



Provider Supports Subcommittee
Temporary Licensing Subcommittee Recommendation Tracker

April 12, 2023

Translation, Interpretation, and Language Access						
	<u>Recommendation</u>	<u>Priority Items for ELAC or PS Work Plan</u>	<u>DCYF Accepted? (yes/no/maybe)</u>	<u>If Yes - How</u> <u>If No/Maybe - Why</u>	<u>Legislative Action Required? (RCW and/or Funding)</u>	<u>Implementation Timeline</u>
1	There should be a process where providers who don't speak any of those specified languages can request translated information and documents in their preferred language.	ELAC	Yes	<p>DCYF agrees this is an area for improvement/partnership. DCYF has current budget request/decision package in with Governor's Office https://www.dcyf.wa.gov/sites/default/files/pubs/GC_0034.pdf</p> <p>DCYF is also drafting a language access plan report and can share when final.</p> <p>Licensing is awaiting budget decisions to make plans for quality assurance/improvement projects related to improving language access supports.</p>	Yes - funding	
2	The Licensing Division should	PS	Maybe	Licensing	Yes - funding	



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	engage providers as experts in creating a tool, in place of the current checklist, that can be translated and used as a trial run with incoming providers and providers who would like more clarity on what is expected during monitoring visits.			<p>The checklist is WAC language, so we cannot create anything “in place of the checklist” without going through the process of changing WAC.</p> <p>However, if the need is for additional resources that describe the monitoring process, then we have additional questions as to what kind of document would be useful (e.g. one-pager?)</p> <p>Licensing would like to explore the costs and discuss the challenge of finding and ensuring quality translations the Guidebook (recommendation below), as a potential solution to the need for more clarity for providers. This can be part of the DCYF language access planning (see #1 above).</p>		
3	Providers should be able to request a hard copy of the Child Care and Early Learning Licensing Guidebook in English, Spanish, Somali, Arabic, Chinese (simplified), and Russian, free of charge for each		Maybe	<p>See #2 above</p> <p>In addition, the Guidebook is regularly updated online and this would need to be incorporated into any planning to provide printed copies. Licensing does have concerns that because the Guidebook is updated routinely, the cost and need to send updated version would be ongoing and/or we may end up with outdated versions being used by Providers.</p>		



classroom in the program and administration.					
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Transparency and Trust						
	<u>Recommendation</u>	<u>Priority Items for ELAC or PS Work Plan</u>	<u>Accepted (yes/no/maybe)</u>	<u>If Yes - How</u> <u>If No/Maybe - Why</u>	<u>Legislative Action Required? (RCW and/or Funding)</u>	<u>Implementation Timeline</u>
4	Schedule quarterly meetings between the Licensing Division, including leadership, and Washington State providers. These meetings should be an opportunity for providers to inform DCYF on what they are facing in the child care sector and include a question and answer session with concrete follow-	PS	Yes	<p>Licensing has a representative at Provider Supports subcommittee, and are open to adding a standing agenda item for Licensing, if that is desired by the PS committee.</p> <p>With new/changing leadership for the Licensing Division, exploring more opportunities for listening and response is desired. Regions are also exploring outreach and support sessions, subject to COVID restrictions and lingering impacts.</p> <p>Other statewide meetings with providers exist, such as meetings that include Licensing and SEIU or the CCCA.</p>		



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	through on unanswered questions.			Looking forward to continued partnership to bolster the relationships between providers and Licensing.		
5	DCYF should create a call line staffed by licensors, or those with licensing knowledge, to answer providers' questions, including anonymous questions. The call line staff should not just direct providers to their specific licensor, but be able to answer questions consistently with the licensing staff in the field.	PS	Maybe	<p>Licensing has a legal responsibility to monitor and ensure the safety of children, and this responsibility is paramount. Licensing staff are not currently available for this purpose, and there may be legal and safety risk from the anonymity of these calls, which would need to be explored.</p> <p>Licensing is curious what is the underlying need or concern for providers to give these questions to their own assigned Licensor, and can we address that issue with alternative solutions?</p>		
6	Improve the Licensing Division CPS Investigation process by creating as much transparency as possible. Identify a standard for	PS	Maybe	Licensing is open to partnering on how to improve communications with providers, while also complying with current requirements and standards for investigations of abuse and neglect. In summary, a sufficiency screening criteria does exist for all CPS, (Child Welfare and Licensing Division), and these criteria must be met in order for an intake to screen into the		



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	allegations, so that providers are not being investigated without merit. Accusations are put into writing and DCYF provides a redacted copy of allegations to providers.			Department for investigation. One of the criteria is that there is an allegation that “minimally meets the WAC definition of CA/N or it is alleged a child’s circumstances place them at imminent risk of serious harm.” This WAC is 110-30-0030. These allegations are documented in writing in the intake taken by the Intake unit. They are available to the provider as a part of disclosure at the completion of the investigation.		
7	The Provider Supports Subcommittee of ELAC should be a partner in creating the outline of the Licensing Division CPS Investigation process.		No	Licensing Division CPS does not have the authority to change the outline of the investigation process with the Provider Supports Subcommittee. CPS (both Child Welfare and Licensing Division) follows policy and procedure dictated by RCW, WAC, and changes due to legal outcomes. Licensing is open to partnering with the Provider Supports Subcommittee on improving communications and support for Providers during investigation processes.		
8	Providers should get a report of what feedback influenced policy decisions, funding requests, and programmatic decisions so that they can see how their hard work is			DCYF is working with our community engagement office and across units within program teams to provide feedback loops often, such as this one. We are committed to providing more information to our advisories on feedback that we are able to act upon, or the reason		



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	affecting DCYF policy.			why we haven't yet or can't act upon other guidance or suggestions.		
9	Offer a survey so that providers can review the licensor after the licensing visit.		Yes	Licensing agrees but will need resources or time to devote staff capacity to this.	Maybe	
10	DCYF needs to share more information about the Inter-Rater Reliability (IRR) training tool for licensors. IRR should be clearly communicated to providers as optional, and DCYF sends a survey to providers to evaluate IRR visits.		Yes and No	When IRR was a pilot, we did ask for volunteers from the provider community and communicated it as optional. IRR is no longer a pilot and is now being moved into practice, and the IRR visits are now being done at the provider's regular monitor visit, which is not optional. See #9 above regarding the survey.		



Overregulation						
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11	Licensors should be trained in expectations from other agencies and able to provide information in writing so that they can be a resource to providers who have questions.		No	DCYF does not have the regulatory authority for the requirements or expectations of other agencies, and must refer providers to the entities and agents with the appropriate scope of authority.		
12	Build in a growth period for incoming providers who wish to be licensed, with gradual requirements.		Maybe	The Initial License period(s) is considered by Licensing as a growth period, where the requirements are all still regulated to and that providers are becoming proficient at meeting and maintaining those rules. "First time forgiveness" is a process by which that growth period is honored and non-compliance to any WAC is not noted in the reports on child care check, so that information remains private to the provider and Licensing. Open to partnering on messaging or if this process does not meet an underlying need for this recommendation.		



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13	Establish clearly defined timeline goals. Assign a licensor as a technical support representative and a current provider as a mentor.			<p>Please see #12 above.</p> <p>Additionally, Licensors provide technical assistance as part of the initial licensing and ongoing monitoring practices.</p>		
14	Create a stipend program for mentor organizations to assist new providers. Basic health and safety needs should be in place upon opening a new center (First Aid/CPR, Food Handler Card, background checks).			<p>DCYF has limited funding and capacity to contract for mentor organizations to assist new providers, currently that is limited to family home providers only, based on funding stream.</p> <p>It appears this suggestion would like a 'one-stop' approach to the health and safety requirements for center staff. DCYF has a unique opportunity through our PDG grant to explore some of these possibilities, watch for more to come on informing this approach.</p>	Yes for funding.	
15	Professional development and education should be a very gradual requirement unless concerns are raised.			<p>This is in licensing WAC – they have a progressive timeline. WAC 110-300-0100.</p>		



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16	<p>Eliminate unnecessary training and education requirements that may not be necessary to successfully perform the job and do not align with staff compensation. DCYF should only require minimum safety standards, and identify other avenues for recognizing and incentivizing providers who go above and beyond.</p>			<p>Individuals who complete education that goes beyond their staff qualifications may qualify for an education award.</p> <p>Early Achievers provides higher tiered reimbursement rates and access to Quality Improvement awards to eligible sites that go above and beyond the foundational quality standards of licensing and earn a quality level 3 or higher.</p> <p>Professional development standards in Early Achievers offer sites the opportunity to earn points toward a higher quality level.</p>		
17	<p>DCYF should eliminate mandates that do not come with funding for providers. The costs for unfunded mandates are passed on to families or absorbed by providers through</p>	<p>ELAC</p>				



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	low wages and few, if any, benefits.					
18	Required trainings should qualify for STARS hours and DCYF should create a stipend system for substitutes who fill in for staff attending training.			<p>Most required trainings qualify for in-service hours (STARS hours), such as Child Care Basics or EQEL for example.</p> <p>The ones that do not are ones that are considered health and safety requirements that are outside of DCYF oversight, but required for health and safety requirements (ex: CPR, First Aid, Food Safety).</p> <p>Here is information about the substitute pool https://www.dcyf.wa.gov/services/earlylearning-profdev/substitute-pool</p>	Yes for funding re: more substitutes	
19	Notify providers that a licensing visit will take place within 30-60 days.	PS	No	This is not allowed by Federal Requirements. We did ask.		
20	Separate violations that are against an individual (employee) from true violations or complaints against the facility.					



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21	Violations directly related to a staff person should follow that staff and be viewable by other potential employers.			If a violation by a staff person impacts their background check, they would not be allowed to work in other facilities.		
22	Eliminate the emergency WAC around reporting openings.		Completed	This has been done. Providers can still indicate their openings but it is no longer required. It is a tool they can use to help parents looking for care to know they have openings and for what age groups.		
23	Ensure staff members' full names are not listed in Child Care Check to protect employee privacy.					

Compensation and Provider Supports						
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24	Use Quality Improvement funds to support the Early Achievers Review Process and develop a different avenue to demonstrate quality child care to receive subsidy, not Early Achievers as the only option.	PS	No	<p>Needs Based Grants and the 2% tiered reimbursement while participating in Level 2 are meant as resources to support providers in readying for rating.</p> <p>State law requires sites to participate in Early Achievers in order to be eligible to accept state subsidies. RCW 43.216.135</p>	Yes – QI Awards and Early Achievers are in law.	
25	Look at all of the Early Achievers requirements with an equity lens.	ELAC		<p>The Early Achievers revision process brought the latest in-depth review of Early Achievers with an equity lens and re-designed the way providers interact with Early Achievers quality rating cycle. This includes a provider-led approach to sharing about their early care and education environment, as well as opportunities to build quality over time. DCYF has incorporated the use of the Racial Equity and Social Justice framework over the years and used that in the revisions process as well.</p>	More improvements would require funding	
26	To incentivize all providers to accept WCCC subsidies, DCYF should increase subsidy payments to 100%	PS		<p>Funding for rates is determined by the legislature. The legislature currently caps rates at the 85th percentile. The 85th percentile means that 85% of all child care slots have a private rate less than or equal to the subsidy rate.</p>	Yes.	DCYF is in process of transitioning rates from a market rate survey to a cost



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	now and identify a goal for family participation.					of quality care model. DCYF expects to provide a recommendation to legislature in the 2025 session.
27	To meet the FSKA goal of increasing provider participation in WCCC subsidies, we recommend eliminating participation in Early Achievers as the requirement to serve children on WCCC subsidies.	ELAC		State law requires sites to participate in Early Achievers in order to be eligible to accept state subsidies. RCW 43.216.135	Yes. Early Achievers participation and rating requirements are in law.	
28	We recommend making Early Achievers voluntary. In addition, WCCC rate increases for those who achieve Early Achievers ratings of 3-5	ELAC		State law requires sites to participate in Early Achievers in order to be eligible to accept state subsidies. RCW 43.216.135 There is no mandate for a rate increase at 3+, only the creation of that level. 43.216.085 (4) (a)-(b) Tiered Reimbursement is in law 43.216.135 for Levels 3, 4, and 5.	Yes. Early Achievers participation and rating requirements are in law. Yes. Funding needed if change in	



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	should remain, and fund the rate increase for level 3.5, as already mandated.			Family Home Child Care Tiered Reimbursement rates are negotiated by SEIU 925. FCC providers do receive a higher tiered reimbursement rate at 3+	tiered reimbursement rates for level 3+.	
29	DCYF also needs to make funding more equitable between regions, as identified in the Cost of Quality Care study commissioned by the Legislature through the Child Care Collaborative Task Force.	ELAC		DCYF is in process of examining the rate regions as required under RCW 43.216.749	Legislative action is needed to fund the cost of quality care rate model once submitted.	
30	MERIT needs to be fixed to better support providers.			We have a new training site coming. DCYF will continue to share information in the Workforce Growth, Quality, and Recognition Team (former Professional Development Team) newsletter. We are also hosting webinars to share tips on how to access and navigate the new site. You can find more information here: https://www.dcyf.wa.gov/services/earlylearning-profdev/merit/training	Yes	
31	Increase supports for providers to allow more			DCYF is also interested in providing visibility to the services that are available for providers, and	Yes	



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	guidance and accessibility to become licensed.			working to get providers support as they become licensed. DCYF has some supports in place through both DCYF internal licensing division and some limited contracted capacity.		
32	Make licensing requirements more achievable by focusing only on the health and safety of children and fund any additional requirements. Should this recommendation be adopted, we further recommend that any new licensing rules that may have a financial impact should also be supported with funding from DCYF.	PS		More partnership requested		
33	Develop a new team within DCYF solely focused on					



	unlicensed care, which would include imposing fines/fees for the operation of unlicensed care facilities, notification and education to families (unlicensed care campaigns), scouting unlicensed care, etc.					
34	Require all care of children, regardless of hours provided, in Washington State to be licensed and follow the same rules and regulations of DCYF. <ul style="list-style-type: none">If exemptions are allowed, a registry of license-exempt facilities and providers	PS			Legislative action required	



	needs to be created, including an application process, Mandated Reporter training, CPR/First Aid training, and background checks. The registry should be updated and maintained regularly and made publicly available.					
35	A Provider Rights and Resources document should be created by an outside organization utilizing the Liberatory Design process in partnership with DCYF, Provider				Yes	



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	Supports, ELAC, WCCA, represented and non-represented family home providers, FFN, WCFC, etc.					
36	A status update on the Internal Review Panel process, for which some providers applied, and were selected to join, but have yet to be contacted, should be provided to ELAC, who we recommend determine accountability measures. Quarterly updates should be provided to all providers and ELAC.		Maybe	Licensing requests further clarity and partnership on this recommendation, as providers were selected for a Community Review Committee. The Internal Review Committee is internal to DCYF.		
37	The Rule Making Process should have a step-by-step	PS				



	<p>guide so that providers are made aware of the process, including how to appeal a decision or submit a petition. Recognizing the urgency, the step-by-step guide should be available by March 31, 2023.</p>					
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