



CONSUMER EDUCATION: INFORMATION ABOUT PROVIDER MONITORING AND OVERSIGHT

The Office of Child Care (OCC), Administration for Children and Families (ACF), U.S. Department of Health and Human Services is committed to helping parents make the best child care choices for their families. The reauthorization of the Child Care and Development Block Grant Act (CCDBG Act of 2014)¹ provides an opportunity for States to share information that can help parents or guardians make informed choices when selecting care for their child. One of the best resources is a child care provider's monitoring history and an understanding of the requirements and processes that help protect children in care.

This is one of a series of four issue briefs that address CCDBG Act of 2014 requirements and provide state examples and links to state Web sites that can serve as examples for States and Territories in enhancing their own consumer education efforts.² These briefs were developed based on several regional webinars and meetings that focused on consumer education.

The information in this issue brief is organized into three main sections:

- An overview of the *Child Care and Development Block Grant Act of 2014* (CCDBG Act of 2014) requirements specific to consumer education and how States share provider-specific information; aggregate information about deaths, serious injuries, and abuse; and information about State licensing processes;
- Information about how States are currently sharing licensing and monitoring data; and
- Other related resources.

Child Care and Development Block Grant Act of 2014 Requirements

According to the *CCDF Reauthorization Frequently Asked Questions*³, the law requires that States make the results of monitoring and inspection reports available by “electronic means.” “Electronic means” refers to “a consumer-friendly and easily accessible website. A website with easy-to-understand, basic information about how child care is regulated and monitored, as well as the results of monitoring and inspections for individual child care providers, can improve transparency for families. In order for a

¹ *Child Care and Development Block Grant Act of 2014*, 42 USC 9801 (2014). Retrieved from <http://www.gpo.gov/fdsys/pkg/PLAW-113publ186/pdf/PLAW-113publ186.pdf>.

² These issue briefs were originally produced by the National Center on Child Care Quality Improvement, a previous contract of the Office of Child Care. The National Center on Early Childhood Quality Assurance is disseminating the issue briefs. These briefs and other resources about consumer education can be found on the Child Care Technical Assistance Network Web site at <https://childcareta.acf.hhs.gov/>.

³ Office of Child Care. (2015). *CCDF reauthorization frequently asked questions*. Washington, DC: Author. Retrieved from <http://www.acf.hhs.gov/programs/occ/resource/ccdf-reauthorization-faq>.

website to be a useful tool for parents, it should be free, easy to navigate, searchable and in plain language.”⁴

States must post the following information about licensed and license-exempt providers:

- Provider-specific information that includes:
 - ◆ Results of monitoring and inspection reports including those with substantiated complaints;
 - ◆ Last date of inspection; and
 - ◆ Information about corrective action plans if applicable.
- Aggregate information about child care in the State that includes:
 - ◆ The annual number of deaths;
 - ◆ The annual number of serious injuries; and
 - ◆ The annual number of incidences of substantiated child abuse.
- Information about State processes that includes:
 - ◆ The process for licensing child care providers;
 - ◆ The process for conducting background checks and the offenses that would keep a provider from being allowed to care for children; and
 - ◆ The process for conducting monitoring and inspections of child care providers.

In addition to the required components, ACF strongly encourages States to post other consumer education information on this Web site, including provider-specific information about the quality of care available to parents.⁵

State Information and Examples

Access to information about a provider’s license or registration status and the findings of an onsite monitoring visit can provide critical information about the safety and quality of child care. Some States post full licensing inspection reports, while others post only information about rule violations, complaints, and enforcement actions. Many Web sites include statements disclaiming responsibility or liability for use of the information or for any data inaccuracies.

In the *2014 National Association for Regulatory Administration (NARA) Child Care Licensing Programs and Policies Survey*, State licensing agencies were asked a series of questions about how inspection reports, licensing complaints, and enforcement actions are posted.

- Thirty-four States post inspection reports online.
 - ◆ Sixteen States post the full inspection report.
 - ◆ Eighteen States post a summary report.
- Twenty-nine States post complaints.
 - ◆ Nine States post all complaints.
 - ◆ Twenty States post only substantiated complaints.

⁴ CCDBG Act of 2014 658(c)(2)(D).

⁵ CCDBG Act of 2014 658(c)(2)(E)(i)(III)

- Twenty-one States post enforcement actions.
- Nineteen States allow the provider to review information before it is posted.⁶

State Examples: Online Information about Provider Monitoring and Oversight

States’ online licensing reports vary in both the information provided and the types of providers included in the search function. The table below includes a brief description of several States’ online inspection reports, including the fields contained within the search function, providers included in the search, corrective action, inspection dates, information about licensing and enforcement processes, and other notable features.

Table # 1. State Examples: Online Information about Provider Monitoring and Oversight

State and Licensing Web Site	Description
<p>Arizona</p> <p>Division of Licensing Services, AZ Care Check</p> <p>http://www.azcarecheck.com</p>	<ul style="list-style-type: none"> ■ Searchable by provider name, address, city, and zip code; ■ Search includes child care centers, child care small group homes, and child care in public schools; ■ Summary of inspection reports for past three years; ■ All complaints; ■ Enforcement actions; ■ Information about licensing and enforcement process; ■ Information about progressive enforcement process; and ■ Plan to address deficiencies and factors that are considered prior to issuing a Notice of Enforcement.

⁶ National Center on Child Care Quality Improvement. (2015b). *2014 National Association for Regulatory Administration Survey of Licensing Programs and Policies*. Unpublished data.

State and Licensing Web Site	Description
<p>New York</p> <p>http://ocfs.ny.gov/main/childcare/ccfs_template.asp</p>	<ul style="list-style-type: none"> ■ Searchable by license/registration ID, facility name, facility type, county, school district, and zip code; ■ Search includes Day Care Center, Family Day Care, Group Family Day Care, School-Age Child Care, and Small Day Care Center; ■ Option to display only facilities that administer medication, that offer nontraditional hours of care, or open facilities; ■ Information about registration period, capacity, and care available during nontraditional hours; ■ Date of last inspection; ■ Summary of violations in past 24 months and uncorrected violations open longer than 24 months; ■ Compliance status as of last inspection; ■ Enforcement history; and ■ Definition of facility types and nontraditional hours.
<p>Ohio</p> <p>http://www.odjfs.state.oh.us/cdc/query.asp</p>	<ul style="list-style-type: none"> ■ Searchable by county, city, zip code, program type, Step Up To Quality Rating, “program name begins with,” “serves children in publicly funded child care,” ages served, operating hours, accreditation entity, and Child and Adult Care Food Program (CACFP). ■ Search includes Licensed Child Care Centers, Licensed Type A and B Family Child Care Homes, and Registered Day Camps. <ul style="list-style-type: none"> ◆ Information about Type B Family Child Care Homes is limited to basic program details. User must contact the county agency for address and current inspections. ◆ Information about Registered Day Camps is limited to basic program details. Information about limited requirements for day camps is provided. ■ Full inspection reports and summaries of noncompliances; ■ Compliance status; ■ Noncompliance findings written in clear language; ■ Serious risk noncompliances displayed in red; ■ Link to list of serious noncompliances; and ■ Definitions of terms.

State and Licensing Web Site	Description
<p>Texas http://www.dfps.state.tx.us/child_care/default.asp</p>	<ul style="list-style-type: none"> ■ Searchable by operation type, issuance type, operation name, ages served, address city, county, and zip code; and services provided. ■ Search includes licensed child care center, licensed or registered child care home, and listed family home (not licensed or registered by the Department). <ul style="list-style-type: none"> ◆ Search results for listed homes are limited to operation/caregiver name, location, and phone number. ■ List of involuntarily suspended or revoked child care operations; ■ Information about the licensing and monitoring process; ■ Two-year inspection summary that includes the number of deficiencies by weight (risk level); ■ Provider self-reported incidents; ■ Violation corrected at inspection, correction deadline date, date correction was verified, and narrative; ■ Frequently asked questions; ■ Opportunity for provider review prior to posting; ■ Information updated nightly; and ■ Mobile Web site (for phones and tablets).

State and Licensing Web Site	Description
<p>Washington</p> <p>https://apps.del.wa.gov/check/CheckSearch.aspx</p>	<ul style="list-style-type: none"> ■ Search by provider ID, facility type, license date, license expiration date, capacity, ages served, current license status, phone number, or name (including name contains or starts with). ■ Advanced search option allows user to search by county, zip code, facility type, and Early Achievers status. ■ Search includes Child Care Center, Family Child Care Home, and School-Age Program. ■ Search results can be filtered by licensed and unlicensed care or closed. <ul style="list-style-type: none"> ◆ Information about unlicensed providers is limited to the provider's name and sometimes a city, and is accompanied by a message that unlicensed care should be reported to the Department. ■ Four-year history of full inspection reports; ■ Six-year history of valid complaints, indicating if self-reported; ■ Noncompliance description, corrective action, and date completed; ■ Frequently asked questions; ■ Information about types of care and licensing process; ■ Scroll-over feature for definition of terms; ■ Information about background checks; ■ QRIS participation information; ■ Licensor contact information; ■ Mandatory training and provider certification history; and ■ Toll-free number for additional information, to file complaints, or to request information electronically.

License-Exempt Providers

EXEMPT PROVIDERS INCLUDED IN CHILD CARE SEARCH

While some States include license-exempt child care providers in the provider search function, most limit the information provided. As detailed in the following table, both Missouri and Virginia provide more extensive information about license-exempt providers than most States.

Table # 2. State Examples: Online Information about Exempt Providers

State and Licensing Web Site	Description
<p>Missouri</p> <p>https://webapp01.dhs.mo.gov/childcaresearch/searchengine.aspx</p>	<ul style="list-style-type: none"> ■ Search includes Family Home, Group Home, Child Care Center, and License-Exempt Program (this includes nursery schools that operate no more than 4 hours per day, and child care programs operated by a religious organization) ■ Compliance verification and annual inspection information: <ul style="list-style-type: none"> ◆ Description of violations; ◆ Correction required; ◆ Correction verification and compliance date; ◆ Provider contact information; and ◆ Inspection information (date, arrival time, departure time, announced/unannounced, inspection type and inspection ID). ■ Definition of terms.
<p>Virginia</p> <p>http://www.dss.virginia.gov/facility/search/c.cgi</p>	<ul style="list-style-type: none"> ■ Search for Child Day Center, Family Day Home, Short-Term Child Day Center, Religious Exempt Child Day Center, Voluntary Registered Day Homes, and Certified preschool. ■ Search results include name, address, phone number, facility type, registration duration, expiration date, business hours, and Virginia Department of Social Services contact. ■ No inspection information available online for Religious Exempt Child Day Center, Voluntary Registered Day Homes, or Certified preschool. ■ Definition of terms.

BACKGROUND CHECK INFORMATION ABOUT LICENSE-EXEMPT PROVIDERS

In response to serious injuries that occurred in license-exempt child care, both California and New Mexico established a registry of license-exempt child care providers who have had their backgrounds checked.

California

TrustLine

TrustLine is a registry of in-home and license-exempt child care providers in California who have had their background checked. In addition to a comprehensive background check, the licensing records are cross-referenced continually. More information is available at <http://trustline.org/>

New Mexico

Mario's Search

New Mexico established a database of Registered Child Care providers who have obtained a background check under the relevant background check regulations. Parents can also access additional resources including the New Mexico Judiciary Database, and the Bernalillo County Metropolitan Court and Sex Offender Registries. Additional information is available at

https://www.newmexicokids.org/content/parents_and_families/childcare_search/marios_story/.

Resources

- *CCDF Reauthorization Frequently Asked Questions* (March 2015), by the Office of Child Care.
<http://www.acf.hhs.gov/programs/occ/resource/ccdf-reauthorization-faq>
This is the ACF response to frequently asked questions about the CCDBG Act of 2014, organized by key implementation objectives.
- *Contemporary Issues in Licensing: Reporting, Tracking, and Responding to Serious Injuries and Fatalities in Child Care* (2014), by the National Center on Child Care Quality Improvement (NCCCQI).
<https://childcareta.acf.hhs.gov/resource/contemporary-issues-licensing-reporting-tracking-and-responding-serious-injuries-and>
In a series of reports about contemporary issues in licensing, this report focuses on practices and policies pertaining to serious injuries and fatalities in child care. State examples illustrate challenges in this area but also emphasize that, when done well, the tracking of incidents helps States focus their efforts on reducing the number of children who are seriously injured or die in child care settings.
- *Contemporary Issues in Licensing; Child Care Licensing Inspection Policies* (2014), by NCCCQI.
<https://childcareta.acf.hhs.gov/resource/contemporary-issues-licensing-child-care-licensing-inspection-policies>
This report focuses on States' inspection policies and practices—guidelines and rules for monitoring providers' compliance with the law and the regulations. Topics include authorization for inspections, frequency and type of inspection (announced or unannounced), use of technology to aid in the inspection process, and public access to inspection and enforcement actions.
- *Use of Technology to Enhance Licensing Administration* (2014), by NCCCQI.
<https://childcareta.acf.hhs.gov/resource/use-technology-enhance-licensing-administration-0>
This issue brief provides an overview of nine ways that State child care licensing programs are increasing their use of technology, including the use of data for caseload management and supervisory oversight, automation to support risk management and consistency in enforcement actions, linkages with other systems, and online information for consumers and providers. For each approach, state examples are provided to illustrate new and innovative practices.
- *Licensing Information Posted on the Internet* (2013), by NCCCQI.
<https://childcareta.acf.hhs.gov/resource/licensing-information-posted-internet>
The purpose of this paper is to assist state licensing and CCDF administrators in assessing and enhancing the information they provide to families on the internet. It provides details about some of the States that post licensing information about child care providers on the internet for parents to search.

National Center on Early Childhood Quality Assurance

9300 Lee Highway, Fairfax VA, 22031

Phone: 877-296-2250 | Email: QualityAssuranceCenter@icfi.com