



Provider Supports Subcommittee

Feedback Loop

February 14, 2024

Recommendations, Input and Decisions Made, Status Updates

Follow Up Items from Previous Meetings

DCYF Seeking Feedback on Language Access Plan

DCYF has drafted a Language Access Plan (LAP) to promote equity and inclusion and offer language access services in a consistent manner across all divisions and offices. The project team is looking for feedback regarding the initial Plan and ways to improve it.

What is the Language Access Plan (LAP)?

The Plan represents the procedures, processes, and best practices to promote language-based inclusion and enhance our capacity to serve families with a preferred language other than English. This will ensure everyone will get fair and timely access to services in their language of preference.

We are seeking input and engagement from our external partners, tribes, and families that communicate using a language other than English. Share the following outreach webinar invitations with external partners that work closely with families as well as the families that use DCYF services.

How You Can Help

Attend a Language Access Plan webinar about the Plan to learn more and take a 5-minute survey to answer questions about language access needs based on your experience. Information below:

Language Access Plan Webinars

- Tuesday, Feb. 27 | Language Access Plan Webinar (English) | 5:30 – 7:00 p.m. | [Register](#)
- Wednesday, Feb. 28 | Language Access Plan Webinar (Spanish) | 5:30 – 7:00 p.m. | [Register](#)
- Thursday, Feb. 29 | Language Access Plan (Somali) | 5:30 – 7:00 p.m. | [Register](#)
- Tuesday, Mar. 19 | Language Access Plan (Russian) | 5:30 – 7:00 p.m. | [Register](#)
- Wednesday, Mar. 20 | Language Access Plan Webinar (Vietnamese) | 5:30 – 7:00 p.m. | [Register](#)
- Thursday, Mar. 21 | Language Access Plan Webinar (Chinese - simplified) | 5:30 – 7:00 p.m. | [Register](#)

Language Access Plan Survey

- <https://www.surveymonkey.com/r/W6NDZC2>

Cost of Quality Care Study

On January 8, DCYF and its partners at Western Washington University (WWU) launched the 2024 Cost of Quality Care Study. Licensed providers should have received email from WWU and DCYF providing links to a survey and contact information for staff at WWU who can assist with survey issues. Follow up communications have included a postcard and phone reminders to providers yet to take the survey.

So what is the survey about? As you may know, to date, DCYF has set Subsidy rates according to rates providers charge in the private market. With this study, DCYF is moving to alternative methodology based on the cost to provide care. The information provided in the survey will help DCYF set Working Connections Child Care Subsidy base rates to better serve the needs of child care providers.

As of January 26, 941 providers had completed it and 745 more were in the process. The survey takes about 20 minutes and can be completed online at providers' convenience at <http://www.tinyurl.com/2024CostStudy>. To



complete the survey quickly, we suggest providers have their provider ID number, facility's brochure (with rates), and facility financial information handy. We recognize providers' time is valuable, so we're offering a \$100 Amazon gift card for those who complete the survey, available after the survey period ends on March 1.

Providers needing technical assistance with the survey can contact WWU at cebr@wwu.edu, or call (360) 650-3909.

Once the survey closes, DCYF's next step is to incorporate the data from it into its Subsidy base rate calculator in the Spring, which will allow DCYF to understand the cost of basing rates on cost of care.

In the meantime, DCYF welcomes any feedback Provider Supports may have about the survey process. If you're aware of issues encountered in taking the survey, what were they? If you have suggestions for additional study outreach in the final stretch, what are they? How can DCYF support providers in spreading the word about the survey to those who haven't completed it yet? Feel free to email dcyf.communityengagement@dcyf.wa.gov if you have any feedback.

DCYF's New Training Site DEVELOP Update

DEVELOP Launch Extended

DEVELOP is DCYF's new training site for early care and education professionals. DEVELOP will be a place to find, complete, and manage trainings and conference/special events, as well as to apply to become a State-Approved Trainer. DCYF has been working hard to transition to DEVELOP. Because of continuing changes to system formats, DEVELOP's expected launch date for early care and educational professionals has now moved to **July 2024**.

DCYF Employee Directory

During the December 11 Provider Supports meeting, Members asked questions and raised concerns regarding this [DCYF Employee Directory](#). Members shared that it was difficult to find current information in the directory, and some employees aren't listed at all. The CE team reached out to DCYF's IT Services to share this feedback and ask for clarification on where people can locate contact information for employees. Through this process, it was determined that the directory in question only includes information on Child Welfare staff and is not a full DCYF employee directory. Based on Member feedback, the CE team requested that the website language be updated to accurately label the directory to avoid future confusion. This request was approved, and the changes should be viewable in the next several weeks. The CE team will continue to follow up on the request to provide a comprehensive DCYF directory resource to the public and will provide updates as they become available.

In the meantime, a more inclusive State Employee Directory can be [found online here](#).

If you have further questions or feedback to share regarding the directory, please send to dcyf.communityengagement@dcyf.wa.gov