

2.6 Consumer Statement for Parents Receiving CCDF Funds

Lead Agencies must provide CCDF parents with a consumer statement in hard copy or electronically (such as referral to a consumer education website) that contains specific information about the child care provider they select. This information about the child care provider selected by the parent includes 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, and any voluntary quality standards met by the provider. It must also describe how CCDF subsidies are designed to promote equal access, how to submit a complaint through a hotline, and how to contact local resource and referral agencies or other community-based supports that assist parents in finding and enrolling in quality child care (98.33(d)). Please note that if the consumer statement is provided electronically, Lead Agencies should consider how to ensure that the statement is accessible to parents and that parents have a way to contact someone to address questions they have.

2.6.1 Certify by describing:

Effective Date: 03/26/2019

a) How the Lead Agency provides parents receiving CCDF funds with a consumer statement.

A CCAP Pending Certificate is sent to families who have applied for CCAP, but when an eligibility decision has not yet been made. This DHS notices provide the Exceed URL and a telephone number and email address to contact BrightStars to assist with locating a quality child care provider. The Exceed website provides all the required consumer statement requirements.

TANF families must meet with their TANF worker regarding their employment plan and sign the necessary paperwork. At this meeting child care is discussed and the BrightStars resource is provided to parents.

Additionally, the Department of Human Services has a Consumer Statement posted on the RI DHS website and the state's consumer website, Exceed.ri.gov.

The CCDF Consumer Statement has been updated to the DHS and Consumer website.

Link to the Consumer Website:

<https://exceed.ri.gov/Pages/Families/FamiliesDefault.aspx>

Scroll down to Additional Information for Families

- Consumer Statement - English
- Consumer Statement - Spanish

Link to the DHS website:

The Consumer Statement has been received and uploaded to the Consumer Statement page <http://www.dhs.ri.gov/Programs/CCAPConsumerStatement.php> on the DHS website.

It is located at the bottom of the page as a printable copy.

The official page is now live on the website

<http://www.dhs.ri.gov/Programs/CCAPConsumerStatement.php> and linked to all 'quick link' sections for CCAP programs.

b) [What is included in the statement, including when the consumer statement is provided to families.](#)

A CCAP Pending Certificate is sent to families who applied for CCAP when an eligibility decision has not yet been determined. This notice states: "For a list of CCAP approved child care providers in your community, please contact BrightStars by phone at 1-855-398-7605 or (401) 739-6100, by email at info@BrightStars.org, or go to the Exceed RI website at <https://exceed.ri.gov>."

The Consumer Statement includes information for families on how to access quality rating information on programs, licensing information and opportunities for support services.

c) Provide a link to a sample consumer statement or a description if a link is not available.

The CCAP Pending Certificate Notice includes the following information: "For a list of CCAP approved child care providers in your community, please contact BrightStars by phone at 1-855-398-7605 or (401) 739-6100, by email at info@BrightStars.org, or go to the Exceed RI website at <https://exceed.ri.gov>."

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