

Department of Early Learning

10.6.1

Child Care Provider Communications Procedure

Communication approval process

1. The originator will send draft documents to the appropriate supervisor for approval. Draft documents will be labeled as follows:
 - a. In the bottom left hand corner of the footer:
 - i. Name of staff submitting document
 - ii. Office
 - iii. Date submitted to the Supervisor
 - iv. Water marked with "Draft"
2. The supervisor will review communication documents and forward to the Communications Team.
3. The Communications Team will review communication documents and return to the Supervisor.
 - a. Communications Team has been identified as:
 - i. Licensing Analysts (three located in the field office)
 - ii. Communications Consultant (state office)
4. The supervisor will review communication documents and when final will forward to the Assistant Director of the Licensing Oversight Division.
5. The Assistant Director of the Licensing Oversight will:
 - a. Review communication documents and may request review from:
 - i. Assistant Attorney General
 - ii. Communications Manager
 - iii. Other entities deemed appropriate
 - b. The Assistant Director of the Licensing Oversight will either:
 - i. Approve, and route to the Director's Office for final approval or:
 - ii. Route back to the originator with questions and/or requests for revisions.

Communication Plan

6. The Assistant Director of the Licensing Oversight will:
 - a. Distribute the communication via e-mail to the Service Area Managers and supervisors.
7. The Licensing Oversight Division support staff will ensure timely distribution, when appropriate, to:
 - a. The DEL Web site:
 - i. Internet

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- ii. Intranet
- b. Original communication document routed to point of contact for SEIU.
- c. Electronic copy routed to the point of contact for Child Care Resource and Referrals.
- d. Communication via postal service:
 - i. Document and a distribution list will be routed to the print shop for mailing.
 - ii. Letters must be on official DEL letterhead with the state seal. Flyers or other materials should include the DEL logo as specified by the Assistant Director of the Quality Division.

General

- 8. At each stage of the review process, reviewers must ensure:
 - a. Grammar is correct
 - b. Spelling is correct
 - c. Message conveyed accurately depicts DEL policy, procedure and original intent.