



**Fair Start for Kids Act (FSKA) Temporary Licensing
Subcommittee Meeting
Discussion Questions/Feedback**

June 15, 2022 – Virtual Meeting

Introductions

What is your favorite summer food?



FSKA TLS Jamboard “A”

Increase Translation/Language Access

All Licensing materials are released in English, Spanish and Somali and non-English speaking providers have the same access to information/webinar/meetings as non-English speaking providers.

- Question: What is the 4th largest language/ should we add it?
- Error in writing we believe-last sentence after information/webinars/meetings should be English speaking not non-English speaking.
- Translators are better than using computer interpreters.
- Translation is one avenue but interpretation is actually a better resource.
- Agree!
- More than just these 3 languages.

Create 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.



- Checklist needs to be condensed/ Divide into health and safety.
- In order to effectively translate the current checklist it would need to be pared down and perhaps focus solely on health and safety and allow EA to be the place for quality measures and relationship development, inclusion practices.
- Chinese, Korean or a language to represent the Asian community.
- Why couldn't this be a google doc so that you could translate into any language that works for you. And making this public would be beneficial. We want to be in compliance and having access to the checklists allow us to be proactive and preventative versus reactive to visits.
- Mirror languages chosen for this as well. Needs to be a comprehensive suite of resources from web, webinars, checklists, WAC, etc. all in the translated language to ensure equity across access and information.
- Should be provided to the providers. Regardless of length. We should know what is being looked for.
- The Checklist should focus on Safety and not all these mandates for things like are you asking families cultural inclusion....that is not a safety issue.
- The Current Checklist is out of control - the checklist should be shorter and make sense.
- It should be a year by year guide that increases in levels of what is being requested.

Providers should be able to request a hard copy of the Early Learning Licensing Guidebook in English, Spanish and Somali.

WAC changes will be incorporated into the guidebook within 60 days of becoming law.

- Translating becomes a bit expensive for business when updating for Licensors/WAC updates.
- New copies and updates should be notified to providers through MERIT accounts and emails.
- We should be given more than 10 days to fix most things, especially when it is a new wac.
- Agree with 30 days.
- 30 days.
- Or through wa compass and we are notified of changes.

Improve DCYF Communication to Providers

Schedule regular (quarterly?) meetings between the Licensing Division and Washington State providers.

- Monthly or Bi Monthly Transparency is important and will help Providers out. (Subcommittee of Provider Support).
- Perhaps align with bi-monthly.
- Quarterly meetings for large group discussion.
- Monthly.
- Often best comms is coming through WCCA not DCYF, this should be DCYF's role so it goes to all providers not just those in WCCA.
- Licensors should be checking in with all providers monthly to see what they can do to help support.
- Agree improved communication is key-really multiple opportunities for engagement is THE key. Host meetings, record webinars, post questions and responses, post changes made based on provider recommendations so we can see value in our participation.
- Try to have important communications in a standalone message not embedded in a monthly newsletter, etc.
- Create a committee structure that can form sub committees with providers and licensors.

Use CCDF funds to develop a call line staffed by licensors, or those with licensing knowledge to answer provider questions, including anonymous questions.

- A call line would be beneficial.
- How does IRR fit into this and what happens when advice differs or there are interpretations that vary?
- Like the ability to have anonymity when asking questions right now but hopefully as the relationship with providers and licensors improve in trust and two-way comm it might not be needed.
- Would prefer fully fund licensors instead.
- Current language in calling in says to make a compliant....is that really what we want on a phone menu? Do speak with a licensor about a question?

LD CPS Investigation Process



Provide a redacted copy of LD CPS allegations to providers.

- Would love to have redacted copy provided of reports.
- Process is difficult, no info other than allegations, scare people.
- This whole process is super scary and we need to discuss this as it's a separate department.
- A report after would be more helpful.

The Licensing Division CPS Investigation process is outlined and available to all providers via the DCYF website in multiple languages. When there is an active investigation, the outline of this process is emailed directly to the provider in the provider's native language.

- Schedule a meeting with CPS so Providers understand their process or have access to an outlined process to look over.
- Love to see a process map for who does what based on the allegation category and what the timeline and expectation can be.
- Agree that something as complicated and critical should be translated to the providers native language not the 2 decided by DCYF.
- Agree that having CPS as an agency that comes to this group and present on their process and interaction with the licenser and provider would be helpful.
- Licensors are often not able to share much in this process and it adds to unknowns and anxiety.
- Agree.
- This would be very helpful and should be mandatory.

Create a provider Rights & Responsibilities document

DCYF will make all provider feedback available and address what feedback was taken into account, what feedback was not (and why). Providers have the right to understand how their input is being used (or not being used) by DCYF.

- This ties to the licensing visits and surveys, try to replicate the transparency of the Guiding Council for SAC WACs for any future Center WAC changes.
- Curious where this info would live? How would it be shared? Like the concept but this is pretty vague. Will it be flushed out more by this group? Provider Supports?
- Our responsibilities as providers are outlined in the WAC - this seems to be more about our Rights. Is there a document that can be created and agreed upon by provider and licenser in initial application and full compliance reviews?
- What mechanisms are there for providing feedback to the WACs and responses so that other providers can provide feedback as well.

DCYF requirements and guidelines are in line with requirements from other state agencies, like the Fire Marshall, DSHS, DOH, etc. It is the responsibility of DCYF to align with other agencies and providers are responsible for aligning with DCYF requirements.

- Agree, inter-agency incongruence is not the provider's responsibility. These should be resolved before coming into program or sites, any updates to agency guidelines should be integrated and vetted 2X a year not on a continuous basis. Providers need to know the guidance and not have any chances presented in a monitoring visit.
- Change in line to aligned.

FSKA TLS Jamboard "B"

Eliminate Overregulation (page 1)

Build in a growth period for incoming providers who wish to be licensed, with gradual requirements.

- Return to the minimum licensing requirement-health & safety focus. That is the way to accomplish this.
- The over-reach is in where DCYF is focused on quality versus minimum safety. If EA isn't working for quality factors and cultural competent/relevant, building authentic relationships with families then fix it there.
- If leaving in the quality elements then it should be tiered and roll out for new providers to focus solely on health & safety for first full year of operation complete.
- Licensors need to be more supportive and accurate.
- Only Focus on Safety Issues.



- Legal concil access for providers.
- Licensors must check in on a regular basis.

Eliminate unnecessary training and education requirements that do not align with staff compensation. DCYF should eliminate mandates that do not come with funding for providers as this passes the cost on to families.

- NO UNFUNDED MANDATES. Education requirements required by DCYF. The state must pay the teachers directly.
- The cost of compensating teachers properly will be offset on to families tuition.
- Minimum standards is the only expectation of DCYF. DCYF must stay out of the private industry.
- Agree!
- DCYF should provide training, resources, etc.
- How can you require non expulsion? and no Training \$\$.
- Agree with expulsion clause and lack of support, need on-site coaching not classroom or textbook learning.
- If state wants education benchmarks they should incentivize and pay staff directly.
- Hard to evaluate this right now with the workforce challenges, more support versus mandates right now would be key.
- Agree that there are many unfunded mandated that affect cost of care for families - with subsidy increases that helps but doesn't offset costs with private pay families and there high increases in tuition.
- Need way more access to training resources and ability to become a STARS approved trainer to help make sure that staff can have access to trainings in easy to access locations, as a staff in a staff meeting, etc.
- Would prefer that there were more ways to provide my own training and have it "test out" by DCYF to meet initial and CE credit requirements.

Eliminate Overregulation (page 2)

Notify providers that a licensing visit will take place within 30-60 days.

- Give a choice of a window of time (specific week).
- This seems agreeable.
- Licensors should not have the power to shut us down.
- We do think that unannounced makes sense related to a compliant or pattern of compliance issues, if in good standing think visits should be scheduled.
- With current workforce concerns knowing when or having some ability to help select time or date allows the provider leadership to be available to give time & attention due.

Staff records are not required to be in MERIT if providers have paper records accessible.

- Electronic options should be the main option with the alternative of paper copies.
- DCYF must provide an option for those who need access to internet.
- Reasonable, but Merit Account should not be tied to Owner/ Director, it should be tied to BUSINESS.
- Agree with recommendations around all of these-especially move to electronic as main BUT we need the business access to upload.

Eliminate Overregulation (page 3)

Separate violations that are against an individual (employee) from true violations or complaints against the facility.

Eliminate the Emergency WAC around reporting openings. Ensure staff members full names are not listed in Child Care Check to protect employee privacy.

- Agree with this - We should be separated from teacher allegations.
- We need more trainings on COMPASS.
- Yes, Eliminate the WAC.
- Complaints that involve specific staff members should not be listed in the complaint but there should be a record of employee's involvement listed in their merit profile so that new employers can access risk when hiring. The center has responsibility to ensure the staff members are following regulations and should share in the responsibility. If there is proof that the provider trained then perhaps this should be on specific staff member solely.



Separation between providers accepting subsidy and private pay organizations: Remove the ECE college requirements. Lower the number of years required to receive an employment waiver. Early Learning organizations who do not take any CCDF funding should be exempt from education requirements of their teachers.

- Get Rid of Early Achievers.
- Remove Early Achievers.
- EA should not be mixed in with childcare WAC.
- We disagree with this recommendation, unintended consequence that private pay will stop taking subsidy.
- When teachers meet education standards they should be paid more-either directly from DCYF or stipend/allocation to provider. SPP has done it.

FSKA TLS Jamboard "C"

Accountability/Oversight for Licensors

Licensors: Providers receive a survey after licensing visits to provide feedback and increase trust between providers and licensors.

- Who will be involved in creating survey and questions?
- What is the survey's main purpose? Satisfaction of the visit? Satisfaction with the process? Feedback on the results? Feedback on the licensor?
- Go For It - but what occurs with the feedback.
- So what? What will happen with results? Dashboard on a public site? Region or Supervising Area Action Plans?
- If a licensor receives bad feedback, will this be taken constructively or personally.
- It's Not Trust.....It's Accountability.
- Are these anonymous by provider?
- If you mention concerns in the feedback, expecting the licensors supervisor to follow up.
- How do we create a system where we can work together and have a mentorship without having to include a licensor?
- Recommend change to language: Childcare providers receive a post-visit survey within 24 hours of licensing visit. Survey will seek feedback on licensor's approach and process. Results will be made available in a disaggregated data set and dashboard.
- What would the consequence be for bad feedback, especially repeated bad feedback?

InterRater Reliability: IRR is clearly communicated to providers as optional. Survey to providers to evaluate IRR/monitoring visits.

- What is the process for opting out? Is it all visits? Only annual? What about complaint?
- In favor of this process-so needed especially for providers with multiple sites and multiple licensors.
- How would providers know in advance if their visit would have the IRR element?
- Consider an incentive for providers that agree to be part of the IRR "pilot" process.
- Clarify language that this recommendation is solely around the providers opt-in/opt-out to participation in the IRR process.
- Is this another way to monitor uswhile we are complaining about over regulations of monitors.
- Survey process should mirror the survey on the prior question. Just need a drop down or ability to complete for each visitor.

Provider Supports

Use QI funds to support the EA Review Process/Develop an different avenue to demonstrate quality child care in order to receive subsidy (WCCC), not EA as the only option.

- Use QI funds to support more coaches and work on stability in that position for consistency and good support to providers, lack of coaches and large turnover affects the process greatly.
- Concerned that too many different ways to demonstrate quality may complicate and undermine the intent.
- Not opposed to the process or concerns with EA, one in our group is in the pilot for new rating approach, others are feeling like with current workforce challenges hard to get to this next-level work.



- Why is there a 1 year waiting period to enter into the pipeline?
- Is there a time where you stop needed to have visits based on consistent high quality visits / ratings?
- EA should not be tied to subsidy at all. It should be an accreditation not mandatory for funding.
- This is a FIX that will not solve the issue. Private Pay need a fair rate subsidy is not enough.

Base payments on provider rates, increase payments for providers who participate in Early Achievers.

- We believe that is already the case. Improved ratings result in increased payments. Not sure what this means? Did this request come from wanting to incentivize participation for those not accepting subsidy.
- Other things are to consider are do we need to change from regional subsidy rates to quality rates.
- Timeline should be accelerated for reaching 100% subsidy rates.

Employers can submit records on behalf of employees/Create an Organizational Access level in MERIT so centers with multiple sites can approve directors, view center dashboards across multiple sites, etc./list all early learning employment for individuals in MERIT./Create an inactive status for employees who work on summer breaks or only occasionally.Create a link to WA Compass within MERIT to help providers access WA Compass.

- Yes-we want all of this!!!! Overall providers not just multi-site.
- Especially important for creating alerts and notices to expiring certifications, etc.
- Including centers/directors on background check information/email.

Child Care Development Funds

- Is fingerprinting process paid from/a part of this fund?
- More options to support new center development and renovations-sustain the current and add.
- Tracking and reporting of funds reported to providers.
- Not sure what you want here. We believe that sustained funding for investment in this is important
- More transparency on what CCDF Requires and how DCYF Translates to others- Monthly update.
- Need more Transparency.

Mentimeter Responses

Based on the activity, what topic/s do you feel still need to be presented on? Are there any past topics that need an additional presentation?

CPS process

Resolution on background check

Over-regulation deserves it's own meeting.

Childcare safety if Guns can be in homes we should be able to have on Childcare Site

More Training on COMPASS

Licensors overreaching in their power - clearly defined steps towards suspending a staffs background clearance

Licensing checklists

Licensing staff providing a sixty to ninety day window where they will arrive unannounced. Helps family homes and center directors plan for personal life events.

Seperating minimum licensing requirements from licemnsing book and everything above should be attached to Early Achievers and through rating you meet the rest.

Licensing staff visit unannounced within set time periods (60 or 90 days)

What are reporting requirements for providers and a list to follow.