

Child Care and Development (CCDF) Consumer Statement

Choosing a childcare provider is an important decision with many factors to consider including; cost, location, and quality of care. The CCDF program has numerous resources available to help families choose the best childcare provider based on their needs.

Submitting a Complaint

Relative care provider complaints can be submitted in writing to the Tribal Lead Agency (TLA) or Oneida Economic Support Childcare Program. CCDF management will be responsible to follow up and take any necessary actions to address the complaint.

Complaints can be submitted to the TLA in the following ways:

In person at:

2640 West Point Rd.
Green Bay, WI 54304

By Mail:

Oneida Economic Support CCDF Program
PO Box 365
Oneida, WI, 54155

By Fax at:

920-490-6803
Att: CCDF Program

Process of Responding to complaints by Tribal Lead Agency

The TLA investigates all complains received regarding relative care providers including those from parents, other family members, neighbors, social services and law enforcement personnel, other community members, and anonymous sources. The staff person who received a complaint gathers sufficient information from the complainant. The information will be given to CCDF management to assess how soon the investigation must be initiated. Any complaint received will be reviewed within the same day or next business day if received during non-business hours. Priority action steps will be taken based on the severity and if imminent danger is posed to the child(ren) in the relative care home.

Maintaining a record of substantiated complaints

The TLA will maintain all substantiated and unsubstantiated parental complaints in a paper file or computer base for the duration a provider is actively providing care and six years after the provider ends care. This allows for an ongoing record of investigations and findings.

Providing public access to substantiated complaints

TLA relative care provider complaints will not be made public. The information will remain in the file for the duration the provider is actively providing care and six years after the provider ends care. This allows for an ongoing record of investigations and findings.

Monitoring and inspection reporting

TLA will conduct home visits to ensure relative care providers are compliant with the health and safety standards of the CCDF program. During the certification period, a scheduled visit will be done before certification approval. Monitoring and Inspection reports are not available to the public.

Monitoring and inspection reports will remain on file for the duration the provider is actively providing care and six years after the provider ends care. This allows for an ongoing record of investigations and findings.

When a complaint is received CCDF staff members will make an unannounced home visit, and at recertification a scheduled visit will be completed before recertification is approved. When a relative care provider moves into a new residence, a scheduled home visit will be made within 30 working days. Relative care providers may expect an annual unannounced visit during periods of care to ensure proper health and safety measures are in place. TLA may be able to support relative care provider with health and safety materials as needed.

Submission of reports relating to serious injuries or deaths

Relative care providers must report a death, incident, or accident of a child in care to the TLA, in writing, within 48 hours of the death or of seeking medical care for the child or becoming aware that medical treatment was sought by others in the home

Background checks

The TLA will conduct background checks using Wisconsin Circuit Court Access and Wisconsin Sex Offender Registry for all household members listed on the Relative Care Application.

Reporting fraud

The TLA is dedicated to preventing, detecting and investigating any fraud to ensure the appropriate use of CCDF funds and resources. If you suspect someone is committing fraud, please submit your concern in writing.

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Information and availability about childcare services

TLA shares information with eligible families, the general public and where applicable, childcare providers, about the availability of childcare services provided through the CCDF program and other programs for which families may be eligible in the following ways:

- Tribal newspaper
- Agency website
- CCR&R organizations
- TLA's reception area
- Community events
- Email upon request

Quality information and reporting of quality ratings

A variety of consumer materials are available and displayed in the department's reception area and provided at the time of application or inquiry. Consumer materials and resources are also available on the TLA website. The TLA refers clients to CCR&R and other state childcare resources.

Childcare Finder: [ChildCareFinder \(wisconsin.gov\)](http://www.wisconsin.gov/childcarefinder)

CCR&R: <https://www.fcnew.org>

TLA website: <https://oneida-nsn.gov/resources/economic-support/> (click childcare services program tab)

YoungStar – Wisconsin's Child Care Rating and Improvement System: [About YoungStar Program \(wisconsin.gov\)](http://www.wisconsin.gov/youngstar)