

National Website and Hotline Project – National Organizations

On January 13, 2016 National Organization 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 project.

This listening session was a part of a series aimed at gaining input for both the National Child Care Website and the National Parent Complaint Hotline from a broad range of early childhood stakeholders across the country.

National Website Discussion Questions and Answers/Comments Summary

1. Based on federal requirements and the design options, what do you see as the challenges of the options?

- Challenge to keep a license exempt list current is going to be quite a challenge. Especially on a local level with social services.
- Even bigger challenge, what do we do to get parents to reach out to them on a local level with all of this information on a national level. Parents don't know what they don't know

2. What do you see as the challenges from your own experience working with families?

- Fear for hard to place families. Are they going to look at a list like this and even bother to call us?
- Issues around transportation, linkages to school districts, after school care, etc. You want to connect with a provider that has that access. How do we know the organizations listed have this criteria?
- Access to subsidy information or eligibility
- Access to transportation

3. Thinking about your organization and its stakeholders, do you have insights on how we approach the requirements for the following?

Provider Information (i.e. local list of child care providers – licensed and licensed exempt, consumer referrals to local CCR&Rs)

Quality Information (i.e. provider specific QRIS ratings or other quality indicators)

Compliance Information (i.e. provide specific information on licensing compliance)

- (No Responses)

4. You represent organizations within early learning, organizations in critical areas such as maternal and child health, child welfare, and organizations. What other words of advice, caution, comments, or questions do you have about the national website development?

- (No Responses)

National Hotline Discussion Questions and Answers/Comments Summary

1. Based on the federal requirements what do you see as the challenges?

- Will state contact simply refer ALL incoming reports to the appropriate agency or Is there an expectation for training state contacts?
- Would train state contacts on how to handle issues.
- Assume a state contact that refers all reports to others. What is the responsibility of the state contact to follow up and make sure something has happened as a result of that?

2. What recommendations do you have for a National Hotline to field child abuse reports?

- There are a lot of different considerations on how the passing to a state contact would work.
- Would call center employee take information from caller and then pass along
- Would they have a conference call to make a report together with the contact from the state call center?
- Would person encourage person calling to retell information to state contact?
- Problematic in a child abuse situation
- If information is passed along, the state call center employee may turn around and make report and they have identifying information but there are a lot of follow up questions that they can't answer because the caller didn't provide enough detail.
- Report could be a lot more limited.
- That could be the different in determining in a child abuse case whether or not the report has enough information to be investigation.
- How do we promote hotline? We don't want it to seem like it is competing with what is already going on in the states.
- Parents will come across a lot of mixed information on how to
- You don't want people to get frustrated because they are being passed on and they have to repeat information and second call center they are passed to may have different hours.
- Parents already don't know who to call because situations are all so different. It could be helpful in getting parents to know who to call.
- In your state, how do you know where it goes? If it is an instance of abuse in a childcare center.
- Still gets reported to the child care agency but parents are encouraged to report it to the licensing agency (because this particular case is for licensed agencies)
- For license exempt, in cases of child abuse generally the issue usually goes to law enforcements.
- Does law enforcement usually help with these once they are reported?
- Follow up that ACF, leadership with ACF to work on joint guidance so that everyone connected to trying to reduce use of psychotropic meds knew the direction was coming from the federal government.

- Connect to local law enforcement is more challenging
- With licensing exempt it is a lot tougher. When there is a licensed facility there are a lot of standards they need to meet. In licensed exempt reports to the police are in abuse situations.
- In smaller issues like sanitation procedures – it is harder to get law enforcement to mitigate.
- What gets different agencies to respond to these reports?
- Will state contact will they refer all problems to state agency or will the national hotline employees be trained?
- This is one of the biggest loopholes.
- Places that should be licensed but are not – can people share how that would go in their home states?
- Would depend on states licensing law. Would have licensing investigate it just to verify number of children.
- If they determine the child care provider is license exempt but there is risk to children they would still report it to child abuse or child welfare.
- In a scenario when licensing does not feel ok to keep going and makes a secondary referral, what is the follow up like?
- Once licensing made the referral they would feel like they've done their responsibility and would not pursue for follow up.