

Parental Choice and Provider Access



Policy and Practice in West Virginia

State Administrator's Management Institute

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Subsidy Options in WV- Eligibility

- Operates as an entitlement - no wait lists.
- Uses certificate system - no contract care.
- Seamless system for all applicants.
- Subsidy system managed by CCR&Rs.
- Office visit required for new applicants.
- Sliding fee scale uses entry and exit level.
- Co-pays for all families over 40% of FPL.
- As of 3/2007, served 20.4 % of eligible population.
- Reviews conducted every 6 months.
- Interim changes do not impact fees or eligibility unless fee is reduced or a family member is added.



Subsidy Options-Reimbursements

- Providers paid monthly – one month in arrears.
- Rates are below 75th percentile with center rates being closer to 75th percentile.
- Monthly rates for 15-20 days.
- Full day is 4 hours.
- Non-traditional rates - \$4 extra per day.
- Accredited centers-\$4 extra per day.
- Family providers submit monthly sign in and out and centers submit every 6 mos.
- Registration fees not paid by agency- providers can charge a one-time only fee.

Provider Options



- Registered informal, relative (voluntary) and family child care (mandatory).
- Licensed group care and center care.
- Licensed faith based programs.
- Legally exempt – programs that operate fewer than 4 hours- school-age child care for children age 5 and up.
- Legally exempt - in-home care.
- Subsidized providers must attend orientation on regulatory requirements and training on subsidy rules and payments.

Consumer Education Requirements for CCR&R Agencies

WV provides grant funding to CCR&R agencies to provide consumer education designed to inform parents about:

- Their child care options.
- How to select quality programs for their children.
- How to recognize indicators of child abuse or neglect.
- Information on other resources available, health and safety issues, etc.





Consumer Education Policy

- ✚ Assist parents to select child care arrangements and become quality-conscious consumers
- ✚ Encourage parents to review all consumer education materials before selecting care and constantly monitoring care once child is placed
- ✚ Help parents avoid inadequate or potentially dangerous settings

Consumer Education Policy



- ✚ Remind parents to be sensitive to children's attitudes toward care or behavior that could be a sign of problems with the situation.
- ✚ Remind parents of the importance of consistency and continuity of care and how changing providers too much can be detrimental to children
- ✚ Remind parents to report non-compliance issues in regulated care and to report suspicion of child abuse or neglect.

Intake Interviews and Consumer Education

WV requires parents to have a face-to-face interview with CCR&R workers. Why?

- To develop a helping relationship with parents.
- To support families by assessing needs and offering individualized referrals and other resources.
- To provide information on topics such as ADHD, tax credits, Back to Sleep and even voter registration.
- To offer forms of consumer education other than the written word – individualized discussions with parents and videos in waiting rooms.



Intake Interviews and Consumer Education

To provide additional education for parents on topics such as:

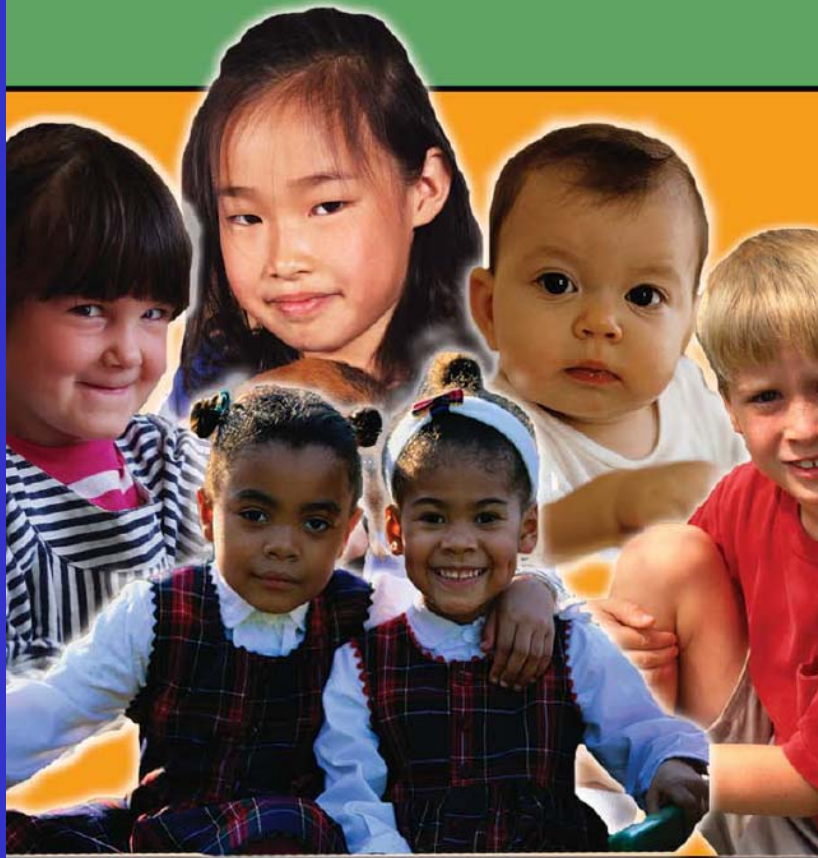
- Ongoing monitoring of care.
- Sensitivity to children's reactions.
- Maintaining eligibility for the voucher system.
- Who to contact when there are concerns about health or safety in a child care setting.
- What providers expect from parents so parents don't lose care due to failure to meet those expectations.

•To insure delivery of the message. Brochures may remain unread due to:

- Literacy issues.
- Lack of interest.
- Loss of written materials.



Choosing the right child care provider



Provided by the West Virginia Department
of Health and Human Resources

Content:

- ✚ Types of care and general requirements for each
- ✚ Preparing your child for child care and your caregiver for your child
- ✚ Health and immunization info
- ✚ 8 Things to Expect from Your Provider and 8 Things Your Provider Expects from You
- ✚ Feel Secure/ Feel Concerned
- ✚ Child Care Checklist
- ✚ CCR&R List

Helping West Virginia Families Afford Child Care



Provided by the West Virginia Department
of Health and Human Resources

Content:

Child Care Assistance

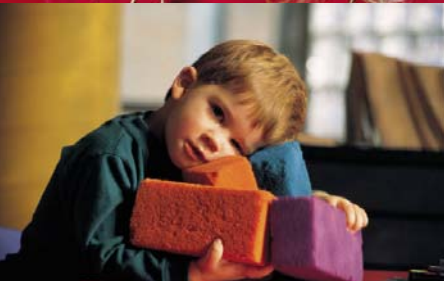
- How/where to apply
- Verifications needed
- How the certificate works
- Renewal and reporting requirements
- Fees and co-payment

Other Resources

- Health resources
- Tax credits
- Other ECE Programs

Consumer Education on Choices CCR&R Web Site

- Qualifications for Child Care Assistance
- Types of Child Care
- Paying for Child Care
- Choosing Quality Child Care
- Early Education-The Key to Success
- Developmental Milestones
- Ways to Show Kids You Care
- Tips for Balancing Work and Family
- Earned Income Credit
- Change of Information Form
- Children's Health Insurance Program Information
- Vision Screening





Consumer Education Choices Parent Resource Guide

- Children's Health Insurance, WIC
- Earned Income Tax Credit
- Evaluating Child Care- by Child Care Aware, NACCRRA
- Developmental Milestones
- Ten Ways to Prevent Child Abuse
- Safe Sleep for Your Baby
- Tips for Selecting and Using Safety Seats
- Community Resources by County
- Web Resources for Parents

Access to Providers

Policies that Matter



Policies that Impact Provider Access

- ✚ Rates set at different percentages of market rate – can change the balance of care
- ✚ Allowing additional fees- summer activity, registration, transportation-good for providers-hard for parents, so who pays?
- ✚ Paying for the slot of care versus days used
- ✚ Full/part day definitions
- ✚ Waiting lists versus limiting income eligibility
- ✚ Rigorous improper payment policy or reduced paperwork burden for providers and staff
- ✚ High quality licensing standards that eliminate some providers versus low standards that increase numbers of providers.



Balancing Policies to Promote Access to Services

- More vouchers or better paid providers and access?
- Place families on waiting lists to show demand for care or serve the neediest of the needy?
- Provide one-on-one consumer education or limit office visits for parents?
- Reduce burden for staff and families by reducing frequency of reviews versus deterring improper payments/fraud?
- Reduce paperwork by eliminating sign in and out or deter improper payments by requiring them?
- Allow providers to charge extra fees to increase access to care or limit extra fees to reduce the financial burden on families?

