

# National Website and Hotline Project – State & Territory CCDBG Administrator Listening Session Summary

On December 9, 2015 February 26, 2016 State and Territory CCDBG Administrators 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 project.

**Q: How are Monitoring Reports Displayed so that they are useful and user friendly for consumers? What are some best practices to consider?**

- Our monitoring reports are summaries but simply list violations in terms of rule numbers - so not very parent friendly. We're implementing key indicators and that will influence a redesign of the site to make it more parent-friendly
- SC has broad categories that are then color-coded high, medium, and low.
- NH has full reports online, but with explanations for how to read them, and reports include the program's corrective action plans. NH also has critical and non-critical violations listed differently (critical first)
- Monitoring reports are minimal through a portal system and based on inspections/deficiencies
- Monitoring reports in WI detail each violation and description of how rule was violated. Provider plan to correct violations is uploaded as PDF document and available online.
- What would be helpful to include is how these states developed their high, medium, low categories as well. HI does not have "risk" categories yet, so if it's based on data analysis vs. stakeholders workgroup, and if it is in the state rules

**Poll Responses**

<b>Does the state/territory agency maintain a single database of all eligible providers?</b>	
Yes	29 (82.8%)
No	6 (17.2 %)

<b>If no, do you have agreements with other entities to maintain a database(s) of eligible providers?</b>	
Yes	6 (66.6%)
No	3 (33.3%)

<b>How many entities maintain a data base?</b>
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2- CCR&R & Licensing Child Care Locator

**How would you categorize your readiness to meet new CCDF requirements for a state consumer education website?**

Active Implementation Phase	5 (13.1%)
Design Phase	10 (26.3%)
Initial Planning/Action Phase	23 (60.5%)

**Where, primarily, is the provider quality information maintained?**

State/territory database	9 (27.2%)
CCR&R database	2 (6.06%)
211 database	0 (0%)
QRIS database	7 (21.2%)
Professional development registry	4 (12.1%)
Licensing database	1 (3%)
Multiple databases	10 (30.3%)

**How can the National Website design support states/territories' needs to make provider quality information available?**

Link the national website to our state's existing quality site.
Clear process for states to update their information if specific state information is listed on this site
Since different states have different systems of QRIS systems, will there be what the criteria includes ex. Star levels are 3 Star as top level, etc.?
Offer link to the state search.
Link to state search/info sites
Agree with providing link to the state search website and having families search using the state website.
Standardized system of quality
Provide link to state search website and/or state QRIS website

**How can the National Website design support states/territories' needs to make licensing/monitoring information available?**

Our state is still designing our own process for making some of this information available, so we aren't yet able to explain how the National website will be helpful to us.
Link to state websites

Don't think it can. Link to the state websites.
link to websites, as they are updated weekly with most current info
link to states' information
Again, linking to state sites
Link to the state's website
SD planning to list rule but also developing a risk assessment as well.
Direct link to state site
link to states
SC has broad categories that are then color-coded high, medium, and low.
display cover page and summary information from inspection
Depending on amount of information available to consumers of National website, the option to pass-through search criteria directly to the state search website automatically would be customer friendly.

<b>What do you foresee being the biggest challenge to making results available on a national website? Consider: licensing/monitoring; provider quality; availability of child care.</b>
different data systems within the state that track each of these
For states that don't have their own website yet, anticipating challenges for the national site is nearly impossible.
different types of information provided from different states, so difficult for families to understand what the differences could mean
providing consistency in data
The challenge of providing information about currently unregulated providers.
working with states where information is in more than one system
Data systems vary state to state. There has to be standardization in place, which will prove difficult.
avoiding duplication and simplicity
maintaining current/updated information
Still don't know how results can be made available on the national site without tremendous expense. Each state has different data layouts and mapping would be a nightmare.
The fact that state websites and data systems are so different from state to state.
The differences in what is captured, how it is captured, and each state has its own child care regulation "language".
The terminology differences from state to state could be confusing.
Biggest challenge will be where the information is displayed - if displayed on a national website, will have to include state context....if linking to state website to show results there, then context is there
<b>What other words of advice, caution, comments, or questions do you have about the National Website development?</b>

State definitions vary need to link to state websites
Linking to a state's website would be preferable
Still had a concern about state websites providing information about license-exempt child care providers, especially home-based care, and whether the national website to have that
What would happen if the national website had multiple languages for users and the state website to which the user is linked does not have multiple languages?
Consider SEO and a relevant/memorable URL for the national site.
MN has invested lots of time and resources in the development of our website, including private investments for marketing. We want families and programs to use our site.
Emphasis should be placed on suring up state websites first so that they are user friendly and offer clear access for consumers.
Would prefer links, as parents/others may call states for clarifications which may be difficult if they received information from the national website
concerned about local programs uncomfortable about sharing information nationally
I am concerned that on one hand there is talk about linking back to the state sites but a design slide shows an api design which makes it sound like you are talking about actually mapping data back to the national site. I don't think this is feasible.
Consider having state contacts for reports and having parents call states directly. We find that state requirements are different, and that third party reports are not the most reliable. Then it's often difficult to get the original reporter back.
Keep it clean and simple, easy to navigate or no one will use it. Many state and federal websites are impossibly complex and even employees can't find what they're looking for.
National website has form to gather basics (zip code, city) and pass that information as parameters to appropriate state website, which then displays the information

### National Hotline Discussion Questions and Answers/Comments Summary

<b>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?</b>	
Yes	13 (39.3 %)
No	20 (60.6%)

<b>If yes, please explain below.</b>
Two separate hotlines
Anyone in Idaho can contact 211 (Idaho Careline) to report abuse, neglect, child care complaints or concerns (of any nature), or to find child care providers in their area.
Office of Children and Family Services
is ID doing this through a contract paid for by ID state?

Department of Children and Families
Child Care Abuse and Neglect hotline

<b>How do you follow up on complaints? For example, unannounced inspections.</b>
State licensing and child welfare agency conducts an unannounced visit.
suspected CA/N report of a licensed/registered child care home/facility may have a dual investigation by Lic & CWS if high risk allegation
Unannounced inspections, may start with an interview of child or staff, may include police depending in situation
Unannounced complaint investigation visit
Any allegation of a licensing rule violation is required to be investigated by law. All are investigated unannounced. CPS allegations are led by CPS agency.
There is an in office triage, if assigned for out of office investigation, attempt site visit within 5 days. Investigations must be completed within 60 days..
Maryland does a complaint investigation. If we find it's a CPS violation, that goes to child protective services for their investigation.
unannounced onsite visit to investigate allegation of licensing violations within 48 hours
Unannounced inspections to address concerns reported
Unannounced inspection w/in 5 days;....coordination with CPS/Law Enforcement (if applicable)...interview staff/witnesses (f applicable)..follow up w/program

<b>Do you conduct follow up of complaints against license exempt or unregulated providers?</b>	
Yes	14 (73.6 %)
No	5 (26.3%)

<b>If yes, please explain</b>
State licensing and welfare agency conducts unannounced visit.
We respond to every complaint.
If it is an issue re: injury or payment and operating under an exemption from licensure, then do not investigate.
Only unregulated providers in NH, check compliance that they are no longer operating a child care program
License exempt- investigate for background screening violaitons by child care licensing. Illegally

operation complaints are investigated.
Allegations of illegal child care (caring for a licensable number of children) are investigated.
Allegations of illegal child care are investigated
To determine if a license is needed

<b>What recommendations do you have for a National Hotline to field child abuse, neglect, or health and safety complaints in child care settings?</b>
Be clear about what will happen with complaint, time frame and if they will be contacted back.
timelines for responses need to be flexible as states often are getting documents from law enforcement etc
connect directly to state hotlines so they get a person
If the state does not have a 1-stop call center to determine where to send the call (CPS, Licensing, etc.), how will the national hotline handle multiple lines?
Criteria for cross-state line allegations
Could reports be made online to the federal database and then forwarded on electronically to the state hotline?
Complaints in NH can only be from first hand information, unless the nature is physical injury or abuse, verbal or emotional abuse, or danger of physical injuries occurring. Not sure how information will be reported
direct caller to the appropriate contact within the state. Some callers may want to remain anonymous - speaking with the state ensures all information on the location and allegations necessary for the state to investigate are obtained.
States/territories identify one or two central numbers and the national hotline is an automated call tree connecting caller to appropriate state number
Is there a risk a person could call the National hotline and then be confused if the state screens out their complaint?
Let caller know who will be following up with them and when (someone from the hotline, someone from the state, etc.)

<b>What additional thoughts, comments, concerns, or questions do you have about the National Hotline to field reports of child abuse and neglect, as well as health and safety complaints, in child care settings?</b>
questions about how information will be passed on to states
the amount of increased workload for state staff to investigate complaints received from the

national hotline which may possibly due to other issues and may not have actually occurred
There must be a systematic way of relating these reports to the respective state and over siting regional agency. There must also be an investment in training of hotline staff on how screen calls effectively.
Confusion about both a state number and a national number to call.
Liability of hotline staff making screening decisions for states/territories
We need a clear definition of how child abuse/neglect from federal and reporting perspective
Confusion about whether reporting to a national hotline will fulfill mandatory reporting requirements