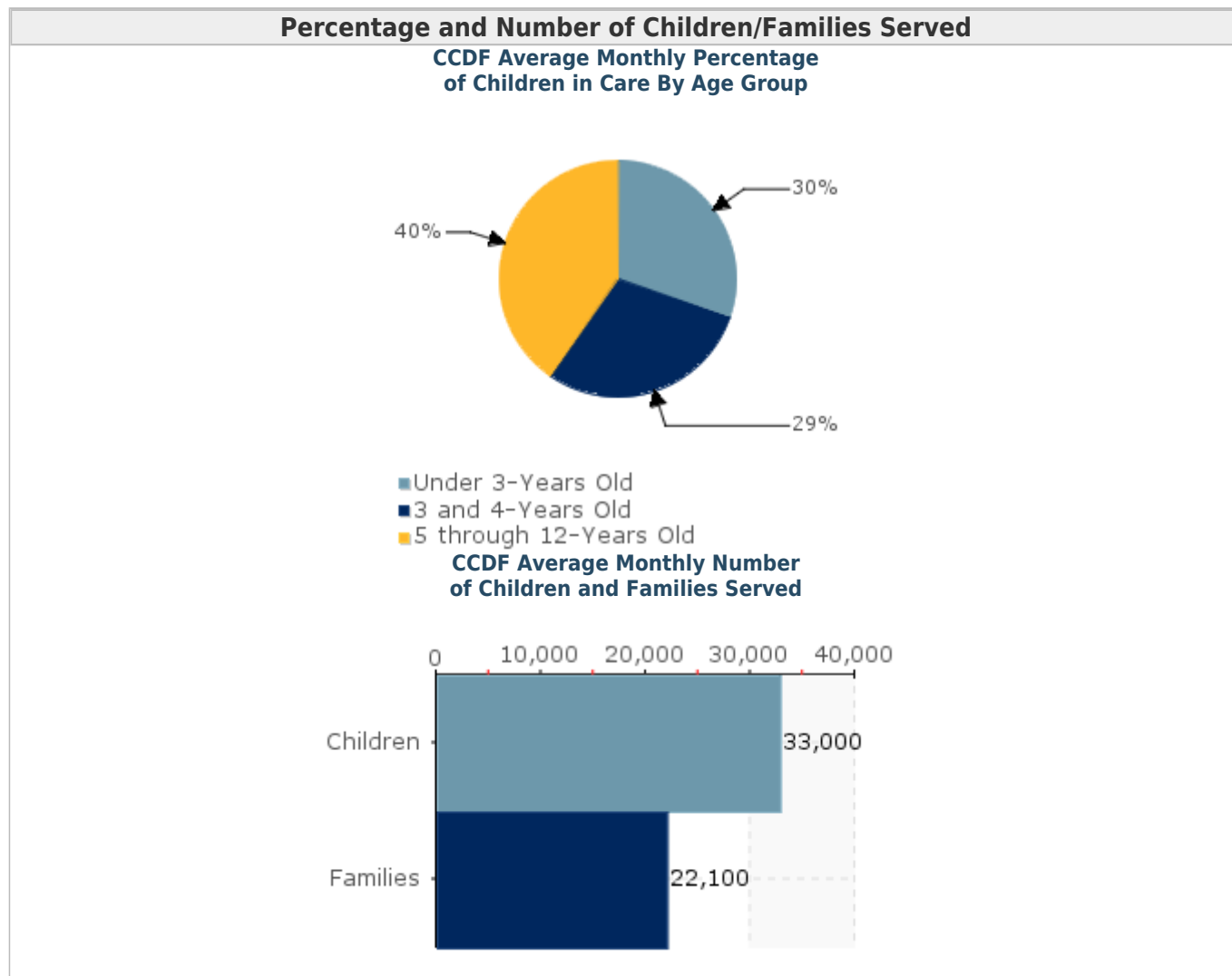
=ACSDT1Y2019.B17024&lastDisplayedRow=17&vintage=2019&mode=&y=2019



Source(s): U.S. Census Bureau. (2020). In American Community Survey 1-Year Estimates, 2019. C23008 Age of own Children under 18 Years in Families and Subfamilies by Living Arrangements by Employment Status of Parents: Universe: Own children under 18 years in families and subfamilies.

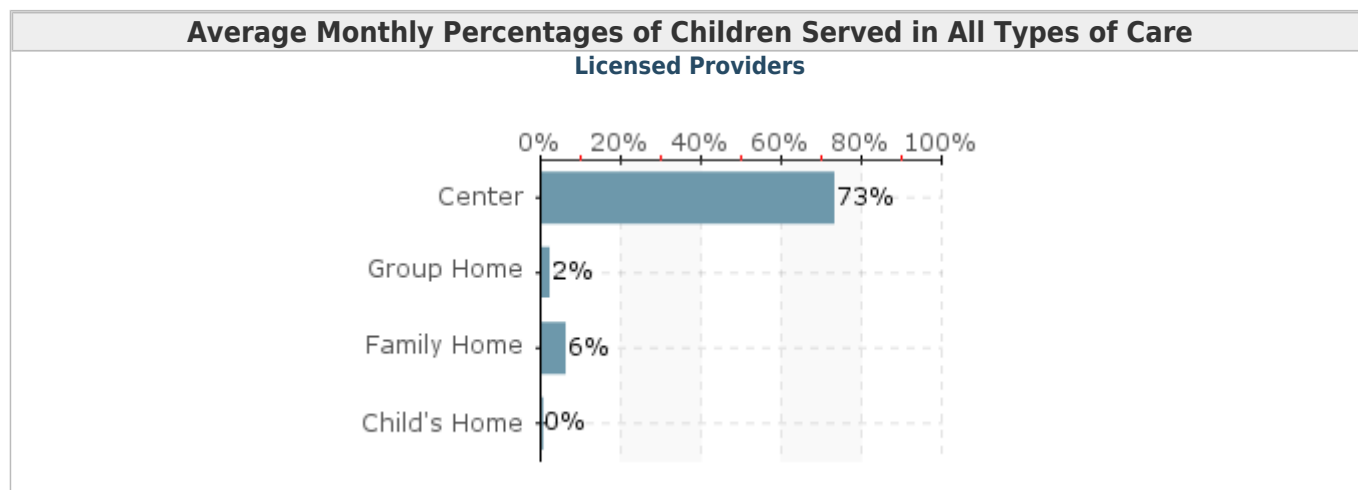
<https://data.census.gov/cedsci/table?q=C23008&g=&hidePreview=false&table=C23008&tid=ACSDT1Y2019.C23008&lastDisplayedRow=17&vintage=2019>

## ECE PROGRAM PARTICIPATION AND FUNDING

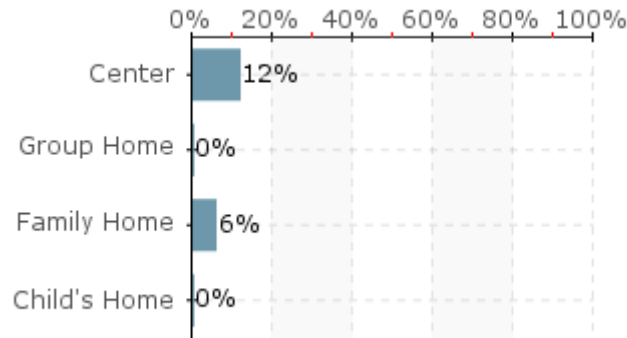


Source(s): U.S. Department of Health and Human Services, Office of Child Care. (2020). FFY 2019 CCDF data tables [Preliminary estimates]. Table 9 Average Monthly Percentages of Children In Care By Age Group <https://www.acf.hhs.gov/occ/data/fy-2019-preliminary-data-table-9>

1. U.S. Department of Health and Human Services, Office of Child Care. (2020). FFY 2019 CCDF data tables [Preliminary estimates]. Table 1 Average Monthly Adjusted Number of Families and Children Served. <https://www.acf.hhs.gov/occ/data/fy-2019-preliminary-data-table-1>



**Non-Licensed Providers**



**Note:** Unregulated provider data includes relative and non-relative care.

Source(s): U.S. Department of Health and Human Services, Office of Child Care. (2020). FFY 2019 CCDF data tables [Preliminary estimates]. Table 6 Average Monthly  
<https://www.acf.hhs.gov/occ/data/fy-2019-preliminary-data-table-6>

Child Care and Development Fund (CCDF)

◦ Total CCDF Expenditure (Including Quality):	\$169,405,586
◦ CCDF Federal Expenditure:	\$135,887,591
◦ CCDF State/Territory Expenditure:	\$33,517,995

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2021). CCDF Expenditures for FY 2019 (all appropriation years). Table 4a: All expenditures by State-Categorical Summary. <https://www.acf.hhs.gov/occ/resource/fy-2018-ccdf-table-4a>

U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2020). CCDF Expenditures for FY 2018 (all appropriation years). Table 3a - All Expenditures by State - Detailed Summary. <https://www.acf.hhs.gov/occ/resource/fy-2018-ccdf-table-3a>

CCDF Quality Expenditures

◦ Total Quality Expenditure:	\$14,746,865
◦ Quality Activities (Set Aside Funds):	\$14,746,865
◦ Infant and Toddler (Targeted Funds):	Not available
◦ Quality Expansion Funds (Targeted Funds):	Not available
◦ School-Age/Resource and Referral (Targeted Funds):	Not available

Temporary Assistance for Needy Families (TANF) for Child Care

◦ TANF - Total Child Care Expenditure:	\$14,145,647
◦ TANF - Direct Expenditure on Child Care:	\$14,145,647
◦ TANF - Transfer to CCDF:	Not available

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Missouri | November 2021

#### ChildCare Tax Credits

◦ Tax Credit Federal Total Amount Claimed:	\$1,484,793
◦ Tax Credit Federal Number of Claims:	691,880
◦ State/Territory Tax Credit Available - 2015:	No
◦ State/Territory Tax Credit Refundable:	No

#### Child and Adult Care Food Program (CACFP)

◦ CACFP Funding:	\$57,863,478
◦ Number of Family Child Care Homes Participating:	889
◦ Number of Child Care Centers (includes Head Start Programs) Participating:	1,347

Source(s): Food Research and Action Center. (2020). State of the States: Child and Adult Care Food Program (CACFP) in FY 2019. [http://www.frac.org/maps/sos/tables/sos\\_tab\\_cacfp.html](http://www.frac.org/maps/sos/tables/sos_tab_cacfp.html)

#### Head Start

◦ Head Start Federal Allocation:	\$127,112,799
◦ Head Start State/Territory Allocation:	Not available
◦ Number of Children Participating:	10,896

Source(s): National Institute for Early Education Research. (2021). The 2020 state of preschool yearbook. <http://nieer.org/state-preschool-yearbooks/2020>

#### IDEA Part B, Section 619

◦ IDEA Part B Funding:	\$6,216,264
◦ Number of Children Served (Ages 3- through 5-Years-Old):	12,606

Source(s): U.S. Department of Education. (2021). Fiscal Years 2019-2021 State Tables for the U.S. Department of Education. <https://www2.ed.gov/about/overview/budget/statetables/index.html>

#### IDEA Part C

◦ IDEA Part C Funding:	\$8,485,022
◦ Number of Children Served (Ages Birth through 2-Years-Old):	7,154

Source(s): U.S. Department of Education. (2021). Fiscal Years 2019-2021 State Tables for the U.S. Department of Education. <https://www2.ed.gov/about/overview/budget/statetables/index.html>

#### Pre-kindergarten

◦ Pre-kindergarten Total Expenditure:	\$22,054,239
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◦ Enrollment (4-year-olds and under):	6,791
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**Note:** Total Expenditure includes all State/Territory, Local, and Federal dollars. In addition to 3 and 4-year-olds, some Pre-kindergarten programs enroll children of other ages.

*Source(s):* National Institute for Early Education Research. (2021). The 2020 state of preschool yearbook. <https://nieer.org/state-preschool-yearbooks/yearbook2020>

## CCDF SUBSIDY PROGRAM ADMINISTRATION

### Income Eligibility at Determination

(a)	(b)	(c)	(d)	
<b>Family Size</b>	<b>100 % of SMI (\$/Month)</b>	<b>85% of SMI(\$/Month) [Multiply(a) by 0.85]</b>	<b>(IF APPLICABLE) (\$/Month) Maximum Initial or First Tier Income Limit (or Threshold) if Lower Than 85% of Current SMI</b>	<b>IF APPLICABLE) (% of SMI) [Divide(c) by (a), multiply by 100] Income Level if Lower Than 85% of Current SMI</b>
3	\$5,200.00	\$4,420.00	\$2,318.00	44.5%

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 3.1.3 Family Size of 3: Eligible Children and Families - Income Eligibility at Determination. ACF-118 Data Submission Center.

### Approaches Used for Promoting Continuity of Care

◦ Coordinating with Head Start, prekindergarten, or other early learning programs to create a package of arrangements that accommodates parents' work schedules	Yes
◦ Inquiring about whether the child has an Individualized Education Program (IEP) or Individual Family Services Plan (IFSP)	Yes
◦ Establishing minimum eligibility periods greater than 12 months	Yes
◦ Using cross-enrollment or referrals to other public benefits	Yes
◦ Working with IDEA Part B, Section 619 and Part C staff to explore how services included in a child's IEP or IFSP can be supported and/or provided onsite and in collaboration with child care services	Yes
◦ Providing more intensive case management for families with children with multiple risk factors;	Yes
◦ Implementing policies and procedures that promote universal design to ensure that activities and environments are accessible to all children, including children with sensory, physical, or other disabilities	Yes
◦ Other:	Not available
Not available	

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. MISSOURI | November 2021

## Increasing Access for Vulnerable Children and Families

<b>Children with Special Needs</b>	
◦ Prioritize for enrollment	Not available
◦ Serve without placing these populations on waiting lists	Not available
◦ Waive co-payments	Not available
◦ Pay higher rates for access to higher quality care	Yes
◦ Use grants or contracts to reserve slots for priority populations	Not available
◦ Other:	Described Below
<p>A child classified with having a special need is a valid need if there is no other traditional need for care in the household as long as a certified physician, psychologist, psychiatrist, licensed clinical social worker, licensed professional counselor, nurse practitioner, or physician's assistant provides an annual statement verifying the special need for child care. Child Care Subsidy is authorized based on the medical professional statement that includes the reason care is needed, the number of hours of care needed per day, the number of days per week child care is needed, and the anticipated duration of the need for care.</p>	
<b>Families with Very Low Incomes</b>	
◦ Prioritize for enrollment	Not available
◦ Serve without placing these populations on waiting lists	Not available
◦ Waive co-payments	Not available
◦ Pay higher rates for access to higher quality care	Not available
◦ Use grants or contracts to reserve slots for priority populations	Not available
◦ Other:	Described Below
<p>For families with very low incomes, sliding fee is no more than \$1.00 per child per year. Full child care rate is paid to the subsidy provider.</p>	
<b>Children Experiencing Homelessness</b>	
◦ Prioritize for enrollment	Not available
◦ Serve without placing these populations on waiting lists	Not available
◦ Waive co-payments	Not available
◦ Pay higher rates for access to higher quality care	Not available
◦ Use grants or contracts to reserve slots for priority populations	Not available
◦ Other:	Described Below



Homelessness has been defined as a need for child care. A family claiming homeless as a valid need must participate in a community based program designed to eliminate the homelessness situation. Homeless shelters, domestic violence shelters and other community based organizations may offer programs and resources to help families end homelessness. Eligibility specialists must verify the eligibility unit participates in activities with the community based program. Verification may include, but is not limited to a hard copy or collateral contact verification or with a telephone call to the community organization to verify the participation. If the family is participating in a community based program designed to eliminate the homeless situation, child care is authorized up to twenty-three (23) fulltime units. If the child is a school-aged child, child care is authorized based on the school schedule of the child.

#### Families Receiving TANF\*

◦ Prioritize for enrollment	Not available
◦ Serve without placing these populations on waiting lists	Not available
◦ Waive co-payments	Not available
◦ Pay higher rates for access to higher quality care	Not available
◦ Use grants or contracts to reserve slots for priority populations	Not available
◦ Other:	Described Below
Not applicable.	

\* Includes families receiving TANF program funds, those transitioning off TANF through work activities, or those at risk of becoming dependent on TANF.

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Reports 3.2.2a, 3.2.2b, 3.2.2c, 3.2.2d, 3.2.2a-2, 3.2.2b-2, 3.2.2c-2, and 3.2.2d-2: Increasing Access for Vulnerable Children and Families. ACF-118 Data Submission Center.

#### Use of Grants or Contracts to Increase the Supply of Specific Types of Child Care

◦ Programs to serve children with disabilities	Not available
◦ Programs to serve infants and toddlers	Yes
◦ Programs to serve school-age children	Yes
◦ Programs to serve children needing non-traditional hour care	Yes
◦ Programs to serve children experiencing homelessness	Yes
◦ Programs to serve children in underserved areas	Not available
◦ Programs that serve children with diverse linguistic or cultural backgrounds	Not available
◦ Programs that serve specific geographic areas (urban)	Yes
◦ Programs that serve specific geographic areas (rural)	Not available
◦ Other:	Not available
Not available	

## Use of Grants or Contracts to Increase the Quality of Specific Types of Child Care

◦ Programs to serve children with disabilities	Not available
◦ Programs to serve infants and toddlers	Yes
◦ Programs to serve school-age children	Yes
◦ Programs to serve children needing non-traditional hour care	Yes
◦ Programs to serve children experiencing homelessness	Yes
◦ Programs to serve children in underserved areas	Not available
◦ Programs that serve children with diverse linguistic or cultural backgrounds	Not available
◦ Programs that serve specific geographic areas (urban)	Yes
◦ Programs that serve specific geographic areas (rural)	Not available
◦ Other:	Not available
Not available	

## Base payment rates and percentiles

Age	Center	Percentile of most recent MRS	Family Child Care	Percentile of most recent MRS
Infant	\$ 32.12/ 5-12 hours	54%	\$ 20.08/ 5-12 hours	1
Toddler	\$ 32.12/ 5-12 hours	54%	\$ 20.08/ 5-12 hours	1
Preschool	\$ 18.73/ 5-12 hours	56%	\$ 15.93/ 5-12 hours	56%
School Age	\$ 18.38/ 5-12 hours	87%	\$ 14.71/ 5-12 hours	83%
Effective date of payment rates: 7/1/2017				
Market rate survey (MRS) date: 12/29/2016				

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 4.3.1: Setting Payment Rates. ACF-118 Data Submission Center.

U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 4.2.5a: Setting Payment Rates. ACF-118 Data Submission Center.

Tiered Reimbursement or Differential Rates

◦ Differential rate for non-traditional hours. Describe	Yes
◦ Differential rate for children with special needs, as defined by the state/territory.	Yes
◦ Differential rate for infants and toddlers. Note: Do not check if the Lead Agency has a different base rate for infants/toddlers with no separate bonus or add-on	Not available
◦ Differential rate for school-age programs. Note: Do not check if the Lead Agency has a different base rate for school-age children with no separate bonus or add-on.	Not available
◦ Differential rate for higher quality, as defined by the state/territory.	Yes
◦ Other differential rates or tiered rates.	Yes
◦ Tiered or differential rates are not implemented.	Not available

CCDF Co-Payments by Family Size

CCDF Co-Payments by Family Size

	(a)	(b)	(c)	(d)	(e)	(f)
<b>Family Size</b>	<b>Lowest “Entry” Income Level Where Family Is First Charged Co-Pay (Greater Than \$0)</b>	<b>What Is the Monthly Co-Payment for a Family of This Size Based on the Income Level in (a)?</b>	<b>The Co-Payment in Column (b) is What Percentage of the Income in Column (a)?</b>	<b>Highest “Entry” Income Level Before a Family Is No Longer Eligible</b>	<b>What Is the Monthly Co-Payment for a Family of This Size Based on the Income Level in (d)?</b>	<b>The Co-Payment in Column (e) is What Percentage of the Income in Column (d)?</b>
3		\$1.00		\$3,612.00	\$115/max for 23ft units	3

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 3.4.1a Family Size of 3: Family Contribution to Payment - CCDF Co-Payments by Family Size. ACF-118 Data Submission Center.

Family Contribution to Payment

◦ No, the Lead Agency does not waive family contributions/co-payments.	Not available
◦ Yes, the Lead Agency waives family contributions/co-payments for families with an income at or below the Federal poverty level for families of the same size.	Not available
◦ Yes, the Lead Agency waives family contributions/co-payments for families who are receiving or needing to receive protective services, as determined by the Lead Agency for purposes of CCDF eligibility. Describe the policy and provide the policy citation..	Yes

<ul style="list-style-type: none"> <li>◦ Describe contributions/co-payments for families who are receiving or needing to receive protective services</li> </ul>	<p>Children receiving protective services from the Children's Division have fees waived</p>
<ul style="list-style-type: none"> <li>◦ Yes, the Lead Agency waives family contributions/co-payments for other criteria established by the Lead Agency. Describe the policy and provide the policy citation</li> </ul>	<p>Yes</p>
<ul style="list-style-type: none"> <li>◦ Describe contributions/co-payments for other criteria (See table below)</li> </ul>	<p>Described Below</p>
<p>Families with children identified as having special needs and homeless families have the fee waived</p>	

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 3.4.4: Family Contribution to Payment - Family Contribution to Payment. ACF-118 Data Submission Center.

## HEALTH AND SAFETY

Child-Staff Ratios by Group Size by Age of Children for Licensed Child Care Centers

Age of Children	Child-Staff Ratio	Group Size
Infant (11 months)	4:1	8
Toddler (35 months)	8:1	16
Preschool (59months)	10:1	Group size not regulated
School-age (6 years)	16:1	Group size not regulated
School-age (10 years and older)	16:1	Group size not regulated
If any of the responses above are different for exempt child care centers, describe which requirements apply:	Described Below	
Missouri statute allows for child care programs that are operated by religious organizations to set their own staff/child ratios. However, these facilities are required to provide parents with a Notice of Parental Responsibility upon enrollment that includes the licensing ratios and the facility's ratios.		

*Source(s):* National Center on Early Childhood Quality Assurance. (2021). 2020 Child Care Licensing Study: Analysis of child care licensing regulations. [Unpublished data].

U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 5.2.1a-5\_6\_7: Standards on ratios, group sizes, and qualifications for CCDF providers.- exempt child care centers. ACF-118 Data Submission Center.

## QUALITY IMPROVEMENT

### Use of Quality Funds

	Yes/No	CCDF Funds	Other Funds	Other (describe)
Supporting the training and professional development of the child care workforce	Yes	Yes	Not available	Not available
Developing, maintaining, or implementing early learning and developmental guidelines	Not available	Not available	Not available	Not available
Developing, implementing, or enhancing a tiered quality rating and improvement system	Not available	Not available	Not available	Not available
Improving the supply and quality of child care services for infants and toddlers	Yes	Yes	Yes	Described Below
Establishing or expanding a statewide system of CCR&R services	Yes	Yes	Not available	Not available
Facilitating compliance with state/territory requirements for inspection, monitoring, training, and health and safety standards	Yes	Yes	Not available	Not available
Evaluating and assessing the quality and effectiveness of child care services within the state/territorys	Not available	Not available	Not available	Not available
Supporting accreditation	Yes	Yes	Not available	Not available

	Yes/No	CCDF Funds	Other Funds	Other (describe)
Supporting state/territory or local efforts to develop high-quality program standards relating to health, mental health, nutrition, physical activity, and physical development	Not available	Not available	Not available	Not available
Other activities determined by the state/territory to improve the quality of child care services and which measurement of outcomes related to improved provider preparedness, child safety, child well-being, or kindergarten entry is possible	Not available	Not available	Not available	Not available

Use of Quality Funds - Continued

	Other (describe)
Supporting the training and professional development of the child care workforce	Not available
Developing, maintaining, or implementing early learning and developmental guidelines	Not available
Developing, implementing, or enhancing a tiered quality rating and improvement system	Not available
Improving the supply and quality of child care services for infants and toddlers	Additional state funds are appropriated to support the state Early Head Start program.
Facilitating compliance with state/territory requirements for inspection, monitoring, training, and health and safety standards	Not available
Evaluating and assessing the quality and effectiveness of child care services within the state/territories	Not available
Supporting accreditation	Not available
Supporting state/territory or local efforts to develop high-quality program standards relating to health, mental health, nutrition, physical activity, and physical development	Not available
Other activities determined by the state/territory to improve the quality of child care services and which measurement of outcomes related to improved provider preparedness, child safety, child well-being, or kindergarten entry is possible	Not available

Source(s):

- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Reports 7.2.1 and 7.2.1-1: Use of Quality Funds - Supporting the training and professional development of the child care workforce. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-2: Use of Quality Funds - Developing, maintaining, or implementing early learning and developmental guidelines. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-3: Use of Quality Funds - Developing, implementing, or enhancing a tiered quality rating and improvement system. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-4: Use of Quality Funds - Improving the supply and quality of child care services for infants and toddlers. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-5: Use of Quality Funds - Establishing or expanding a statewide system of CCR&R services. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-6: Use of Quality Funds - Facilitating compliance with state/territory requirements for inspection, monitoring, training, and health and safety standards. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-7: Use of Quality Funds - Evaluating and assessing the quality and effectiveness of child care services within the state/territory. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-8: Use of Quality Funds - Supporting accreditation. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-9: Use of Quality Funds - Supporting state/territory or local efforts to develop high-quality program standards relating to health, mental health, nutrition, physical activity, and physical development. ACF-118 Data Submission Center.
- U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 7.2.1 and 7.2.1-10: Use of Quality Funds - Other activities determined by the state/territory to improve the quality of child care services and which measurement of outcomes related to improved provider preparedness, child safety, child well-being, or kindergarten entry is possible. ACF-118 Data Submission Center.

Outreach to Families with Limited English Proficiency

Application in other languages (application document, brochures, provider notices)	Not available
Informational materials in non-English languages	Yes
Website in non-English languages	Not available
Lead Agency accepts applications at local community-based locations	Not available
Bilingual caseworkers or translators available	Yes
Bilingual outreach workers	Not available
Partnerships with community-based organizations	Not available
Other	Yes



Describe Other	Described Below
<p>The Lead Agency provides documents in Spanish and contracts with LanguageLink for interpretation services for both participants and child care providers.</p>	

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 2.1.1-1 and 2.1.1-2: Outreach to Families with Limited English Proficiency - Strategies the Lead Agency or partners utilize to provide outreach and services to eligible families for whom English is not their first language. ACF-118 Data Submission Center.

#### Outreach to Families with a Person(s) with Disabilities

Applications and public informational materials available in Braille and other communication formats for access by individuals with disabilities	Not available
Websites that are accessible (e.g., Section 508 of the Rehabilitation Act)	Yes
Caseworkers with specialized training/experience in working with individuals with disabilities	Not available
Ensuring accessibility of environments and activities for all children	Not available
Partnerships with state and local programs and associations focused on disability-related topics and issues	Yes
Partnerships with parent associations, support groups, and parent-to-parent support groups, including the Individuals with Disabilities Education Act (IDEA) federally funded Parent Training and Information Centers	Yes
Partnerships with state and local IDEA Part B, Section 619 and Part C providers and agencies	Yes
Availability and/or access to specialized services (e.g., mental health, behavioral specialists, therapists) to address the needs of all children	Yes
Other	Yes
Describe Other	Described Below
<p>The Lead Agency and the Child Care Resource and Referral contractor utilize TTY to communicate with the hearing impaired.</p>	

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 2.1.2-1 and 2.1.2-2: Outreach to Families with Limited English Proficiency - Strategies the Lead Agency or partners utilize to provide outreach and services to eligible families with a person(s) with a disability. ACF-118 Data Submission Center.

#### Consumer Education Website

<p>How the Lead Agency ensures that its website is consumer-friendly and easily accessible</p>	<p>The Lead Agency's website is written to be user friendly by writing at a lower than average literacy level and uses tabs for ease of finding materials. In addition materials are laid out in an easy to ride question/answer format for both families and providers. An example is that the Lead Agency's main website page allows users to click on Help for Families or Information for Providers. By clicking on the link that pertains to the user type, the individualized webpage offers the user specific information that is relevant to the user. The main webpage also offers links to other topics that would be of interest to families, providers and the general public.</p>
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<p>How the website ensures the widest possible access to services for families that speak languages other than English</p>	<p>The Lead Agency's website utilizes Google Translate</p>
<p>How the website ensures the widest possible access to services for persons with disabilities</p>	<p>The Lead Agency follows Section 508 compliance. The website offers email address to contact the Lead Agency and also provides information for using TTY for the hearing impaired.</p>

Source(s): U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Care. (2019). Report 2.3.1, 2.3.1, and 2.3.3: Consumer Education Website. ACF-118 Data Submission Center.

## FOOTNOTES

### Source Footnotes:

- Demographics - Total Population 12 and Under
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- Demographics - Poverty Statistics
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