Provider Supports Subcommittee Virtual Meeting

January 22, 2025



Welcome to today's webinar. Please remember to mute your phone and computer upon entry. We will begin shortly. Thank You!



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Licensing Updates

Child Care Deputy Senior Administrator, Debbie Groff Child Care Program Manager, Jennifer Gomes WA Compass Product Owner, Michele Sampilo Assistant Secretary of Licensing, Ruben Reeves Assistant Secretary of Early Learning, Nicole Rose

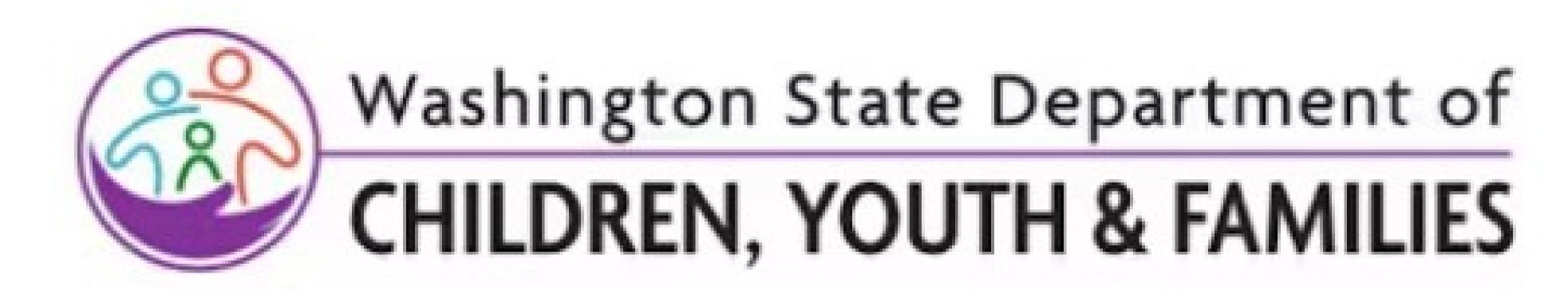
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Child Care Monitor Visit Survey

Original Date: January 13, 2025 | Revised Date: Month XX, 20XX Licensing Division | Approved for distribution by Debbie Groff, Child Care Deputy Senior Administrator

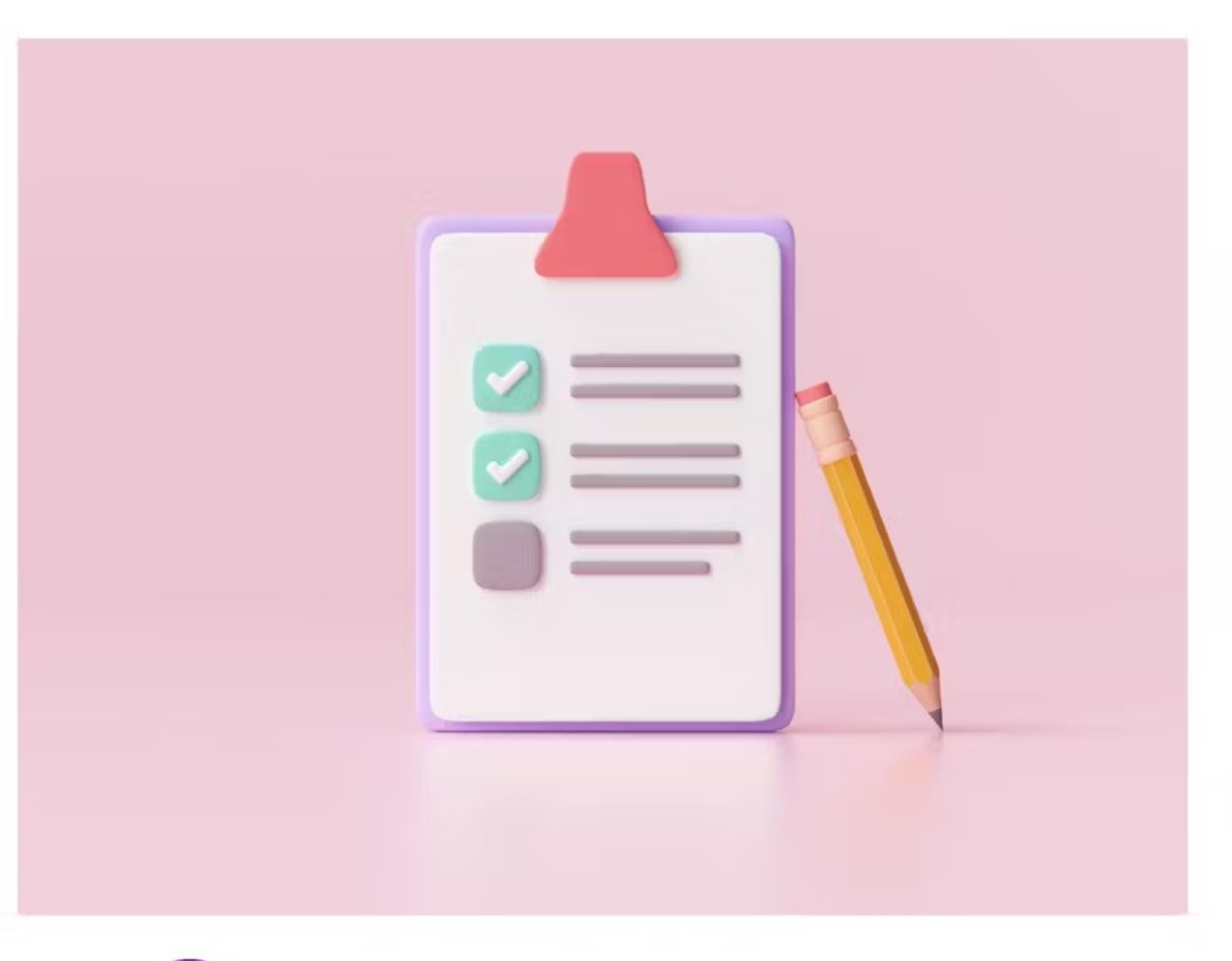
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- Developed in response to providers asking for the opportunity to share their monitor visit and licensing experiences.
- Questions were developed and vetted with:
 - Members of the provider community
 - SEIU 925 Provider Union
 - DCYF Child Care Licensing Leadership and Quality Assurance/Continuous Quality Improvement (QA/CQI) Teams
 - DCYF Community Engagement

Language Access

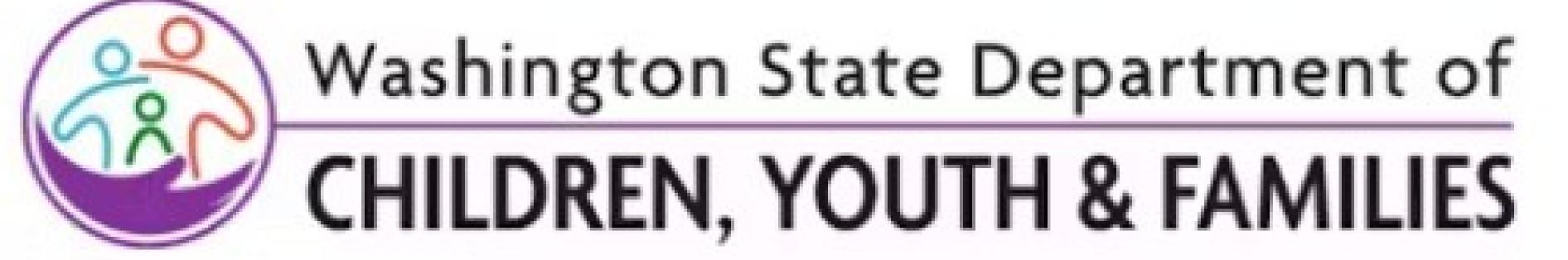


Available Languages

- Somali
- Spanish
- Russian
- Tagalog
- Mandarin
- Ukrainian
- Vietnamese
- As requested

Why?

- Language Access
 Recommendations
- Child Care Aware
 Report 2022



Survey Logistics

- Automatically emailed once licensor has completed on-site monitor visit and sends inspection report
- Survey is anonymous
- Triggered once per monitor visit
- Tip Sheet available in Provider Portal HELP tab
- Questions about functionality: <u>dcyf.providerportal@dcyf.wa.gov</u> or call 866-627-8929.



Washington State Department of CHILDREN, YOUTH & FAMILIES

Analytics and Data Review

- Data will be reviewed quarterly
 - May increase or decrease after a year of analytics
- QA/CQI Team will analyze data, make recommendations and discuss with Child Care Leadership
- Data will be utilized to drive practice improvements and train licensing staff
- Summarized results shared yearly
- Feedback loops for ELAC and Provider Supports

What is your child care license type? Select the category that best describes your program

Family Home Child Care

Child Care Center

School Age Program

Outdoor Nature Based

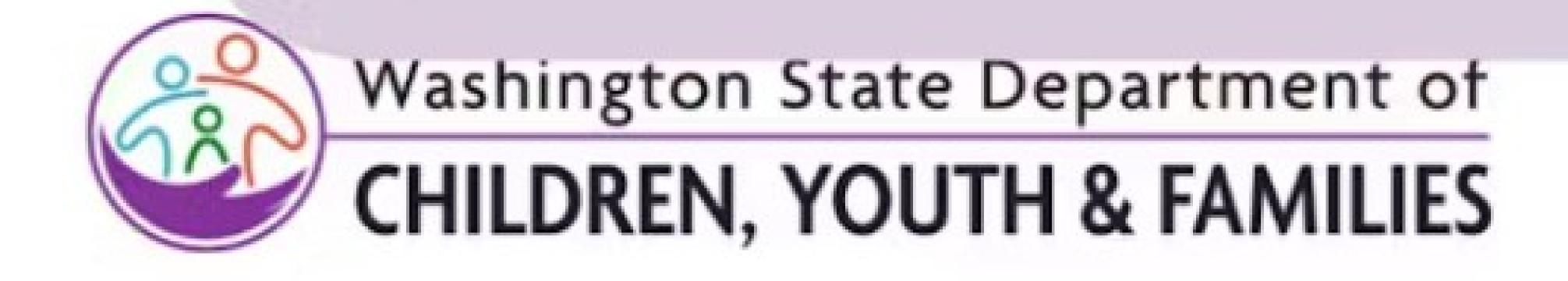
How long have you been licensed to provide child care services?

Less than 2 years

2 – 5 years

5 – 10 years

More than 10 years



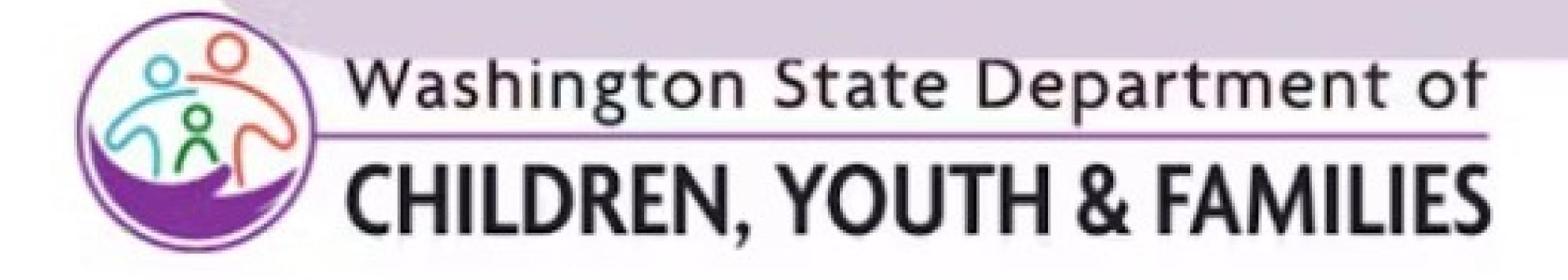
Did the child care licensor clearly explain the purpose of your visit?

Ves

I don't know

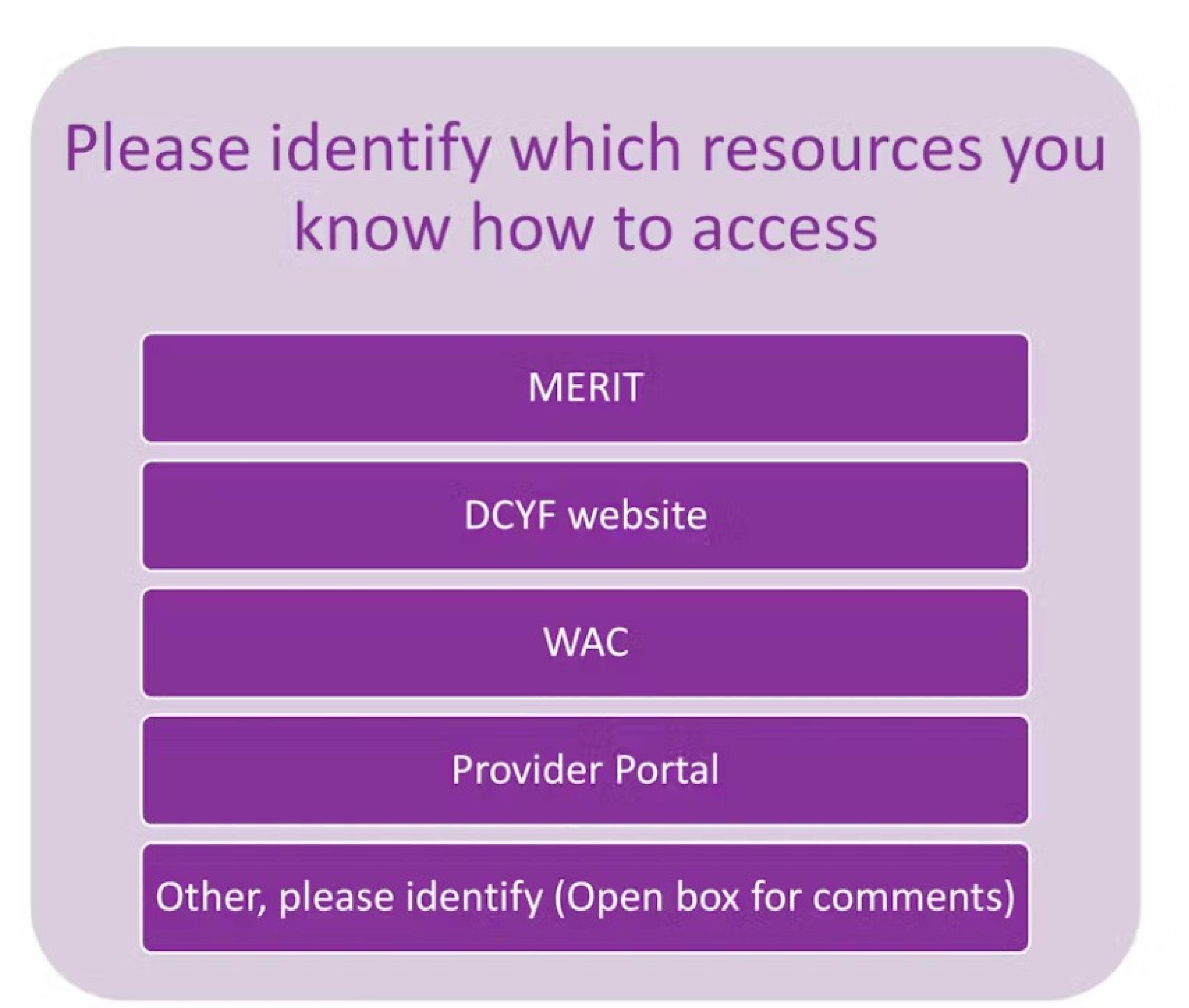
If you did not know the licensor, did they identify themselves and show identification?

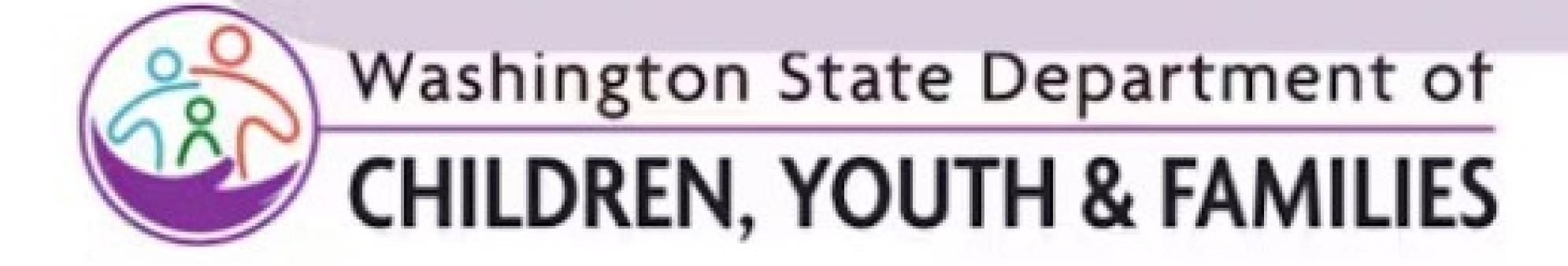
Mes





If there were issues of noncompliance, were they clearly explained to you? Yes No





Did the licensor offer technical assistance (TA) during the visit?

Yes

No

I don't know

On a scale of Very Poor to Excellent, how would you rate the worker's respectfulness towards cultural practices?

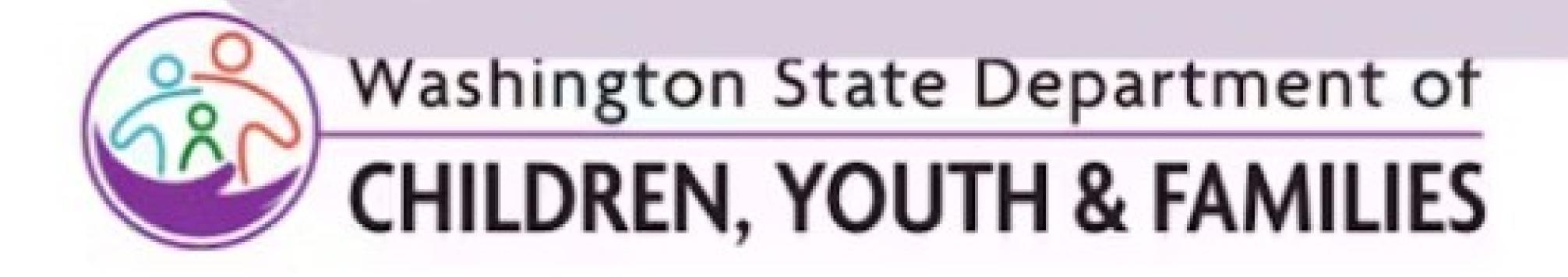
Very Poor – The worker did not show any respect for cultural practices

Poor – The worker showed minimal respect for cultural practices

Neutral – The worker's respect for cultural practices was neither positive no negative

Good – The worker generally showed respect for cultural practices

Excellent – The worker showed high respect for cultural practices





Were your language needs met during the visit?

Yes

No

Not applicable

In general, how would you describe your interactions with child care licensing staff?

Very Poor

Poor

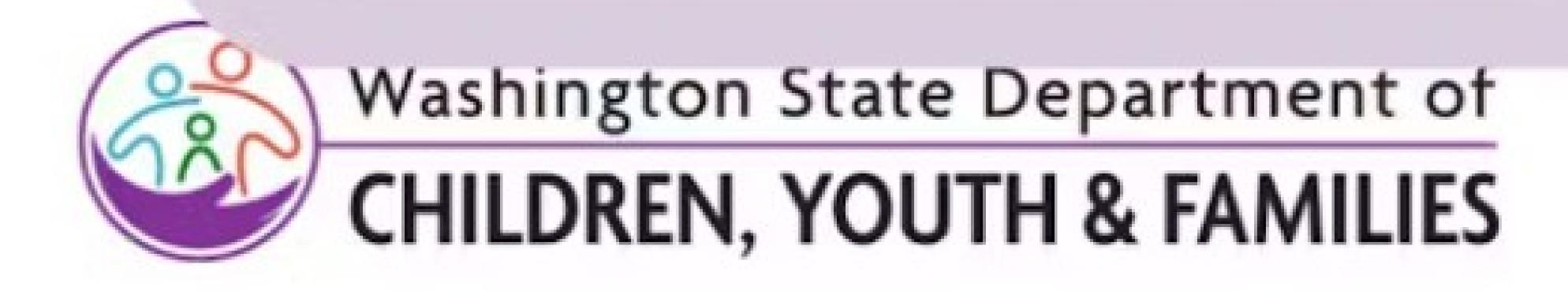
Neutral

Good

Excellent

Can you describe a time when you were provided outstanding service or had a positive experience with a member of the licensing team? What happened

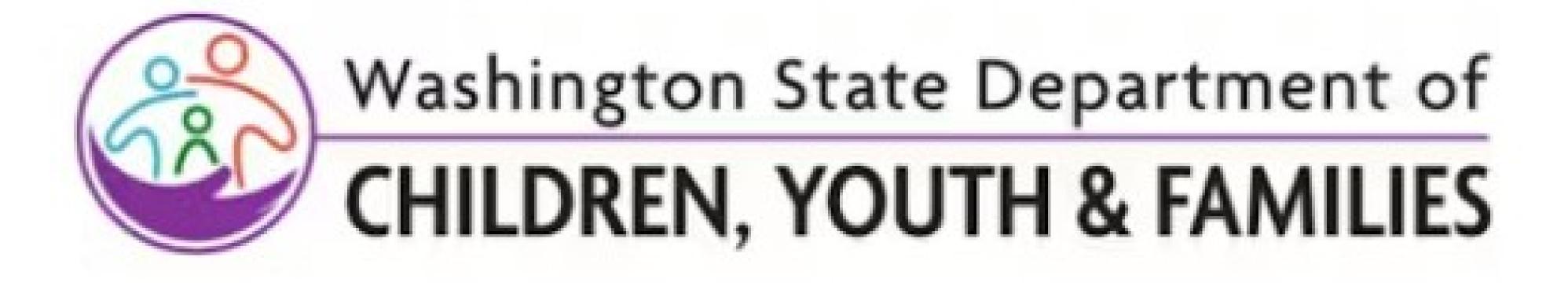
Comment box





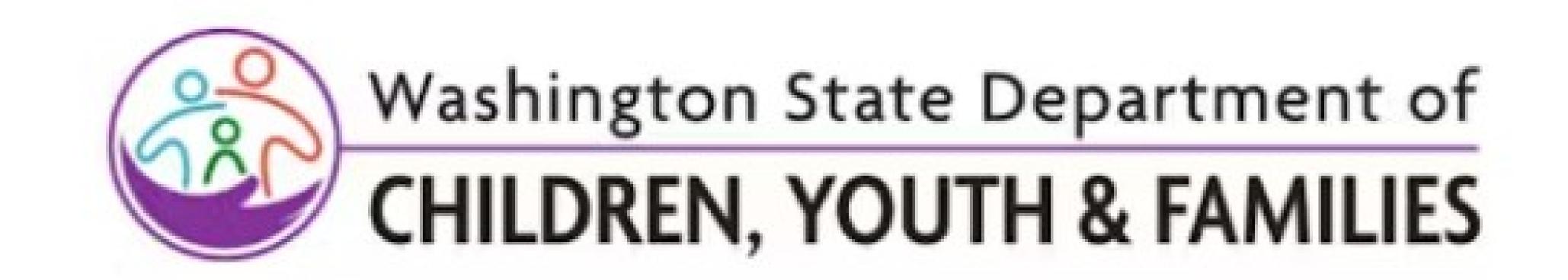
If you have any additional comments, please share them below.

Open box for comments





Survey vs. Supervisory Reviews



Any time providers need to discuss a specific issue, they are encouraged to reach out to the Licensing Supervisor.

If there is a concern about a WAC violation, providers can request a Supervisory Review.







QUESTIONS?

THANK YOU!

Staff Qualifications

Child Care Area Administrator, Natasha Reed Workforce Supports Manager, Gretchen Stahr Breunig Staff Qualification Coordinator, Susie Campbell

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Staff Qualifications Communications

Suzie Campbell, Natasha Reed, & Gretchen Stahr Breunig

Provider Supports Subcommittee Meeting January 22, 2025







Natasha Reed
Child Care Area Administrator
Region 4

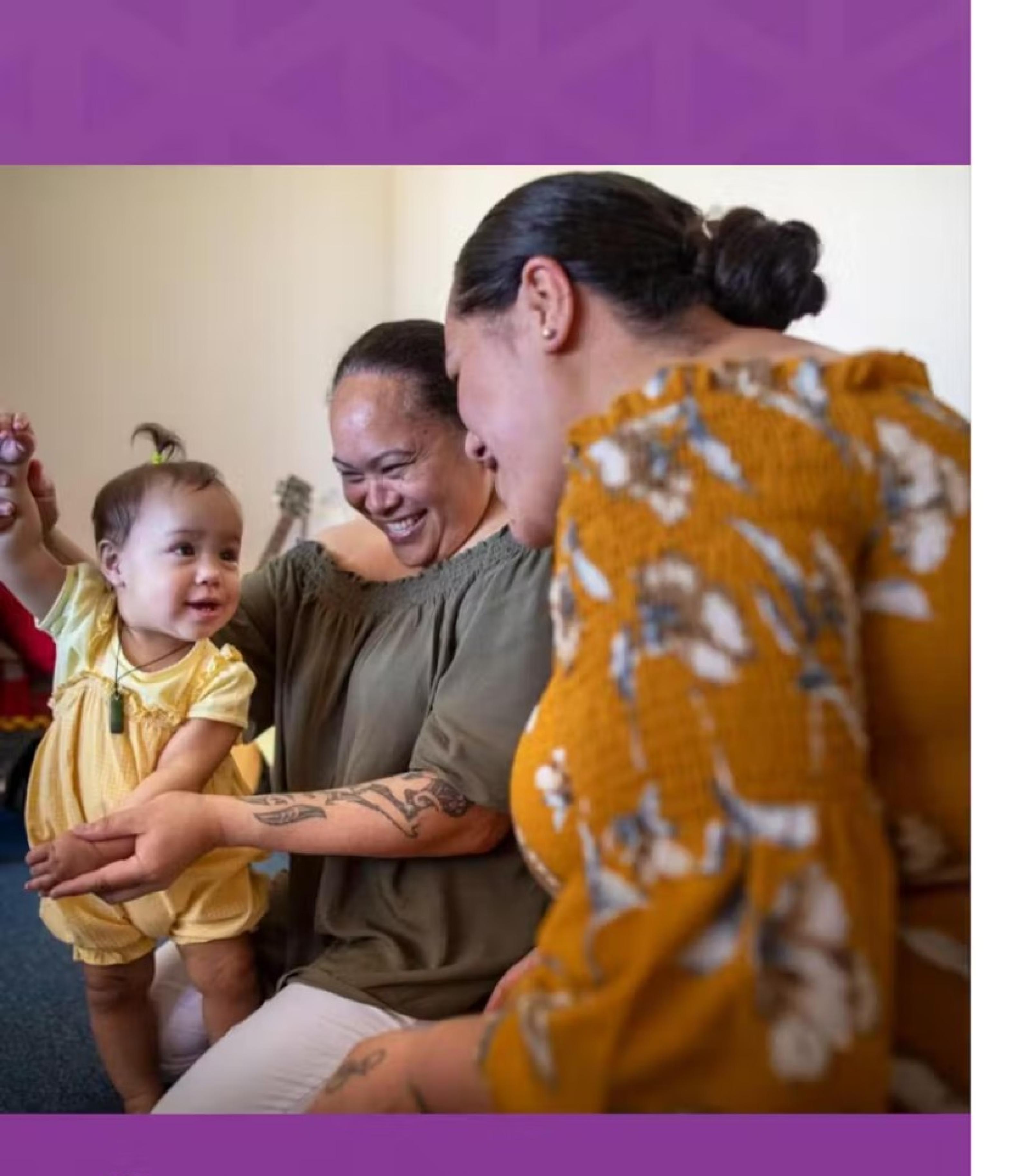


Gretchen Stahr Breunig Workforce Supports Manager



Suzie Campbell
Staff Qualifications
Coordinator





Agenda

- Let's Talk About Staff Qualifications
- Methods of Provider Engagement
- Feedback on Specific Examples
- Opportunity for Other Feedback
- Next Steps



Let's Talk About Staff Qualifications

Licensor-Provider Partnership



Are you accessing resources from Licensing?





Methods of Provider Engagement





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Survey

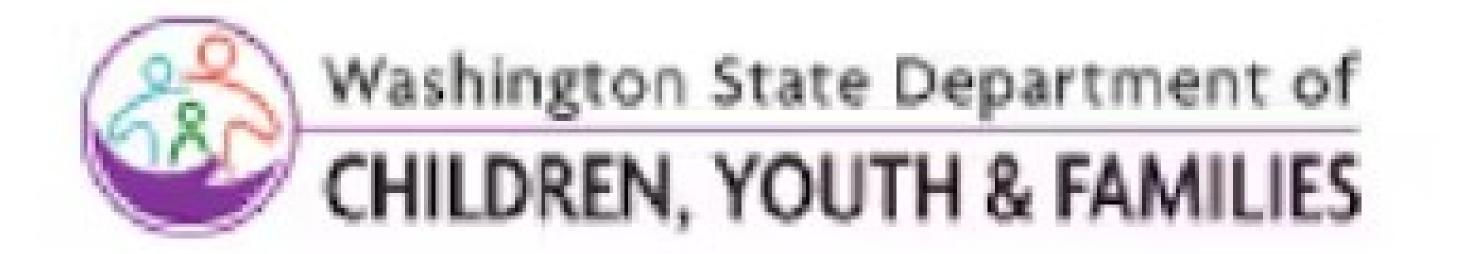
- When you have a question about staff qualifications for a job role, where do you go for answers?
- When you have a question about your MERIT account, where do you go for answers?
- When you have a question about your trainings, where do you go for answers?

Staff Qualifications Workgroup Purpose



*Streamline and clarify messaging in plain talk

*Enhance transparency and commitment to staff qualifications



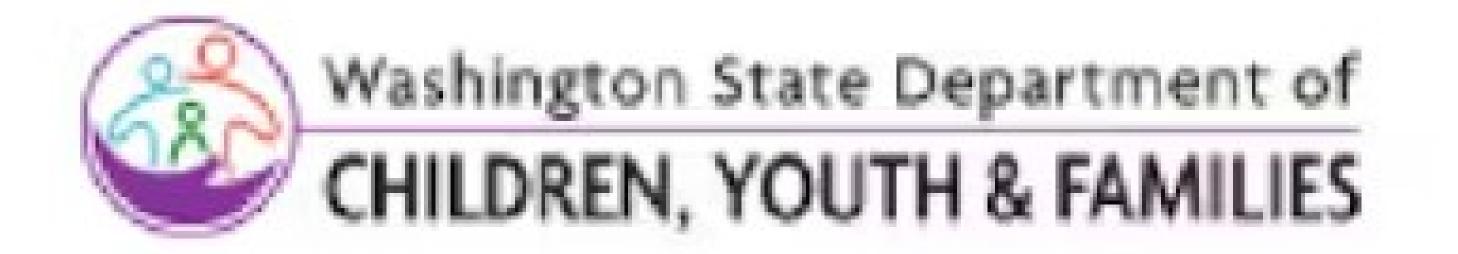


Updates to DCYF's Professional Development (PD) Webpages



Considering:

- Previous user feedback data
- Current use of webpages
- Meeting your needs
- Early feedback on initial ideas



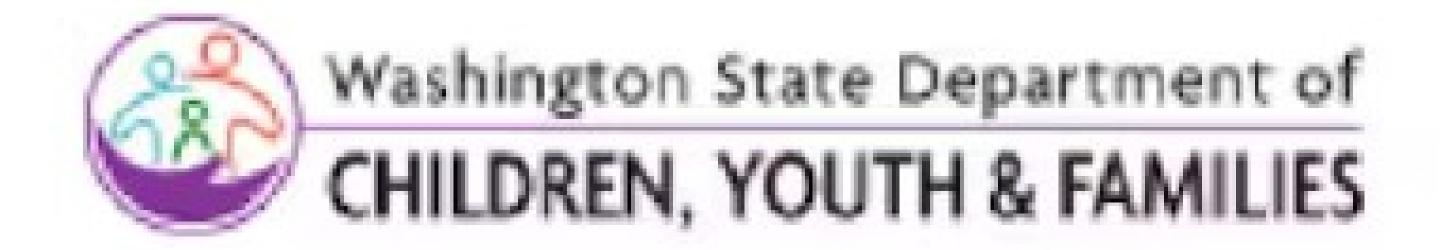
Updates to DCYF's PD Webpages - Goals



Reduce effort to find answers

Clarify in plain language

Clarify titles of resources





Feedback on Specific Examples

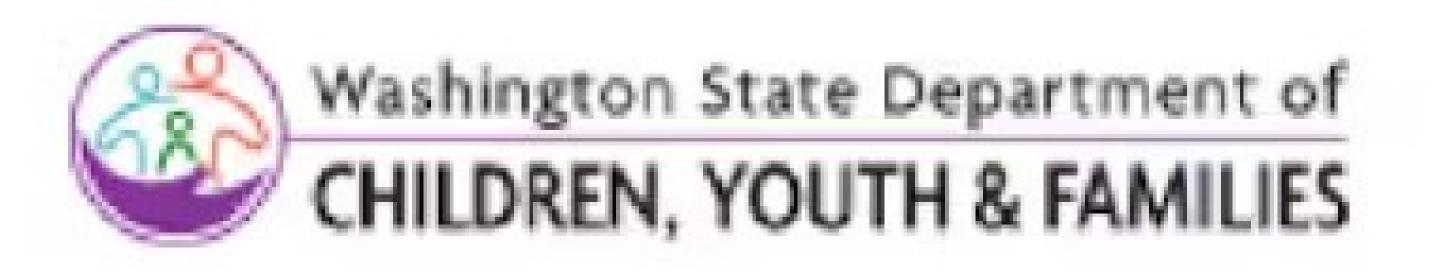


Licensed Staff Qualifications Webinars & Office Hours



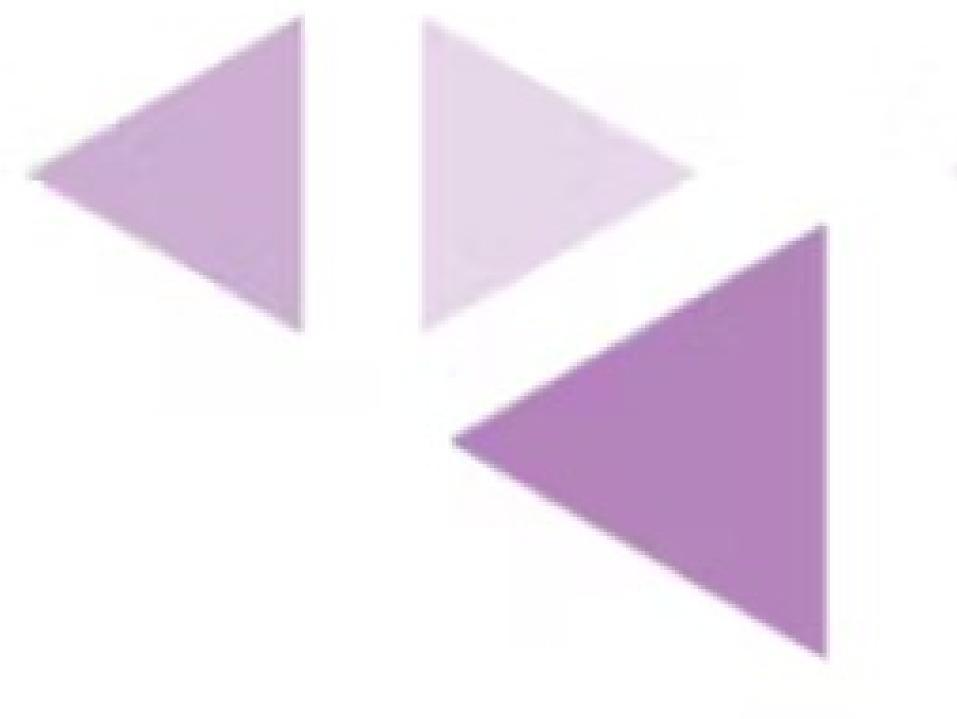
Webinars/Office Hours

- For Licensors (offered monthly)
- For Coaches (TBD)
- For Center Directors/Center Assistant Directors/Center Program Supervisors and Family Home-Owners/Licensee (webinars provided quarterly)





Office Hours for Licensors

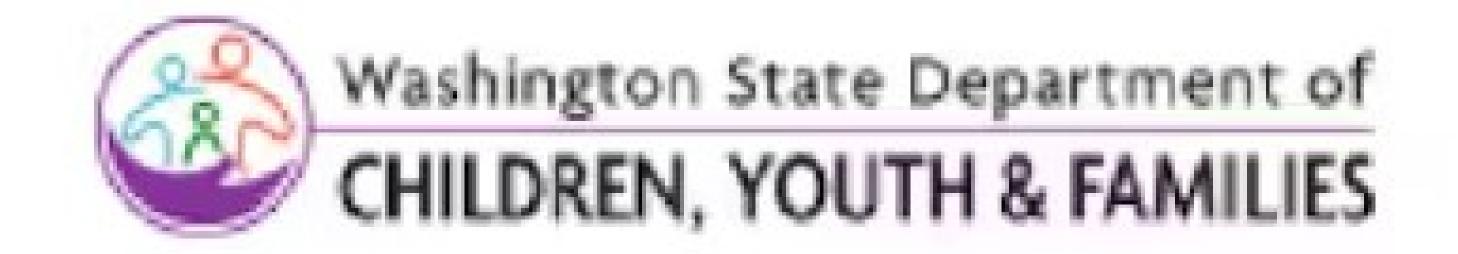


Provided Monthly

Recorded beginning January 28, 2025

Topics:

- Child Care Basics & EQEL
- School-Age Education Requirements
- Educational Pathways for Job Roles
- Licensing MERIT Dashboard
- ECEAP Qualifications v. Licensing Requirements



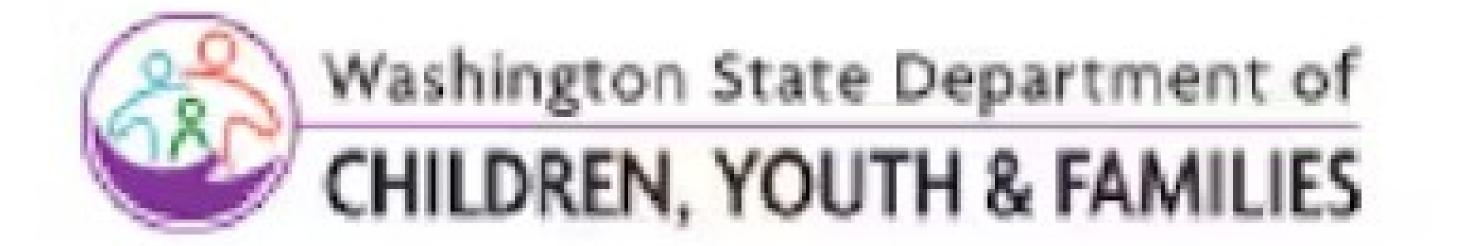


Office Hours for Early Achievers Coaches

Will determine calendar with the coaches

Topics:

- Staff Qualifications
- Education Pathways for Job Roles





Webinars for Primary Contacts



Webinars in English, Spanish, and Somali.

Primary Contacts include: Center Directors, Assistant Directors, Program Supervisors, and Family Home Licensees.

Topics:

- Staff Qualifications in MERIT
- Substitute Pool
- Education Pathways for Job Roles

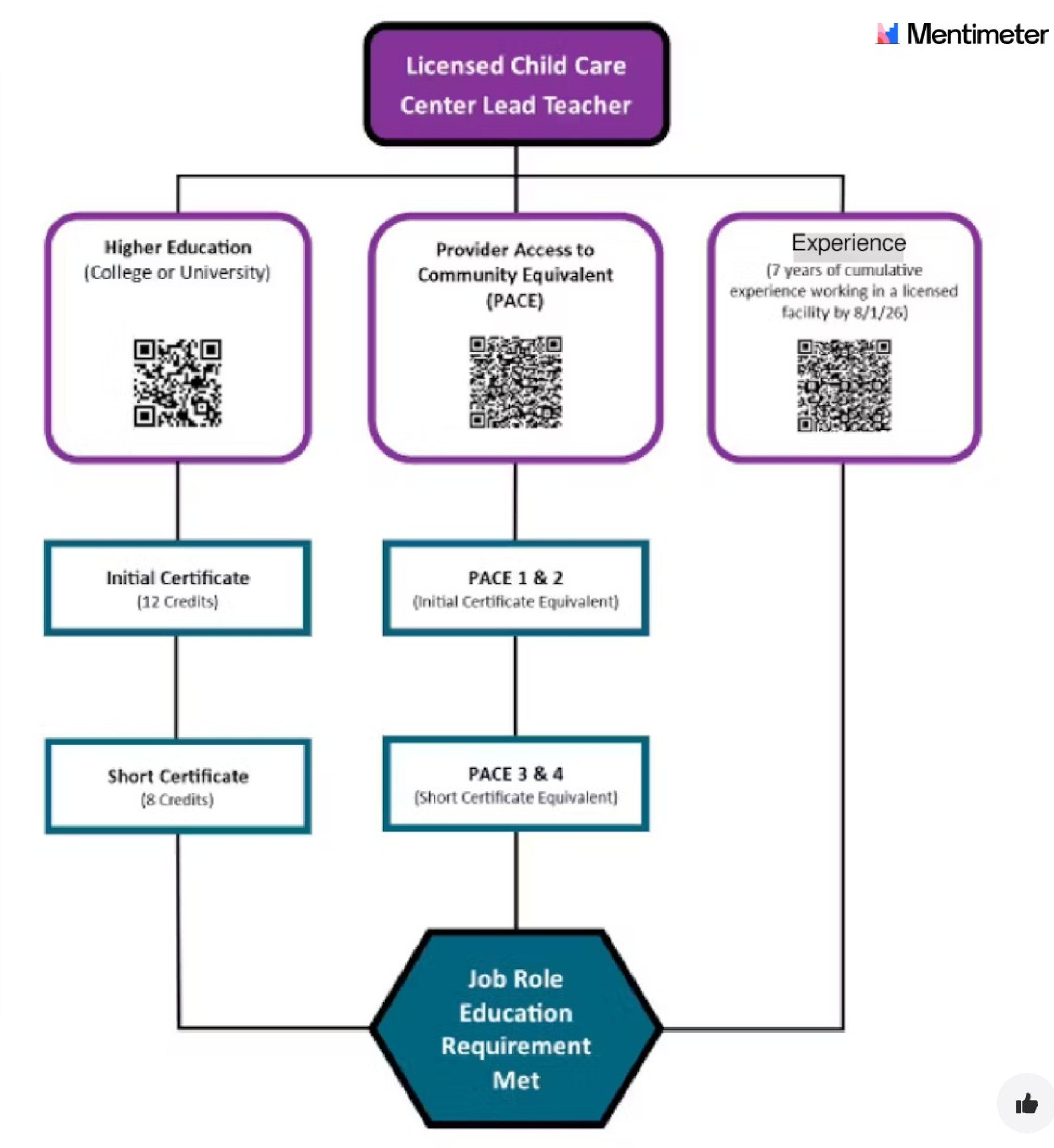




Opportunity for Other Feedback



Pathway





Next Steps

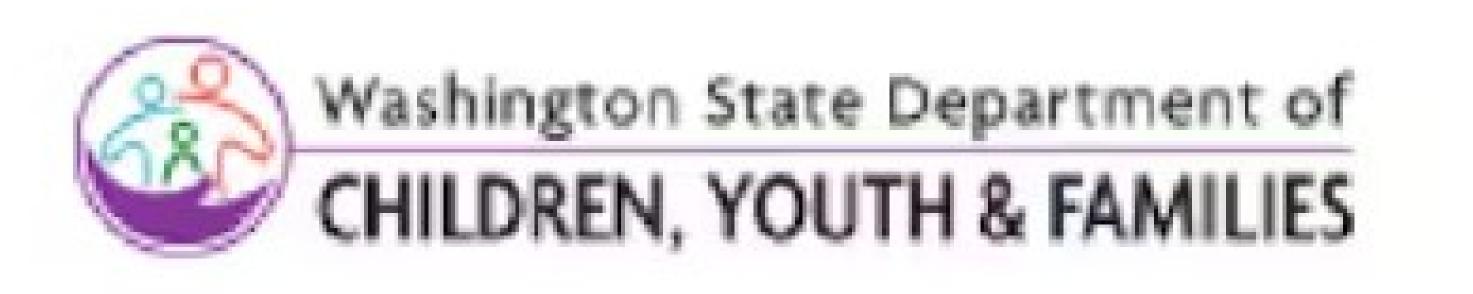




Legislative Session

HB 1082:

- Extends timeline to comply with staffing qualifications or use experience to August 1, 2028
- Extends experience equivalency to child care directors, assistant directors, and program supervisors
- Creates staff qualifications advisory group with final report due December 1, 2026







Questions?





Thank you!



Fair Start for Kids Act (FSKA) Report Development

DCYF Community Engagement Manager, Marlene White

www.dcyf.wa.gov



FSKA Recommendations Report Framework





- FSKA intent Legislative actions to support child care providers, families, and communities through expanded child care accessibility and affordability
- RCW <u>43.216.075(2)(b)</u> Defines report audience
 - Frame recommendations and requests for Legislature and Governor
- RCW 43.216.772 Provides scope for recommendations and requests
 - Defines the FSKA spending goals and strategies (The implementation strategies)

Steps for Report Development

- 1. Start with RCWs:
 - Audience and scope
- 2. Identify priorities within RCW based on observed needs:
 - What are ongoing or recurring needs within your community that the Legislature and Governor can take action on?
- 3. Craft actionable solutions to unmet needs:
 - Value comes from framing recommendations and requests using your practical, expert position





Questions



Meeting Follow Up & Closing Remarks

Thank you for your participation today!

Next Meeting: Wednesday, March 19, 2025



