



Provider Supports Subcommittee Meeting Minutes

June 11, 2024 – 9:00 a.m. to 1:00 p.m.
Virtual Meeting

Welcome, Virtual Meeting Protocols, and Introductions

Provider Supports Executive Committee Co-Chair Julie Schroath welcomed members and completed introductions.

Review of Meeting Materials

Provider Supports Executive Committee Co-Chair Julie Schroath led the group in the review of meeting materials.

- [April 17, 2024, Meeting Minutes](#)
- [Feedback Loop](#)
- [Agency Updates](#)

Discussion	<p>Agency Updates</p> <ul style="list-style-type: none"> • You can find more info on the Community Child Care Forums on the website here.
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ELAC FSKA Recommendation Report Update

DCYF Community Engagement Administrator Erin Kerrigan gave an update on the ELAC Fair Start for Kids Act (FSKA) Recommendation Report and shared opportunities to provide input.

- [FSKA Status Snapshot](#)
- [2023 ELAC FSKA Recommendation Report](#)

Discussion	<ul style="list-style-type: none"> • Members are welcome to join the report development sessions and information can be found on the Early Learning Advisory Council website.
Next Steps/Follow Up	<ul style="list-style-type: none"> • Please reach out to the Community Engagement team (dcyf.communityengagement@dcyf.wa.gov) with any follow up questions or comments.

Subsidy Audits

DCYF Child Care Subsidy Administrator Jason Ramynke and QA Administrator Karin Carter provided an overview of the subsidy audit process including how audits occur, overpayment process and provider rights & responsibilities.

Discussion	<ul style="list-style-type: none"> • What is the lookback period on the random audit? Previous month, 6 months back, or over a year? <ul style="list-style-type: none"> ○ Random audits are typically 3-4 months to allow for providers to claim payment. • Is there a way to ask for what you need rather than the entire handbook? <ul style="list-style-type: none"> ○ I think we can take that section of the handbook; it just depends on what we're looking for. We're looking at fees, fee schedule, and that it matches. <ul style="list-style-type: none"> ▪ We don't have fees and fee schedule in the parent handbook. The fee schedule is separate. Our handbook is not even relevant to anything financial. <ul style="list-style-type: none"> • The auditors will work with providers to get the information they need. If the fee schedule is separate, we would take that. • How many audits are conducted on providers each year? <ul style="list-style-type: none"> ○ It's about 3,000 within our internal team. <ul style="list-style-type: none"> ▪ Is that more than 50% of providers are audited? <ul style="list-style-type: none"> • Yes, by numbers, but it is one month of payments for those providers so a smaller percentage of the total number of payments.
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	<ul style="list-style-type: none"> • If there is an underpayment, do we have the ability to receive the underpayment after the result of the audit? <ul style="list-style-type: none"> ○ Yes. • Do overpayments happen often? Do you have data that can give us numbers? <ul style="list-style-type: none"> ○ Yes, overpayments do happen often. That’s one of the reasons we have to do so many audits. The State Auditor’s Office publishes formal data and we publish an Child Care Subsidy Programs Overpayment Report annually. • Are overpayments primarily happening with children that are not full time? <ul style="list-style-type: none"> ○ The most common reason for an over payment is when a provider does not have any attendance records. Having the proper process for parent sign in and sign out records is another closely related reason. • Does the state require other sectors that receive payments from the state to use a state required recording system? <ul style="list-style-type: none"> ○ I don’t have authority over other state systems. Other state agencies do require state systems or something similar. Providers do have the right to use a different system. • When will the state look at another vendor for the state electronic attendance system? It was never user friendly. <ul style="list-style-type: none"> ○ There isn’t any effort to replace. The group that provides that system is adding more states. • What is the state’s plan to deal with the disproportionate providers of color who seem to always be audited more so than their counterparts? <ul style="list-style-type: none"> ○ Our current data does not show that there is disproportionality in the audit process. We use a random process that is outside of our group. If there are specific concerns, we can look at those on a case-by-case basis. • Why are providers at risk of payment based on families' choice to bring their child or not? We hold the spot for that child and then lose revenue. That is another disincentive to serve subsidized kids. What can you do to correct this so providers aren't punished for serving kids receiving Working Connections Child Care (WCCC)? <ul style="list-style-type: none"> ○ We understand the difference between private and subsidy pay practice. There are upcoming Child Care and Development Fund (CCDF) requirement changes. We are working on how to mirror the private pay market a little bit better and understand the absent day process and we do hope to change this process in the near future. • Do you send the requirements out in Spanish and Somali? <ul style="list-style-type: none"> ○ We do have it in Spanish. We can follow up to see if it is provided in additional languages.
<p>Next Steps/Follow Up</p>	<ul style="list-style-type: none"> • Please reach out to Jason Ramynke (Jason.ramynke@dcyf.wa.gov) and Karin Carter (Karin.carter@dcyf.wa.gov) with any follow up questions.

Licensing Appeals

DCYF’s Senior Child Care Administrator Travis Hansen provided an update on the licensing appeals process.

<p>Discussion</p>	<ul style="list-style-type: none"> • Providers should be able to respond in the moment to things they are written up on. <ul style="list-style-type: none"> ○ I think that was the idea of first time forgiveness. We are trying to figure out how to fix this process or make it better. <ul style="list-style-type: none"> ▪ Maybe giving providers the option to choose on what they want to use their first time forgiveness on. • I’ve tried to submit a dispute but there is no way to save your responses before submission so it’s not very user friendly.
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- I've made a note of that. If you do need more time, please call the supervisor. I've encouraged licensors to be flexible with the 10-day timeline.
- The insurance companies do not see "serious or immediate" violations as no big deal. When licensors put this down our insurance rates are going up or we are being dropped from coverage. Insurance companies do not look at first time forgiveness or disputes, they just see a violation because it's documented.
 - We are working to correct our process to not categorize issues like having a broom in the wrong spot as a serious violation. We do need to figure something out so that insurance companies see the whole story or look into providing something to insurance companies like a licensing history.
 - Why should we create something new for insurance companies? In full transparency, what is on Child Care Check should be accurate. We need to fix the system rather than trying to justify it and create a different loophole.
 - Once it's on Child Care Check insurance companies have access.
- I find the dispute process kind of hectic. I have no say when they are doing the review and the review panel. We are not present, which does not seem fair. They review what the licensor wrote in the notes and providers have no say. That's a huge downfall because we're not there to explain.
 - The dispute process is your opportunity to share your side.
 - During that process, I felt like I had no opportunity to defend myself.
 - At the first level of review, I do encourage supervisors to call the provider or go out onsite to gather information.
- If there are corrections being made, are they also going to be corrected on the reports? Just wondering because these are legal documents.
 - Unfortunately, there is not a way to go back and take that off. It's a historical snapshot in time. It does go away in three years.
- Why only ten days? Why not change the policy to 30 to give providers more time to respond? That could be changed via rule making correct? If not, how can it be updated?
 - You can call the supervisor and ask for an extension. It's a process that needs to go quickly.
- Why not offer a zoom or in person meeting for disputes?
 - We have made a note of that.
- "First time forgiveness". What other language could be used? Definitely a question for this group.
 - Or do we want to get rid of that language? That would give you the right to dispute everything.
 - Why can't you appeal first time forgiveness? Moving forward can we appeal at that level and if found to be correct, keep the first-time forgiveness?
 - That's not a bad idea.
- It's also unclear whether we can submit additional information between supervisor review and review panel.
 - If you get additional information, you can add information. There's nothing saying you can't.
 - We were told we had to submit everything in the 10-day timeframe. Moving forward having some written protocol would be great.
- Out of curiosity, during the dispute process, how do you guarantee independent, impartial review? Is there a process (or consideration of a process) where the review is not done by a direct-line supervisor of the licensor who noted the violation?



	<ul style="list-style-type: none"> ○ We have the statewide approach. We have multiple people that come onto the panel. <ul style="list-style-type: none"> ▪ Is this different than the community review panel? <ul style="list-style-type: none"> • Yes, this is different. This is just licensing division staff and they are not involved directly with the provider. We used to review this at the local regional level. Going statewide has helped a lot with our internal training. • Why not set up Child Care Check like the Better Business Bureau (BBB)? I can at least respond to things on BBB. <ul style="list-style-type: none"> ○ We can look into that. • How long does an appeal take? <ul style="list-style-type: none"> ○ It's roughly a 50-to-60-day process to go all the way through. • Can we have a bilingual supervisor for Wenatchee? In Chelan and Douglas counties there are a lot Spanish speaking providers and it is hard to communicate with a monolingual supervisor. <ul style="list-style-type: none"> ○ Yes, we are currently in the hiring process. • Why not find some providers that are interested in participating in the review panel so that there is a provider perspective when someone is appealing or disputing? <ul style="list-style-type: none"> ○ That group meets twice a month which would be quite a commitment. <ul style="list-style-type: none"> ▪ Would it need to be the same providers each time or could they rotate? <ul style="list-style-type: none"> • We can follow up on this.
<p>Next Steps/Follow Up</p>	<ul style="list-style-type: none"> • Please reach out to Travis Hansen (travis.hansen@dcyf.wa.gov) with any follow-up questions.

Early Learning Licensing WAC Revisions

DCYF's Child Care Policy and Change Management Specialist Brett Skinner and Policy and Change Management Program Supervisor Ann Radcliffe gathered feedback on upcoming Early Learning Licensing Washington Administrative Code (WAC) revisions.

<p>Discussion</p>	<ul style="list-style-type: none"> • Should the pathogen training should be done every year? <ul style="list-style-type: none"> ○ Yes, that's correct. <ul style="list-style-type: none"> ▪ Is there a way to make the pathogens training requirement every two years? <ul style="list-style-type: none"> • We can put this on our list to review and follow up. • Where can we obtain these trainings? <ul style="list-style-type: none"> ○ They need to be certified by the American Red Cross, American Heart Association, the Health and Safety Institute or other national recognized programs. I don't know locally where you can find those, but they do need to be certified. • Is wilderness first aid training allowed to be taken online? This is an outdoor nature requirement. <ul style="list-style-type: none"> ○ No, it is not included in the 302. The decision was made not to include outdoor nature based because of the immediate nature of needing to have those childcare early learning providers with the kids. • If we have a battery-operated light, is that good enough for the emergency lighting or does it need to be hired wired? <ul style="list-style-type: none"> ○ We can follow up on this.
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	<ul style="list-style-type: none"> • Regarding the building changes, do the current family home providers have a grandfather clause in this or do they have a period of time to meet these new requirements? <ul style="list-style-type: none"> ○ There is not a grandfathering in but we are giving providers time to come into compliance. • Should areas that are unlicensed be secured even if children don't have access to those areas? <ul style="list-style-type: none"> ○ It depends on what is in the unlicensed space. In family homes, it gets complicated. There are cases where it can be done with supervision. • When would these updated regulations be effective? <ul style="list-style-type: none"> ○ The process for rule making takes a while and we currently do not have an exact timeline. You can subscribe to receive updates via the DCYF Rules Website. • Can the list of WACs being considered for amendment be shared and made public? <ul style="list-style-type: none"> ○ I think we could share that with this group. • When would be a good time for you to come back to Provider Supports to collaborate and get feedback? <ul style="list-style-type: none"> ○ We can certainly come back in August.
<p>Next Steps/Follow Up</p>	<ul style="list-style-type: none"> • Please contact Brett Skinner (brett.skinner@dcyf.wa.gov) and Ann Radcliffe (ann.radcliffe@dcyf.wa.gov) with any follow up questions.

Early Learning Budget Concepts – Child Care Complaint Unit

Members reviewed written updates on Early Learning Decision Package Concepts and received a brief overview of the Child Care Complaint Unit from DCYF Assistance Secretary of Licensing Ruben Reeves

• [25-27 Early Learning Draft Decision Package Concepts](#)

<p>Discussion</p>	<ul style="list-style-type: none"> • What would a provider expect to go through with the new Child Care Compliant Unit? <ul style="list-style-type: none"> ○ We have not figured that out yet. Right now, we're working on building the capacity on the licensing team. We will be following up with providers to gather their input on implementation. <ul style="list-style-type: none"> ▪ A zoom conversation with a licenser and a provider should be automatic and maybe having a support person for each side. • There needs to be more intentional training for licensors. We've lost connection and partnership. Licensors are also being released to go out on monitoring visits solo way too early. <ul style="list-style-type: none"> ○ Licensing has a pretty robust onboarding but we can do better. • I just checked our total number of providers: 5,987. We are getting close to that 6k number! <ul style="list-style-type: none"> ○ Does that number reflect Family, Friend & Neighbor (FFN) providers, home providers, and centers? <ul style="list-style-type: none"> ▪ That does not include FFN; that is centers, outdoor nature based, family homes, and school age programs. FFN is around 2,000.
<p>Next Steps/Follow Up</p>	<ul style="list-style-type: none"> • Please contact Ruben Reeves (ruben.reeves@dcyf.wa.gov) with any follow up questions.

Closing Remarks/Adjourn

<p>Next Steps/Follow Up</p>	<ul style="list-style-type: none"> • The next meeting is scheduled for Wednesday, August 14, 2024.
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