

# CHILD CARE ASSISTANCE PROGRAM (CCAP) ALL PROVIDER MEETING

DECEMBER 2, 2019 9:30-11:00 AM



# Agenda

Topic	Presenter	Time
Welcome & Introductions	Courtney Hawkins, Director	9:30 AM
Child Care Licensing Team Transition to DHS	Caitlin Molina, Assistant Director	9:40 AM
Meet the Child Care Licensing Team & Introductions	Nicole Chiello	9:55 AM
Preview of New Child Care Licensing Provider Forms	Nicole Chiello	10:10 AM
Legislative Ask for Office of Child Care	Caitlin Molina	10:20 AM
Provider Survey & Frequently Asked Questions	Caitlin Molina and Nicole Chiello	10:25 AM
Contact Us	Nicole Chiello	10:35 AM
Questions & Comments		10:40 AM



# WELCOME & INTRODUCTIONS

*Courtney Hawkins, Director of the RI Department of Human Services*

- Introductions
- Background on the Changes
- Opportunities Ahead



# CHILD CARE LICENSING TEAM TRANSITION TO DHS

*Caitlin Molina, Assistant Director of Child Care*

- DHS Mission; OCC Mission
- DHS Guiding Principles
- Alignment to CCAP Office and Licensing Team
- How to Reach Us



## Our Mission at DHS

*Through the efficient provision of critical safety net and other supportive services, DHS staff are committed to ensuring that individuals and families in Rhode Island have access to the supports they need to achieve their goals.*

## Our Mission at the Office of Child Care

*As a division of the Rhode Island Department of Human Services, the Office of Child Care supports the workforce in providing families with equitable access to high-quality, safe, affordable child care.*

# DHS Guiding Principles

	Guiding Principle	In practice, we ask:
	<b>Right Service, Right Place</b> <i>Effective triage is fundamental, so that providers are directed to the channel /place that can meet their needs as quickly as possible.</i>	<i>Do providers/parents/staff know where to turn in order to find the answer?</i>
	<b>Champion “The Easy Way”</b> <i>Reward those who are proactive, prepared, and use preferred channels. Don’t just encourage – incentivize!</i>	<i>What will make this situation/process easier, and are we providing incentives to do it?</i>
	<b>Prevention &gt; Correction</b> <i>An ounce of prevention is worth a pound of corrective action.</i>	<i>How can we keep children safe and protected?</i>
	<b>Decide with Data</b> <i>Use data to inform decisions and track progress.</i>	<i>Is our reasoning in this process/procedure/policy based on solid evidence?</i>

# DHS Guiding Principles



## Guiding Principle

### **Clear Message, Warm Voice**

*Licensing can be complicated and confusing, but the process doesn't have to be. From notices to voicemails to in-person conversations, providers and parents should feel informed, respected, and understood.*

## In practice, we ask:

*Are we communicating expectations clearly and plainly?*



### **Keep Others in the Loop**

*Make extraordinary efforts to let others know the status of a case/task at any given time.*

*What questions might a customer have, and how are we answering them (before they are asked)?*

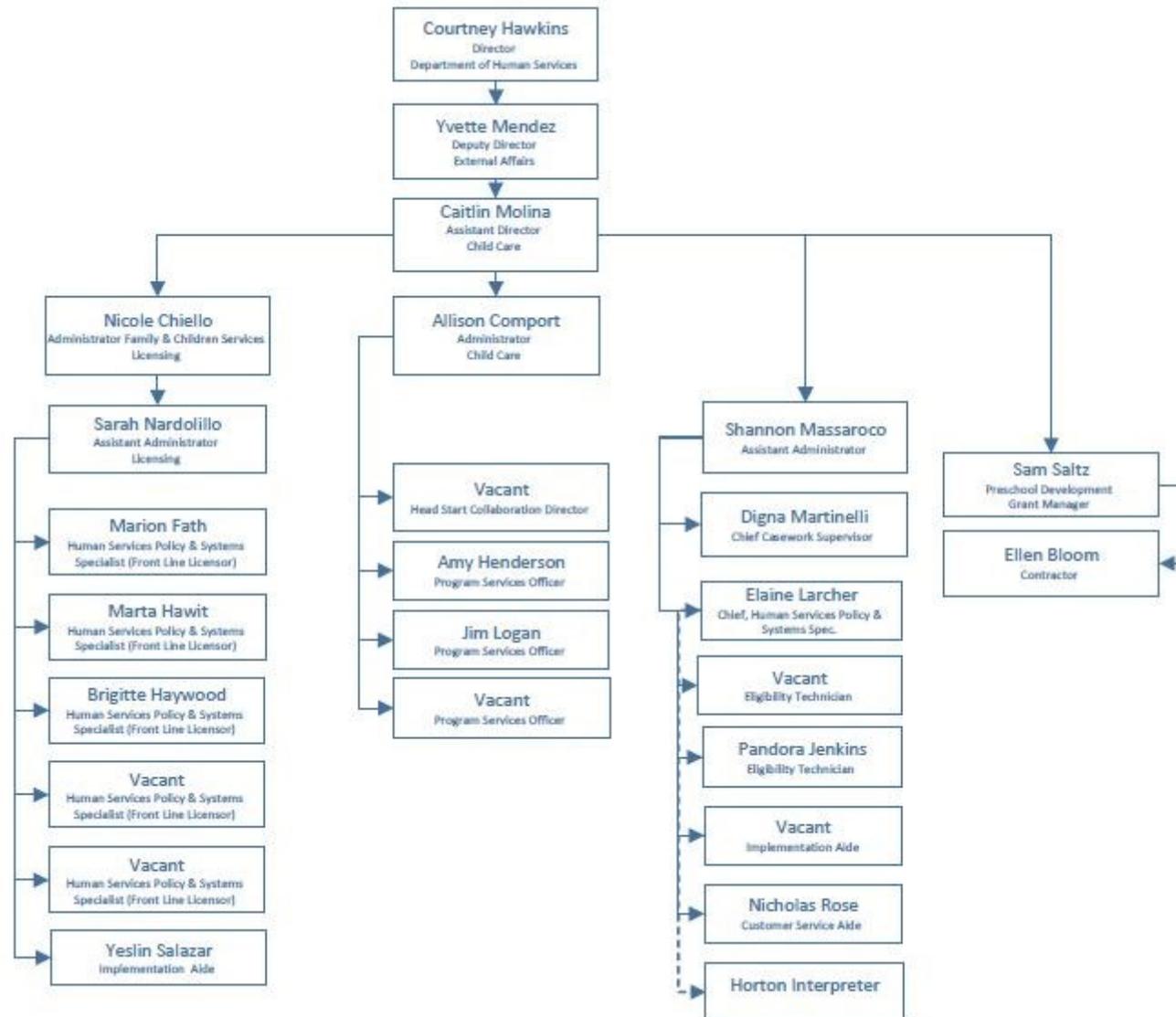


### **Inspire Confidence**

*People tend to remember bad experiences more than good ones. Highlight when things go well in order to rebuild trust with employees and providers*

*Will this strengthen the relationships between licensors and providers?*

# Alignment of CCAP and Office of Child Care Licensing Team (CCL)



# Reaching Out to Child Care Licensing Team

*There are many ways to reach Child Care Licensing, including online, via email, over the phone, and in person*



The DHS Child Care Licensing Website:

<http://www.dhs.ri.gov/Programs/CCAPLicensing.php>



The DHS CCL Email:

[DHS.ChildCareLicensing@dhs.ri.gov](mailto:DHS.ChildCareLicensing@dhs.ri.gov)



The DHS CCL Phone  
Line:

[401-462-3009](tel:401-462-3009)

DHS CCL Open Office Hours:

Monday, Wednesday, Friday 8:30am-4:00pm (closed 12-1pm for lunch)

25 Howard Avenue, Building 57, 4<sup>th</sup> Floor

*During office hours, paperwork and fees may be dropped off and general questions may be answered by the Implementation Aide.*





# MEET THE CHILD CARE LICENSING TEAM

*Nicole Chiello, Administrator of Family and Children Services, Licensing*

- Introductions
- Training Review

# Nicole Chiello

*Administrator of Family and Children Services, Licensing*



## **Professional Experience**

- Administrator of Child Care Licensing and Regulation (DHS), *as of October 28, 2019*
- Deputy Chief of Child Care Licensing, Department of Children, Youth and Families (DCYF)
- The Children’s Workshop
  - Served as Vice President & Regional Director of Operations for ten schools in Massachusetts
  - Former Licensed Center Director

## **Engagement in the Early Childhood Field**

- Featured presenter for the National Association for the Education of Young Children (NAEYC) in Washington D.C., presented on transforming managers to leaders
- Presented at both local and national conferences (Rhode Island Association for the Education of Young Children “RIAIEYC”, NAEYC, McCormick Institute)

*“I love what I am doing and am grateful to be able to continue it on a larger scale as the Administrator of Child Care Licensing & Regulation for DHS. I am so excited to...work with families, providers, and my Early Childhood colleagues to both support and strengthen the field for the state of Rhode Island.”*

# Child Care Licensing Team Staff



**Sarah Nardolillo**

*Assistant Administrator of Family and Children Services, Licensing*

## **Experience**

- Began working in Early Childhood while attending college, first in a family child care and then at a YMCA summer program.
- Graduated college and joined Woonsocket Head Start where I worked for 15 years.
- Transitioned to DCYF as a Social Case Worker for 5 years prior to coming to DHS.
- Joined DHS in April 2019, working in the Office of Child Care managing contracts related to improving quality and supporting the child care workforce.
- “I am looking forward to continuing this work as part of my new role!”



**Yeslin Salazar**

*Implementation Aide*

## **Experience**

- Yeslin Salazar grew up in the West End of Providence.
- Graduating from Central High School in 2013.
- Graduated from YearUp program in 2017 with a focus in Business Operations.
- Began in State service as an intern in 2016.
- Became a full time State employee with the Department of Human Services and was recently promoted to Implementation Aide for Child Care Licensing.

# Child Care Licensing Team Staff



**Marion Fath**

*Licensor*

**Experience**

- Been with DHS for more than 35 years.
- Held various roles and has been Human Services Policy & System Specialist since 2013.
- “Seeing the world through a child's eyes gives the meaning of humanity. I feel privileged to have this assignment.”



**Marta Hawit**

*Licensor*

**Experience**

- Has worked for the State of RI for more than 20 years, 14 of which as a General Public Assistance (GPA) and Child Care Social Worker.
- After five years of working at DCYF, she returned to DHS to be a part of our Child Care Licensing team.



**Brigitte Haywood**

*Licensor*

**Experience**

- Has a Bachelor’s Degree from Rhode Island College.
- Pursued a career in the nonprofit sector.
- Has more than 20 years of experience working with children and families in a variety of settings.

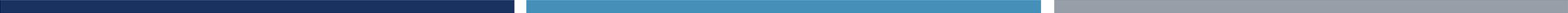
# CCL Licensor Training

*“Over the years depending on who has been assigned to my daycare there has been total inconsistency on interpreting the regulations. Each case worker has their own interpretations, making my to-do list a little different each year. It would be nice to see consistency across the board.”* – Survey Respondent

To support licensors in consistently and equitably interpreting and applying the licensing regulations, licensor training includes:

- 9 hours of targeted onboarding training
- Shadowing of monitoring visits conducted by the Administrator
- Participation in inter-rater reliability visits in licensed center based and family child care home settings





# PREVIEW OF NEW CHILD CARE LICENSING FORMS

- Monitoring Checklists
- Application Cover Checklist

# Monitoring Checklists

## Monitoring Checklist forms were updated to:

- Meet federal requirements
- Provide clarity for licensors and providers

### Note

Child Care providers are responsible for complying with all licensing regulations for their license type, even if a regulation does not explicitly appear on a monitoring form.



Rhode Island Department of Human Services  
Group/Family Child Care Home Monitoring Checklist  
Draft 11/8/2019

Visit Information			
Visit Date	Visit Start Time	Visit End Time	
Purpose of Visit	<input type="checkbox"/> Initial Visit	Case Status, if applicable	<input type="checkbox"/> Renewal
	<input type="checkbox"/> Renewal Visit		<input type="checkbox"/> Change of Address
	<input type="checkbox"/> Unannounced Monitoring Visit		<input type="checkbox"/> Probationary
	<input type="checkbox"/> Complaint Investigation		
<input type="checkbox"/> Follow up visit			
Name of Licensor			

Provider Information	
Facility Name	
Provider ID	License Expiration Date
Email Address	Telephone Number
Street Address	City
State	Zip
Licensed Capacity	Total Children Enrolled
Approved Days and Times when child care is provided	
Day:	Sunday   Monday   Tuesday   Wednesday   Thursday   Friday   Saturday
Open:	
Hours: (Open/Close)	__AM/PM   __AM/PM   __AM/PM   __AM/PM   __AM/PM   __AM/PM   __AM/PM
Star Status or Accreditation	Expiration Date

Ratio and Group Size			
Total Children Onsite		Number of Staff with children Onsite	
Total Children Offsite		Number of Staff with children Offsite	
Children Present by Age			
6 weeks-18 months		19 months-5 years	School age



Rhode Island Department of Human Services  
Child Care Center and School Age Program Monitoring Checklist  
Draft 11/8/2019

Provider Information		
Program Name		
Provider ID	License Expiration Date	
Email Address		Telephone Number
Street Address		City
State		Zip
Licensed Capacity	Total Children Enrolled	Total Staff Employed
I/T:	I/T:	
PS:	PS:	
SA:	SA:	
Star Status or Accreditation	Expiration Date	

Visit Information			
Visit Date	Visit Start Time	Visit End Time	
Name of Licensor			
Purpose of Visit	<input type="checkbox"/> Initial Visit	License Status	
	<input type="checkbox"/> Renewal Visit		<input type="checkbox"/> Regular
	<input type="checkbox"/> Unannounced Monitoring Visit		<input type="checkbox"/> Provisional
	<input type="checkbox"/> Complaint Investigation		<input type="checkbox"/> Probationary (staffing)
<input type="checkbox"/> Follow up visit		<input type="checkbox"/> Probationary (non-compliance)	

Classroom:	Age Group:	# of children	# of staff	# of others	Activities Observed:

# Miscellaneous Forms

## Licensed Child Care Application Cover Letter

To support providers in their application process, the *Licensed Child Care Application Cover Letter* is an easy to navigate, comprehensive reference that outlines application/renewal application requirements.



Rhode Island Department of Human Services  
Licensed Child Care Application Cover Letter

Beginning Monday, October 28, 2019, the following fees and forms must be submitted to the Department of Human Services as listed below. For any additional questions or inquiries, please contact:  
[DHS\\_ChildCareLicensing@dhs.ri.gov](mailto:DHS_ChildCareLicensing@dhs.ri.gov)

### Application Fees

Please be advised that fees are nonrefundable and shall be paid for all initial licenses, renewals of licenses, and changes of address.

The following fees have been established based on the Application type:

- Change of Address - \$100
- Child Care Center (Initial)- \$500
- Child Care Center (Renewal)- \$500
- Family Child Care Home License (Initial) - \$100
- Family Child Care Home License (Renewal) - \$100
- Group Family Child Care Home License - \$250

### Additional Fees

In addition to the Application fees, the following individuals for Family Child Care Homes AND Group Family Child Care Homes, must each pay a ten dollar fee (\$10.00) for each Department Clearance request:

- Providers
- Assistant(s)
- Emergency assistants

All Fees Must be Made Out to: Rhode Island General Treasury

### Mailing Applications and Fees

Applications and fees should be mailed to:

Rhode Island Department of Human Services  
Office of Child Care Licensing Unit  
25 Howard Avenue, 4<sup>th</sup> Floor  
Cranston, RI 02920

### Fingerprinting and Background Check Fees

All applicants and providers, including (1) Center and School Age Programs, (2) Family Child Care Home providers, residents, and associated staff, and (3) Group Family Child Care Home providers, residents, and associated staff, must go to the Rhode Island Attorney General's office to be fingerprinted. The AG's office is located in the Pastore Center at 4 Howard Avenue in Cranston. Payment for fingerprint background checks is \$40.00 and can be made by credit card, debit card, check or money order. For questions, please call the Attorney General's office at 401-274-4400.



Rhode Island Department of Human Services  
Licensed Child Care Application Cover Letter

Application Requirements for Licensed Family Child Care Home, Group Family Child Care Home
<b>EACH INDIVIDUAL must submit</b> (this includes the Applicant, Emergency Assistants, Assistants)
<input type="checkbox"/> Application <input type="checkbox"/> Physicians reference form (DHS #037A) *Original only- photocopies will NOT be accepted <input type="checkbox"/> Fingerprint results of (1) the provider, (2) emergency assistant(s), (3) assistant(s) if applicable, and (4) all individuals who reside in the home and are 18 or older. *Must be submitted with all new and renewal applications. Must be done within the past 5 years or they must be done again. <input type="checkbox"/> Criminal History Affidavit (DHS #109) *Must be notarized. Original only- NO photocopies. <input type="checkbox"/> Employment History Affidavit (DHS #108) *Must be notarized. Original only- NO photocopies. <input type="checkbox"/> Tdap Immunization <input type="checkbox"/> MMR Immunization (not required if born before 1957) <input type="checkbox"/> Varicella Immunization (not required if born before 1980) <input type="checkbox"/> Flu Immunization <input type="checkbox"/> Child Protective Service Clearance Fees (\$10 each)
<b>In addition to the documents in A, the APPLICANT must also submit:</b>
<input type="checkbox"/> Application Fee <ul style="list-style-type: none"> <li>o Family Child Care Home License (Initial) - \$100</li> <li>o Family Child Care Home License (Renewal) - \$100</li> <li>o Group Family Child Care Home License - \$250</li> </ul> <input type="checkbox"/> Copy of GED or High School Diploma <input type="checkbox"/> Current approved Pediatric CPR (online NOT accepted) and First Aid Training (online accepted)- *Copy of the front and back of cards <input type="checkbox"/> DHS Orientation Certificate (3 hour training- valid for one year from the orientation date) <input type="checkbox"/> Approved "First Steps" Family Child Care and Orientation Training Program (21 hr. minimum) <input type="checkbox"/> Notarized Landlord Permission Form OR Proof of Home Ownership <input type="checkbox"/> Lead Safety Report <input type="checkbox"/> Radon Safety Report <input type="checkbox"/> State Marshall Fire Inspection <input type="checkbox"/> Liability Insurance with capacity coverage <input type="checkbox"/> Emergency Evacuation Plan (see regulation 3.111 U.1)
<b>In addition to the documents in A, any Assistant(s) must also submit:</b>
<input type="checkbox"/> Current approved Pediatric CPR (online NOT accepted) and First Aid Training (online accepted)- *Copy of the front and back of cards.

# Additional Forms

Additional forms that will undergo revision and/or be created include:

- Applications
- Customer Service Feedback Survey
- “Sorry we missed you!” Door Hanger
- Technical Assistance Referral
- Variance Waiver – Approval, Denial, Request forms
- Complaint Investigation Forms



Forms will be made available through licensors and the DHS OCCLU website:

<http://www.dhs.ri.gov/Programs/CCAPLicensing.php>





# LEGISLATIVE ASK FOR OFFICE OF CHILD CARE

*Caitlin Molina, Assistant Director of Child Care*



## FY 21 CCAP Base Rates

### Problem:

ACF\* requires states to set base rates at the 75<sup>th</sup> percentile of the most recent Market Rate Survey. RI's center-based rates for CCAP providers serving preschool-aged children are at the 11<sup>th</sup> percentile. RI's center-based rates for CCAP providers serving infant/toddler-aged children are at the 4<sup>th</sup> percentile.

RI is currently on Corrective Action with ACF for its base rates and is currently subject to a 4% penalty on its CCDF\* discretionary funding, if base rates are not raised to the **25<sup>th</sup> percentile** this fiscal year, 2021.

	Current Base Rate	Current PCTL	Proposed Base Rate	Proposed PCTL
Infant/Toddler	\$198.48	4 <sup>th</sup>	\$222.38	25 <sup>th</sup>

\* CCAP is funded by the Administration for Children and Families' Child Care Development Fund (CCDF.)

## Solution: FY 21 CCAP Proposed Rate Enhancements

### Current CCAP Center-Based Rates

	1 Star (Base)	2 Star	3 Star	4 Star	5 Star
Infant/Toddler	\$198.48	\$203.32	\$218.81	\$232.37	\$257.54

### Proposed FY21 CCAP Center-Based Rates

	1 Star (Base)	2 Star	3 Star	4 Star	5 Star
Infant/Toddler	\$222.38	\$226.83	\$240.17	\$249.07	\$257.54



# PROVIDER SURVEY & FAQs

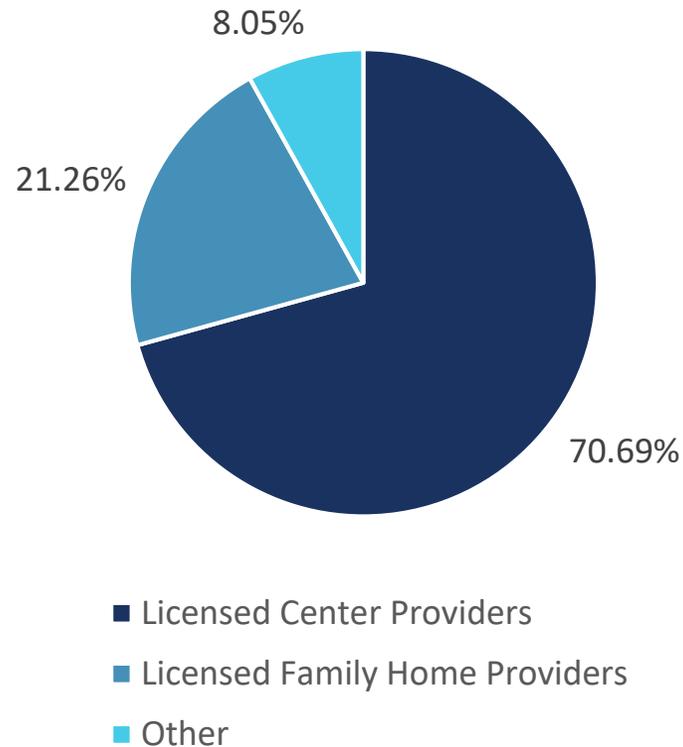
*Caitlin Molina and Nicole Chiello*



# Provider Survey

Provider surveys were distributed in late October and we received over 170 responses! Thank you!

Respondent Types



- Majority (95%) prefer email as the best method of communication.
- Almost half of respondents (47.7%) felt they knew at least something about the licensing transfer.

## Top 3 Responses to “What improvements to the statewide child care system or outcomes would you expect to see from the transition?”

- Increased clarity in existing or new regulations (81%)
- Improved technology use and/or data sharing between agencies, the licensing team, and providers (67.4%)
- Improved communication/collaboration between Licensing and the provider community (66.9%)

# Provider Survey

With this data, we have continued to build out and strengthen the Frequently Asked Questions (FAQ) document for provider support. Below are a few consistent topics brought up in the survey and responses from the FAQ:

Questions	DHS FAQ Response
<b>How is this transition effecting renewals?</b>	<p>All pending applications received by DCYF prior to 10/28/19 have been brought over during the transfer for completion. Any renewals received by DCYF after the transfer date will be forwarded to DHS at:</p> <p><b>Office of Child Care Licensing Unit</b> <b>25 Howard Ave, Building 57</b> <b>Cranston, RI 02920</b></p> <p>All fees will remain. Application fee checks must be made out to: <b>Rhode Island General Treasury</b></p>
<b>How will my current license be impacted?</b>	<p>All current child care licenses will remain valid upon the transfer. All child care licenses will still be subjected to the same renewal process and licensing regulations.</p>
<b>Who is my licenser/who is assigned to me?</b>	<p>Providers will be assigned new licensers. Beginning this winter, all providers will have the opportunity to meet the new licensing staff. As new licensers are assigned to programs, the licensers will reach out to the providers by email with their contact information. Additionally, the Child Care Licensing team is committed to visiting each program in the first few months of the new year allowing for licensers and programs to meet in-person for an initial monitoring visit to be conducted by DHS.</p>

## Additional FAQs

Questions	DHS FAQ Response
How will this transfer affect me?	For child care providers, the day-to-day responsibility of providing safe, quality care to children as outlined by current child care licensing regulations will not change. DHS is looking forward to building strong relationships with partnering agencies and the child care workforce as this transfer occurs.
Will there be new child care licensing regulations?	<p>The current regulations listed on the DCYF website remain valid: <a href="http://www.dcyf.ri.gov/licensing-child-care/">http://www.dcyf.ri.gov/licensing-child-care/</a> The regulations are now also available on the DHS website at: <a href="http://www.dhs.ri.gov/Regulations/218-RICR-20-00-4ChildCareAssistanceProgram.pdf">http://www.dhs.ri.gov/Regulations/218-RICR-20-00-4ChildCareAssistanceProgram.pdf</a></p> <p>In 2020, DHS may propose updated Family Child Care and Group Family Child Care regulations for public comment as required by state law prior to filing.</p>
Will this impact my CCAP payments or CACFP?	No. This transfer will not impact your CCAP payments or CACFP.
Will participation in BrightStars be mandatory for all licensed providers?	Participation in BrightStars remains optional for all licensed providers who choose not to participate in or accept CCAP. <b>For licensed providers participating in CCAP</b> , participation in BrightStars will continue to be mandatory.



# QUESTIONS & COMMENTS

*At this time, we welcome your questions and comments.*





# CONTACT US



## Best Ways to Contact Us



Email the CCL at:  
[DHS.ChildCareLicensing@dhs.ri.gov](mailto:DHS.ChildCareLicensing@dhs.ri.gov)



Call the CCL at:  
**401-462-3009**

*Thank you for coming!*