

National Website and Hotline Project – American Public Human Services Associations (APHSA) and IT Solutions Management for Human Services (ISM) Listening Session Summary

On March 30, 2016 APHSA and ISM professionals from across the country participated in a listening session with the Administration for Children and Families to share their feedback, possibilities and recommendations for user friendly elements to consider in the design for the National Website and Hotline Design project.

National Website Discussion Questions

1. Which of the following best describes your State’s child care consumer education website and search tools?

- State child care agency or partner agency has a public website and search tool that can display information on child care programs that includes program location, program features, licensing history, and quality ratings/indicators for licensed programs - 21 responses
- State does not have a public website and search tool that can display information for child care programs that includes program location, program features, licensing history, and quality ratings/indicators for licensed programs - 0 responses
- State is in the process of developing a website and search tool programs - 2 responses

2. What approach did you use/plan to use to aggregate child care provider data from multiple sources – e.g., Application Programming Interface (API)?

No written or verbal responses provided

3. What challenges and lessons learned can you share about your work to aggregate child care provider data?

- Responsiveness of providers is a challenge. A large number of providers in FL 9-10,000 providers are required to update their information yearly. It is difficult to get them to respond. Not a NACCRRAware user, each region has its own database. Information is aggregated at state office on statewide and regional level. CCR&R Search tool also pulls in VPK (Voluntary PreK). Another challenge is the CCR&R and the Department of Children and Families licensing system that have different information. Planning to merge at some point.
- How are you planning to connect the systems? Could you say a little more about your process to keep the information up to date?

- CCR&Rs in each of 30 ELC reach out to providers in multiple ways via email, fax, mail, follow up with phone calls. Currently are in process of building a statewide system with provider portal so provider can log in and update but it is a few months away. Any provider update campaign is happening locally. States that use contract as “carrot” for updating information are more successful.
- Does database include license exempt providers like schools, before and after? Yes those are included VPK, School Readiness, providers who many not participate but want to be in R&R system. What about FFN? They can be, if they are receiving payments/subsidy, then they are in the system. But can also be if they want to be.

4. What would be most effective way for your State to contribute data to the National Child Care Search Website – e.g., API, file transfer, etc.?

- Links to existing sites.
- Link to state website. However, if the national web site will provide composite information, there will need to be a way for states to upload information - for example child deaths or injuries.
- Link would be preferred but understood the purpose was to provide information and pass people through and to draw a picture of child care across the country by providing information on a national level. There would need to be some way for the FEDS to pull information without having to go to the state to get the information.
- Likely file transfer, but no IT guidance present. Issue would be frequency of data files provided.

5. What are the possible barriers that States may face in contributing data to the National Website?

- Providing information for non-regulated home-based providers (i.e. FFN) caring for subsidy children is still an issue, as confidentiality concerns for the possible identification of subsidy families.

6. What types of assistance will States need in order to support connections with the National Child Care Search Website?

- Sample Data Dictionaries - **2 responses**
- Guidance on API Development - **0 responses**
- Open-Source Website Templates - **0 responses**
- Guidance on Child Care Search Analytics **7 responses**
- Other - **0 responses**

7. Are there specific barriers and/or opportunities to the implementation of a national consumer education website that you can identify, that would assist us as we enter the design phase?

No written or verbal responses provided

National Hotline Discussion Questions

8. Is there a single point of contact in your state/territory that triages suspected child abuse and/or neglect and health and safety complaints in child care settings?

- **Yes** - 2 responses
- **No** - 8 responses
- Maryland calls are directed to 13 regional offices so licensing specialist can collect additional information. CAN is handled by local Dept of Social Services, if complaint comes in they contact our offices and if we get a complaint about CAN we contact their offices. There is not a statewide number, each regional office has posted number, statewide CCR&R also accept complaints. Lots of entry points but not 1 main call number. Only 1 data system (licensing) if it is CAN then D of Human Resources does finding which is recorded in our system.
- Florida has an abuse hotline that is managed by Dept of Children and Families which licenses child care.
- In MA we have two agencies responsible for these complaints. DCF handles abuse and neglect complaints. There is a state hotline number for after-hours calls for DCF. Early Ed and Care also handles these investigations within programs that we license. We have 5 regional offices and our central office in Boston. Any person at a regional licensing office can intake complaint/incident information. In the near future, providers will be able to self-report incidents using a cloud based provider portal. In the distant future (August of so) we will have a parent portal where complaints can be filed. Anonymous complaints will have to come in by phone.
- I neglected to mention that CCR&Rs also intake complaints (in MA).
- HI is similar to Maryland. We have 6 local offices for child care licensing.
- Maryland is also implementing a public portal that will enable families to file a complaint.

9. Are there specific barriers and/or opportunities to the implementation of a national parent complaint hotline that you can identify, that would assist us as we enter the design phase?

- If this were to be live transfers of calls from the national hotline to the local states, HI is 6 hours behind EDT.
- It will be critical that if the national hot line will be taking complaints that they get all information needed for the state to investigate. If the complainant doesn't want to identify themselves it will be difficult for the state to follow-up to gain additional information if needed.
- If national hotline is taking "messages" for the states, then the amount of information would be needed in order for the states to take action would need to be determined.

- There would also need to be knowledge of what constitutes a complaint in the state - in Maryland we don't investigate complaints that are due to payment or business practices.
- HI has interpreter services for languages that may be difficult for national hotline that would need to predetermined that the interpreters have available within a short timeframe (10minutes?). Chuukeese, Kosrean, Samoan, etc.
- Unlicensed family child care complaints could be challenging since states have different thresholds for when a license is required.
- One of the difficulties if we have agencies outside child care licensing taking complaints, if it is a CCR&R, they sometimes do not understand the specifics of the requirements. At the national level, you will have to align the compliance issues and don't know where to direct the call or to provide assistance. The most successful compliance complaints are from the person directly. So the transfer is important. Once the person makes contact and the complaint they don't always stay on the line and the follow through doesn't always occur.
- In MT, it is separate. H&S complaints come to licensing and CAN has centralized intake.
- Would there be an expectation for the states to report back to OCC regarding the complaints received through the national hotline?