

## **Consumer Statement**

### **How to Find Child Care**

If you need any assistance finding a child care provider, or want information about what to look for in a quality child care program, contact the Child Care Resource and Referral Network, thread at:

[www.threadalaska.org](http://www.threadalaska.org)

### **Child Care Licensing/Health and Safety**

All child care providers authorized by CITC must meet the health and safety requirements and be licensed by the State of Alaska Child Care Program Office, Municipality of Anchorage (MOA) Child Care Licensing Office and/or CITC Child Care Services. CITC ensures that children attending child care programs are in safe and healthy environments and are provided with care, supervision and developmentally appropriate activities that meet each child's physical and emotional needs.

NOTE: CITC Relative Providers are exempt from health and safety requirements

The State Child Care Program Office (CCPO) and the MOA Child Care Licensing Office licenses and monitors Child Care Centers, Family Child Care Homes and some licensed exempt In-Home providers according to health/safety and licensing requirements. CITC Child Care Services approves and monitors tribally approved Relative Providers.

Information on licensing for providers can be found here:

- State of Alaska, Child Care Program Office website [www.dhss.alaska.gov/dpa/Pages/ccare](http://www.dhss.alaska.gov/dpa/Pages/ccare).
- Municipality of Anchorage childcare licensing website <http://www.muni.org/departments/health/childcare/pages/default.aspx>.
- All CITC Tribally approved providers can be requested at CITC Child care office.

### **Monitoring/Inspection of Child Care Providers**

All licensed child care providers have inspection reports for your review. Inspection reports will include the date of last inspection, history of violations and standards met.

Inspection reports can be found here:

- State Licensed- Child Care Program Office can be contacted at 888-268-4632 or their at website [www.dhss.alaska.gov/dpa/Pages/ccare](http://www.dhss.alaska.gov/dpa/Pages/ccare).
- Municipality of Anchorage childcare licensing office at 825 L Street, 3rd Floor, Anchorage or website <http://www.muni.org/departments/health/childcare/pages/default.aspx>.
- All CITC Tribally approved providers can be requested at CITC Child care office, 3600 San Jeronimo Drive, Anchorage, AK.

### **Monitoring Statement**

The State of Alaska Child Care Program Office and the Municipality of Anchorage Child Care Licensing Department provide monitoring inspection reports for each on-site visit to a licensed child care and tribally approved child care program. This report outlines if there were any health and safety violations and includes action step(s) the child care program took to correct the violation(s). Child Care Licensing Staff (CCLS), per State of Alaska child care plan, will not exceed a caseload of up to fifty (50) assigned child care facilities for each CCLS. The ratio may increase when caseload

redistribution is necessary for coverage during a CCLS absence or vacancy, or in the event the CCPO Child Care Licensing Program has or projects shortfalls in state or federal funding.

To find more information on how CITC Child Care Services monitors tribally approved child care providers contact CITC at (907)-793-3330.

### **Criminal Background Checks**

Prior to providing child care, all providers (excluding tribally approved providers) who are licensed by the State of Alaska Child Care Program or the Municipality of Anchorage Child Care Licensing Department must complete a state criminal background check.

For more information on criminal background check requirements for licensed child care providers visit [www.dhss.alaska.gov/dpa/Pages/ccare](http://www.dhss.alaska.gov/dpa/Pages/ccare).

For more information on barrier crimes that prevent individuals from being employed by a child care provider or providing child care visit [www.dhss.alaska.gov/dpa/Pages/ccare](http://www.dhss.alaska.gov/dpa/Pages/ccare).

### **Child Care Provider Quality Information**

If your child care provider participates in Alaska's voluntary Quality Recognition and Improvement System (QRIS) known as Learn & Grow, information can be viewed at:

[Home - Learn and Grow \(threadalaska.org\)](http://threadalaska.org)

### **How to File a Complaint**

To file a complaint against a child care provider located within the Municipality of Anchorage, please email the Municipality of Anchorage at: [hscccl@muni.org](mailto:hscccl@muni.org) or contact the main office at (907)-343-4758.

To file a complaint against a child care provider located outside of the Municipality of Anchorage, please email [CCPO@alaska.gov](mailto:CCPO@alaska.gov) or contact the main office at (907) 269-4500 or toll free at 1 (888) 268-4632.

To file a complaint against a CITC child care provider please email [childcare@citci.org](mailto:childcare@citci.org) or contact the main office at (907) 793-3300.

### **Services for Children and Families**

CITC Child Care Services is not the only childcare assistance program to serve you. If a family chooses to receive services through the State of Alaska Child Care Program Office, CITC staff will assist in connecting individuals and families to the Alaska Child Care Assistance Program.

For information about the State of Alaska Child Care Services visit the State of Alaska Child Care

Services website at [www.dhss.alaska.gov/dpa/Pages/ccare](http://www.dhss.alaska.gov/dpa/Pages/ccare)

For additional services for your family please visit <https://alaska211.org>

### **Equal Access and Child Care Assistance Program Rates**

The Child Care Assistance Program uses the "state rate" to figure out the most we can pay to a child care provider. These rates may be different than the provider's actual charges for child care services, in which case the family is responsible for paying the provider the difference, in addition to

the family's required co-payment based on family size and countable monthly income. The Child Care Program uses state rates to provide families participating in the program equal access to quality child care services.