



Eric Holcomb, Governor  
State of Indiana

*Office of Early Childhood and Out-of-School Learning*  
402 W. WASHINGTON STREET, ROOM W361, MS02  
INDIANAPOLIS, IN 46204

July 17, 2018

Dear CCDF Program,

We are writing to you today to share some detailed information about the Child Care Development Fund (CCDF) rule changes that will go into effect October 1, 2018. In the original letter sent to you by the Office of Early Childhood and Out of School Learning (OECOSL) on April 7, 2018 there were seven areas where federal rules were changed:

1. CCDF Eligibility (**Shared June 18, 2018**)
2. Legally Licensed Exempt Providers Certificate (LLEP) (**Shared June 18, 2018**)
3. Background Checks and Challenge Process (**Shared June 18, 2018**)
4. Suspension and Expulsion
5. **Consumer Statement**
6. **Consumer Education**
7. **Complaint Hotline**

This letter provides detailed information about the last three areas that are bolded above: **Consumer Statement**, **Consumer Education** and the **Complaint Hotline**. Additional communication will be sent next month about Suspension and Expulsion. If you have any questions about these changes please contact Brighter Futures Call Center at 1-800-299-1627.

#### **Complaint Hotline:**

CCDF rule requires all states to have a hotline available for all parents to submit a complaint about child care programs. The **Complaint Hotline phone number 1-800-299-1627** and will be posted on various websites for public view: Child Care Finder, Brighter Futures, and on all local Child Care Resource and Referrals websites. The Brighter Futures Call Center will be taking complaints at 1-800-299-1627. To view substantiated complaints you can go to <https://www.in.gov/fssa/childcarefinder/> where information is posted for public view. Language access on Child Care Finder is available in English, Spanish, Burmese, and German.

#### **Consumer Education:**

CCDF rule requires states to make information available electronically on a consumer-friendly and easily accessible website. The target audience for the consumer education information includes three groups: parents receiving CCDF assistance, the general public, and early childhood programs. **Brighter Futures Indiana** <http://brighterfuturesindiana.org/> will be the platform that will host the Consumer Education information.



Information will include:

- State processes for licensing, monitoring and inspections, and completing criminal background checks.
- Paths to QUALITY™ level of program or will note not participating in Paths to QUALITY™.
- Monitoring and inspection results.
- Number of deaths, serious injuries, and instances of substantiated child abuse that occurred in early childhood programs each year.
- The new rules also require to make available to parents, providers, and the general public information on **research and best practices** concerning: Children's development, social/emotional issues and policies to prevent the suspension/expulsion of young children. Brighter Futures Indiana language Access will be available in English and Spanish.

**Consumer Statement:**

CCDF rule requires a consumer statement summary for families participating in CCDF that includes a specific statement about each early childhood program a family selects. The statement will print out at the family Intake appointment, it is important to know this information is the same information you can find on Child Care Finder <https://www.in.gov/fssa/childcarefinder/> if you would like to know your program's information. The statement will consist of the following general and specific information for families:

**General Information:**

- How subsidies are designed to promote equal access
- How to submit a complaint through the hotline
- How families can contact their local Child Care Resource and Referral (CCR&R) and other community based supports

**Specific information:**

- Date of last inspection for your program
- Health and safety licensing violations within the last 15 months (violations are specific to your program)
- Quality standards met by the provider (Are you participating in PTQ and if so at what level)

An example of the Consumer Statement document families will receive is available to view on Brighter Futures Indiana website <http://brighterfuturesindiana.org/IndianaCCDFConsumerStatementGuide> The OECOSL would like to thank you for serving our Hoosier families. You will be receiving one additional informational letter in the next month about Suspension and Expulsion. This letter will also include detailed information and how you will be able to participate in a webinar on these new requirements. If you have any questions about the CCDF changes please contact Brighter Futures Call Center at 1-800-299-1627.

Sincerely,



Nicole Norvell  
Director  
Office of Early Childhood and Out of School Learning