

Summary of Comments from Community Forums and Survey Questions

The Division of Child Care conducted an online survey for input on state policies and procedures to obtain stakeholder feedback prior to the submission of the state plan. The survey input was in addition to information gathered in community forum settings. The survey was widely publicized through email listservs. There were two surveys for a more focused set of questions; 337 respondents to the Provider/Child Care Services survey and 125 respondents to the Parent Survey, of which 12 % indicated that they were recipients of the child care assistance program. The following comments were given in addition to specific answers to survey questions.

Provider/Child Care Services Surveys

Which categories best describe who you are? (Comments)

Pilot coordinator, government employee, school district employee, Head Start staff, stakeholder, Federal employee, ECE faculty, Child Care Director, vocational specialist, parent, Child Care consultant.

What does CCCAP do well for providers? (Comments)

CCCAP provides county input in allocation process, responds quickly to billing questions, researches and provides statistics and is proactive about funding issues. County staff works closely with financial aid committees to meet families' needs; acts as liaison between supervisors of the child care unit and providers.

What services or processes could CCCAP improve upon? (Comments)

Provide a more standardized orientation program for new providers, better response time in answering calls from parents and more streamline procedures for notification and authorization of providers. The state billing form could be improved. The application process needs to be speeded up and the payment of activity fees restored. The new database should be made more user friendly and individual caseloads should be reduced so the CCCAP can better meet the client's and service provider's needs. There is too large a gap between reimbursement rates and regular rates. Many activities and special classes lose money.

In your opinion, how much do the services and functions provided by Child Care Licensing staff benefit child care providers? (Comments)

Sometimes services provided are sub-standard, sometimes good, other times exceptional. The benefit of these services is in their providing technical assistance and information. However, visits need to occur more often and evaluation standards made more consistent. There is too much paperwork required and licensing information should be more accessible, perhaps through a State hotline set up for providers.

In your opinion, how much do the services and functions provided by Child Care Licensing staff benefit parents and families? (Comments)

Staff ensure that facilities are safe for children by providing standards and monitoring compliance. These services provide quality control that families can count on. However, there could be more consistency in the enforcement of regulations.

What, in your opinion, does Child Care Licensing do well? (Comments)

Considering the limitations necessitated by insufficient funding, Child Care does an amazing job assisting with information, visiting sites, providing responses to questions and putting out a newsletter.

In what areas could Child Care Licensing improve? (Comments)

Provide additional technical assistance, greater consistency in interpretation and application of the rules. Licensing staff need to physically go and see if violations have been fixed. There needs to be quicker notification of changes in rules and regulations, more unannounced visits and stiffer penalties for non-compliance. A steady update of information sent to licensed facilities would promote consistency for providers across the State and ensure greater equity between individual owners and small and large providers.

What programs/services for child care providers do you think should be enhanced or expanded? (Comments)

Expand Statewide access to pilots, provide consumer education materials in a variety of languages, more home visiting programs and better networking/collaborating with family literacy programs. Enhance Qualistar, R&R, and college level courses for providers. All sites should be given equal access to a rating system tied to reimbursement rates. CCCAP technical staff need more training and caseloads are too high. Parents need a place to access resources that will help them with the positive development of their children in all areas of life. Expand quality in infant/toddler care training. Better behavior/mental health awareness and training. Parent workshops with child care and food provided at no cost. Expand alternative daycare for parents who work weekends and nights. Enlarge tuition subsidies and on-site services, such as speech and hearing, OT and counseling for lower and middle income families.

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Provider/Child Care Services Surveys (continued)

Do you have any other comments or suggestions? (Comments)

Consolidate grant activities as much as possible and increase reimbursement rates to providers. Provide specific information about the Child Care Appeals Panel. Identify administrative costs that could be eliminated to redirect dollars to providers that are tied to child outcomes. Improve communications to rural areas, increase opportunities for parents and families offered by Family Resource Centers. Hire more licensing inspectors; provide better day care and “sick baby” care. Gain more local input before implementing rating scales as basis for grants and/or changes in rules and regulations, so that schools can provide information on the implications and repercussions of such changes.

Parent Surveys

What does CCCAP do well for providers? (Comments)

Provides friendly support, responds quickly to billing questions, provides helpful statistics and gives county input in allocation process, is responsive and concerned about the total care children receive, while keeping CCCAP recipients accountable and protecting the system from abuse.

What services or processes could CCCAP improve upon? (Comments)

Case approvals and provider authorizations need quicker completion, phone messages returned in a more timely manner, eligibility requirements need streamlining, parents and providers need easier access to web page, and state billing forms improved. Restore the payment of activity fees; make new database more user friendly. Increase reimbursement rates, reduce individual caseloads, speed up application process and improve on customer service to families involved in the program.

In your opinion, how much do the services and functions provided by Child Care Licensing staff benefit child care providers? (Comments)

There has been improvement in the thoroughness with which licensing agents at the local level look at minimum standards. Licensing staff does a good job at keeping providers accountable, although sometimes representatives conducting visitations are too subjective and need to be more consistent. Services and functions provided lack consistency but are often exceptionally helpful. Overall the services benefit children serviced by child care providers, while providers benefit from technical assistance and information.

In your opinion, how much do the services and functions provided by Child Care Licensing staff benefit parents and families? (Comments)

Staff ensures that facilities are safe for children by enforcing provider compliance with licensing standards. Licensing guidelines help establish quality for centers, but sometimes requirements are too strict and costly, which leaves many children in non-licensed facilities which do not provide quality care. There needs to be more consistency in the enforcement of the regulations.

What, in your opinion, does Child Care Licensing do well? (Comments)

Staff provides helpful assistance in starting up new centers. Despite high caseloads, licensing specialists are responsive, but there needs to be better communication between DCC and CCR&R regarding violations. The recent addition of a provider newsletter (at the local level), outlining rules and upcoming rule changes has been very helpful. However, there are too few licensing techs to provide sufficient monitoring of staff child ratios and quality of care.

In what areas could Child Care Licensing improve? (Comments)

Enlarge child care staff; provide more technical assistance and more consistency in interpretation and application of the rules. More staff visits to providers to ensure effective follow up on violations. Despite close monitoring of licensed providers, the public has a false sense of security, as there are too many unlicensed providers that are not meeting quality standards and the public doesn't know the difference. The process of searching out and shutting down unlicensed providers should be enlarged and families using such facilities should be advised in writing that they are unlicensed. Also, there should be more consistency among licensing agents in reporting violations.

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Parent Surveys (continued)

What programs/services for child care providers do you think should be enhanced, expanded, or added?

Formal training of child care providers, enhanced licensing services and scholarship opportunities should be expanded. Also, infant-toddler trainings, tuition for college for early childhood classes, as well as opportunities to extend college courses to bachelor degrees. Rating and reviewing tools should be consolidated so agencies are following one set of rules. Programs for in-home providers need improvement and differences between in-home providers and center facilities acknowledged and adopted in a revised rules and regulations. More grants should be made to pre-licensed providers to help them get started. Increased funding is required for growing costs for nurse consultants and there should be more monetary support from businesses as quality child care enhances the work of their employees. School Readiness Subsidization Program should be renewed, as well a playground safety grants. Consolidated child care pilot programs should be made statewide, as well as more slots for kids with special needs in private child care centers. There should be state-approved classes on different topics for providers who have been in the industry more than five years, incorporating changes in family dynamics and school curriculums. Respite care, preschool after school programs, expanded training in all areas, special education support and increased subsidies based on quality coordination of services to family and children. Also, more home visitations, after school and sick care and training in early literacy development. Tie professional credentialing more closely to licensing process, and quality care blended into the licensing requirements. Provide more itinerant clinicians to assess and refer children experiencing developmental delays or emotional or behavior issues. Build a stronger health infrastructure of health into child care facilities. Add system that allows providers to track CCAP immediately (qualifications, approval, etc.) and allowing centers to better communicate with one another. Get out more information on being a family child care provider. Advertise and establish one phone number for questions and answers on the subject.

What programs/services for parents and families do you think should be enhanced, expanded, or added?

Parental workshops, training and support systems, including drop-in care so parents do not have to pay daily parking rates for only a few hours. Add programs and or information that explain “quality” to parents and how it is rated. Increase CCCAP reimbursement rate, as well as number of visits to facilities. Enhance on-site services, such as speech and hearing, OT and counseling for lower and middle income families. Increase public awareness about quality ratings and child care credentials. Expand access to the web and family resource centers, preschool programs, and child development education, helping families develop realistic expectations of their children’s abilities. There is a need for more alternative day care for parents who work weekends or nights. Increase publication of the Qualistar early learning star ratings. Add mental health services, more emotional support and advocating for parents in the workplace. Provide more for caregivers who work with preschool age children that aligns with infant-toddler efforts. Add Ready To Learn program to parent education curriculum. Support services and training for teen mothers and grandparents raising young children. Increase services to teen males fathering children at an inappropriate age. Home visits for every parent who wants them, especially in at-risk situations. More information on transitioning to the educational system in Colorado for immigrants from Latin America. Resources for children with aggressive behavioral problems. Programs providing greater awareness of resources and referrals through churches, pediatrician’s offices, hospitals and stores for children. Extend child care support for parents attending college. Web cam devices so parents can monitor children and the home facility. Increase parental involvement in decision making in programs and services. Make all information accessible in both Spanish and English.

Do you have any other comments or suggestions?

Utilize public funds to support non-licensed child care. Encourage counties to use county money to increase provider reimbursement rates. Make more trainings, regulations and rules mandatory. Consolidate grant activities as much as possible. Improve communication to rural areas. Increase re-imburement rates to increase staff retention. Add more customer service and customer relation training for CCCAP and TANF workers. Hire more licensing inspectors. Put more local input into how rating scales are implemented as basis for grants and/or changing rules and regulations. Make provider reimbursement a standard rate for the whole state. Raise CCCAP payments to reflect market rate.