



Wellesley Child Care Research Partnership

What Happens When Child Care Inspections and Complaints Are Made Available on the Internet?

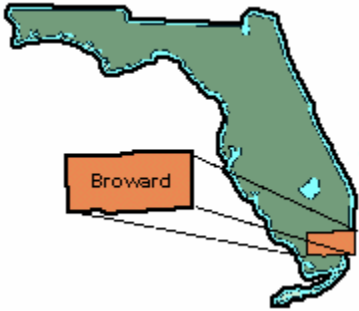
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Placing Inspection & Complaints on the Internet



- Broward County Florida—Locally Set & Enforced Minimum Standards for Child Care Providers
- Meetings With Providers—Some Concern from Family Child Care Homes
- Press Announcement of Availability—Media Coverage & Advertising---January, 2001

Human Services Department
Child Care Licensing and Enforcement Services
Board of County Commissioners, Broward County, Florida
Bureau of Children and Family Services

Child Care Facility Inspection Report

License Number: 45168

Facility Information: MCGINNIS SCHOOL, INC.; 668 NE 14 COURT; FT. LAUDERDALE, FL 33304;
(954) 763-4224

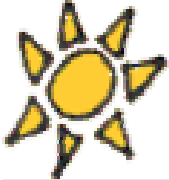
Inspected By: Susan Wallsmith; 2995 North Dixie Highway; Ft. Lauderdale, FL 33334; (954) 537-2800

Director
MCGINNIS, JOYCE

Owner
MCGINNIS SCHOOLS, INC.

Date of Inspection 06/09/2003	Arrival Time 1:30PM	Departure Time 2:00PM	Purpose of Visit Complaint
Summer Program Yes	Type N/A	Capacity/Enrollment 225	Children Present n/a

Inspection Report		
Passed/Failed Fail	Revisit Yes	Mail/Call Back Mail Back
Violation Issued No	Administrative Fine No	Staff/Child Percentage n/a% n/a%



Child Care Facility Inspection Report

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Summary

7-5.01, Condition of Facility *Fails to Comply*

Findings/Corrections

Complaint:

Two classrooms are being used also as garages. The rooms are used during the day as classrooms and at night to park the school vans. The classrooms both have strong gasoline odors. Some of the children are getting sick. Concerned about the safety of this room for the children.

Investigation:

An investigation was made on 5/14/03 by the monitor. At that time the complaint was found to be unfounded. The monitor could only conduct a sensory inspection.

A second complaint was then received. At that time the Child Care Licensing Department requested an air quality check to be completed on these rooms. This was conducted on 5/29/03. Upon receipt of these findings the rooms are found to be not in compliance of the ordinance 94-2 section 7-5.01 which states the following:

1. All child care facilities shall conform to state and local environmental health, water, sewage disposal, and building code standards.

****Based upon the results of the air quality report(attached) this area is out of compliance.**

The facility needs to comply in one of the following:

1. The classrooms are not to be used by the students until the rooms and contents are disinfected and re-tested for acceptable air quality. This area may then be used **ONLY** for children. Vans **MAY NOT** be parked in this area at anytime.

OR

2. These areas can be used for garages only. No children will be permitted to use this space. The two garages/classrooms will need to be measured and the square footage will then be deducted from the licenced capacity of the facility.

****as of this date the areas in question will need to be closed off and NOT USED until one of the above options has been selected.**

Deadline - Immediate



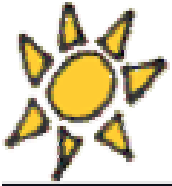
Are the Reports Utilized?

Table 1

Broward County Children's Services Administration Division

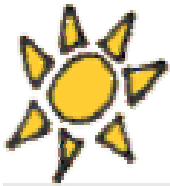
Monthly Hits - all web pages

<u>2000</u>	<u>Hits</u>	<u>2001</u>	<u>Hits</u>	<u>2002</u>	<u>Hits</u>
Jan.	42728	Jan.	56260	Jan.	78545
Feb.	25783	Feb.	56543	Feb.	75879
Mar.	26785	Mar.	63108	Mar.	79628
Apr.	22937	Apr.	66888	Apr.	82834
May.	33068	May.	63532	May.	82823
Jun.	34629	Jun.	58198	Jun.	82823
Jul.	31258	Jul.	61276	Jul.	85446
Aug.	39024	Aug.	67665	Aug.	70384
Sep.	35949	Sep.	138515	Sep.	65837
Oct.	42933	Oct.	107364	Oct.	82028
Nov.	49233	Nov.	63924	Nov.	60792
Dec.	39731	Dec.	53627	Dec.	161290
Total per year	424058		856900		1008309
Avg. per month	35338.17		71408.33		84025.75



What Effects?

- Parent Use Report & Choose Higher Quality Care—“Vote with their feet”
 - Enrollment increases at high-quality centers & decreases at low-quality centers
- Providers Improve the Quality of Care
- Low-Quality Providers Leave the Market
- Inspectors Are More Conscientious
- Inspectors and Providers Conspire to Improve Inspection Reports—Regulatory Capture



The Data

- Inspection & Complaint Data—March 1999-June 2002
 - 3,641 inspection reports on 505 licensed center providers
- R&R Data for Broward County and Northern 1/3 of Miami-Dade County
- Observational Assessment Scores For Providers With Purchase Of Service Contracts With The Child Care Subsidy Program--July 1999-June 2002
 - 28% of center providers in Broward County



Findings--Inspections

- Routine inspections increase significantly from 969 in 2000 to 1,329 in 2001
 - 2.67 inspections per center in 2000; 3.18 inspections per center in 2001
 - 14 more inspections per full-time inspector in 2001 v. 2000
- Significant change in inspection outcomes
 - Inspections are more likely to provide mixed review of centers (e.g., some passes some fails, some notices, some fines)

Findings—Parents & Centers

- No significant change in enrollment or vacancy rates at centers with better or worse inspection records
 - Parents do not seem to have voted with their feet in year after inspections placed on web
- Parents do not file significantly more complaints after inspection placed on web
 - Parents do not appear to have been “empowered” in first year after inspections & complaints were placed on web
- Centers are more likely to cease providing child care after failing an inspection—but no significant change after inspections are placed on the Internet



Findings—Quality of Care

- Significant change in inspectors behavior
 - Can't use measure of quality from inspection reports
- Use data on accreditation from R&R
 - All measures of accreditation increase after inspections made available on web—only Broward Gold Seal accreditation increases significantly
- Use data on observational assessment of subsidized providers
 - Significant increase in mean assessment scores controlling for center-specific characteristics, time-varying economic and policy changes and time trends

Methodology—Significant Increase in Quality at Subsidized Centers

- **Before After Design**—controls for center-specific effects
 - Mean assessment score in Broward increases by 1.55 points after inspection placed on the Internet
- **Difference-in-Differences Estimate**—controls for center-specific effects & time effects impacting both areas (e.g., policy changes, economic changes)
 - Comparison area—northern 1/3 of Miami-Dade County
 - Mean assessment scores in Broward increase by 1.6 points after inspections placed on the Internet



Difference in Difference Estimate

Table 3

Differences & Differences in the Differences

(P-Values in Parentheses)

	Mean Score	Mean Score	P(After)-
	Before	After	P(Before)
Broward	89.22	90.77	1.55
			0.00
North Dade	91.46	90.40	-0.05
			-0.06
Difference in the Differences			1.600
(Broward(After)-P(Before))-(North-DadeP(After)-P(Before))			(0.00)



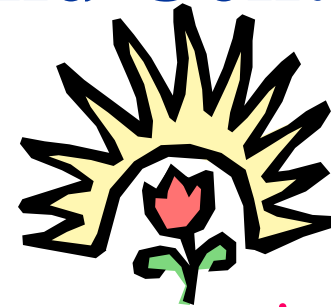
Magnitude of the Effect

- After controlling for
 - Center-Specific effects
 - Differences between Broward and Miami-Dade Counties
 - Time varying factors affecting both areas (e.g., policy changes, economic changes)
 - Time trends (e.g. secular changes in scores)
- Assessment scores in Broward County increased by 2.82 points, about $\frac{1}{2}$ a standard deviation after inspection and complaints were placed on the Internet
- Increases is comparable to those for more expensive approached to improve classroom environment, center management and the curriculum

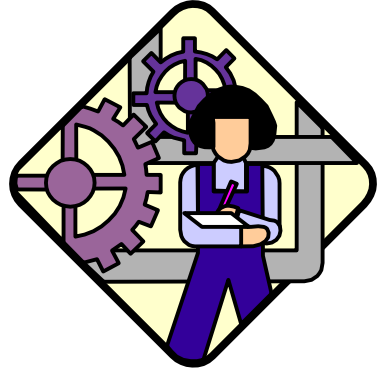
Bad News—Parent Do Not Respond in Short Run

- We only follow for one year
- Parents may change their behavior only with a lag—Additional year to two year follow-up needed
- Direct look at parental choices rather than indirect look through vacancy and enrollment data
- Examine parent making choices throughout the time period (i.e., parent that made child care choices both before & after inspections available on the Internet)

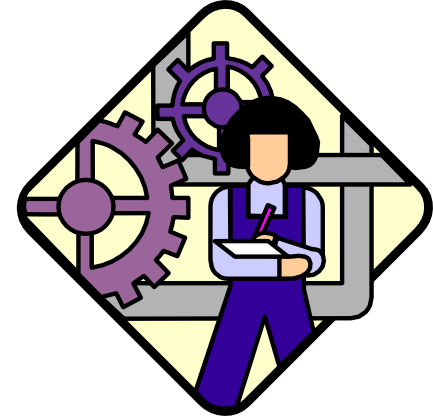
Good News—Inspector and Centers Do Respond



- Inspectors inspect more and provide more mixed reviews
- Quality of care for low-income children increases significantly controlling for center-specific effects, time-varying changes affecting both Broward and Miami-Dade and time trends
- Accreditation increases, but only one type of accreditation increases significantly



Implementation Issues



- **Technical Difficulties**
 - Outside vendor v. inside development
- **Staff Training**
 - Broward experience some staff turnover with move to laptop inputting of data
- **Provider Resistance**
 - Easier if inspection agency has helping rather than adversarial relationship with providers
- **Keep reports simple and straight forward**
 - Inspector's name and contact information
 - Center's name and contact information
 - Simple summary measures of performance



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