

National Website and Hotline Project – National Association for Family Child Care (NAFCC) Listening Session Summary

On March 31, 2016 NAFCC members 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. Are there specific user friendly (user being the family) features that you recommend for the design of the national child care consumer education website? For example:

- **State specific licensing requirements;**
 - **Language supports other than English and Spanish;**
 - **Child Care Search by County (not just zip code);**
 - **Connections to Provider Social Media pages;**
 - **Parent sourced reviews of Child Care Providers**
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- Child Care search by County not just zip codes
 - Would there be a way for providers to list if and when they have openings? This could prevent extra calls to providers that don't even have openings.
 - Vacancy information would be great!
 - I do have a concern about links to providers' social media pages, and the problem of giving the public access to photos of children without appropriate photo releases obtained from parents.
 - It is important for parents to know what the licensing requirements are. Parents assume that anyone who places an ad is operating legally. They don't know what to look for, because every state is so different (group size, age requirements) it is important for a parent to know. There is no license exempt in my state. Can't wrap my head around how information would be given to parents about how states would get information about license exempt providers.
 - I just want to confirm the structure - would the national site simply be a portal to the state site (and get specific provider from there), or the ability to search and pull up info on a specific provider listing on the national site?
 - Some parents like to look for a provider that is within a specific school district.
 - Near major employers
 - In Arkansas families can also search by hours (providers that provide care after 7 pm) ages, voucher participant, open on weekend and funded.
 - I would recommend listing providers by name as well as by program name. Parents often hear by word of mouth about providers without knowing the program name to search for.
 - Parent reviews of providers are a little scary from the provider perspective. If a provider has to terminate care for non-payment or another parent breach of contract, parents often file vindictive complaints. Giving those parents an online platform for trashing providers is a frightening thought.

- The Arkansas site has a resource page that educated parents on what DAP or quality looks like. There is even a checklist parents can print they can take on initial visits so they know what they should be looking for.
- I think you should focus on the features and benefits of family child care to consumers. Many parents are not aware of the FCC option.
- How will this program maintain reports/complaints on child care providers? What would you do with the information and how would it be maintained?
- In Illinois we have a wonderful registry in place with ExceleRate Illinois and all licensed providers are a part of it already. Wouldn't this be a duplication of information?
- Thank you. It seems like a major cost would be involved in duplicating info from states when it would be more streamlined to be a portal, which would also connect parents directly to the state site with specific info on the state's rules and regulations.
- I agree with many states that have websites, would be more cost effective to just link them to the state site where they could access the info.

2. How can your state maintain the privacy you need to remain secure at home with children while also providing enough information so that a parent can find and choose family child care that meets their needs?

- Don't list specific addresses. Maybe just a general area of town or near a certain landmark.
- Maryland gives street name but not house number. But on my court, my house was one of 4. I was very easy to identify.
- I just searched my license number on Arkansas' site. I was given my name, phone number my zip code and how many stars my program has in our QRIS.
- If a provider chooses to limit access of their info - make sure that does not hurt their visibility - such as using words - "not available" is not good but maybe how to find that info such as call or email for the info
- It should be up to a provider as to how much information they want to share.
- For example if the provider has the option and does not provide address, it should say call for address or directions rather than "not available".
- Iowa will not let anyone opt out of listing address. Notice was sent out that providers will have to now take classes for intruder alert. Many providers take children in protective custody.

3. What information would you like to see on the national website about your family child care program or about family child care in general?

- What makes your program unique? All FCC's are different!
- NAFCC accreditation status should be included
- Education including credentials the provider holds.
- Program practices: curriculum, assessment, field trips, etc.
- From AR, it would be beneficial for the provider to give a statement that describes who they are and what they want parents to know "There's no place like home", mine would be "We are making

memories.” Everybody has something different – we are getting ready for Kindergarten. A one-liner statement that describes who they are would be beneficial.

- I would think that the information would need to be broad in order to keep the cost of the website at bay, Licensing status, QRIS Status, and Website if applicable. The family child care provider could have their philosophy, vacancies, etc.'
- CACFP participation and meals served
- Years providing care.
- Overall learning opportunities that occur in a family child care environment
- Possibly even describing what style they use. I have a Reggio-inspired environment. Someone may be looking for Montessori, Waldorf, or something. I had referred someone in another state and got feedback that it was very expensive. Not exact rate but a range of rates.
- Group size
- Important to include something so the parents know that they have the responsibility to interview the provider. Don't want them to think this is a referral service. How will we know that the info providers provide is true? Of course we hope it is!
- Who is going to maintain this website? If it has drilled down information, it becomes very costly to maintain and how will providers update the information. The National website should be very broad and either point to the state website or the provider's website because the provider has the opportunity to change anything on her website at any time but if I have to wait for someone on the national level, I might have to wait forever.

4. How could the website support family child care providers?

- Could website also list special services such as tube feeding to help special needs families?
- How to choose a developmentally appropriate curriculum and assessment tool.
- Connections to services for families would be great. Could there also be connections for providers to their local and state fcca and to NAFCC?
- Information on supporting children and families with unique circumstances.
- Would be great to find a way to list all FCC Associations throughout the nation so they can network together. Networking with other providers is huge!
- Connecting FCC providers with their State QRIS systems.
- Assist FCC providers on grant writing process
- Explain all the program options available for FCC providers
- Connections to state small business associations

5. How could the website support family child care providers who care for families receiving subsidy?

- How to connect with other FCC providers caring for subsidy children
- A constant update per state on the current waiting list
- Information on the States subsidy eligibility and requirements

Additional question: How can the website help connect families to you when those families need unique services, such as non-traditional hours, to support children with unique circumstances or unique needs?

- There needs to be a contact person that FCC providers can contact and actually get results without having to go months without getting paid.
- Information on programs that can additionally support subsidy families (tax preparation, etc.).

6. 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?

- Whatever platform you choose, parents have to be able to access the website from all kinds of devices.
- How will folks find out about it?
- How do we get this information to families?
- The main thing that would be important if much information is added is the opportunity for that information to be updated often. (Change in licensing status, etc...)
- Make sure it looks family friendly and not like an IRS form
- How will you buy in from providers? How will they get this information?
- Get the buy in
- From what I've seen, states have very different approaches to what type of information they make available. I would think this would make it very difficult to merge onto one site and provide inconsistent searches. For example, a family on a state line, searching neighboring states, would find different amounts of info from each.
- It would be nice to have a person in place that would be available after FCC hours, perhaps weekend person. Often FCC work alone, and this can make it difficult to actually carry a conversation doing normal hrs.
- I'd prefer a simple portal to state sites, so more funding was available for professional development in the field.
- I think it is important to make sure we differentiate.....when I had young children, I am not sure I would look to a national site, but more at my local level. However, it doesn't mean that I might not be looking for broader information on how to find child care or other info.
- With many states having and setting up similar sites, providers may wonder why another site is needed.

National Hotline Discussion Questions

1. Using your experience, what are the essential design features, processes, or protocols for a national parent complaint hotline that will connect users to a point of contact in States and Territories? For example:

- **Types of information included in call intake documentation**
- **Clearly defined process for action from the agency**
- **Clearly defined process for appeal**
- **Required training for National Hotline Staff**
- How will complaint information be maintained, kept, made public?

- I have a question, not a comment. How will national hotline staff know what the regulations are in every state to know whether the parent is raising a valid complaint that violates state regulations?
- Why would someone not just call the state hotline to begin with?
- Connecting to the state CCR&R network would be a good option. Not all parents would want to talk with licensing, and at least in Maryland, complaints to licensing have to be directed to a regional licensing office.
- Are states ready for the possible increased number of reported cases as a nationwide number is made available?
- Providers are mandated reporters. Will making a call to the national hotline fulfill the responsibility as a provider?
- (response directed to previous statement), it would probably be up to state law to determine that.
- If a call is made to the hotline will a report be made available for follow up?
- In Arkansas you can request a follow up report.

2. Are there specific barriers and/or opportunities to the implementation of a national child care complaint hotline that would assist us as we enter the design phase?

- Sometimes the person calling needs "resources" such as information and or counselors ... perhaps having that information available.
- When you say a complaint hotline, are you going to let parents and providers know what the intent of the hotline is? Parents may call complaining for things like their provider terminated care or things that aren't really what the hotline is intended for.
- Given the wide variety of state regulations, it would be difficult to determine what complaints are actionable, or against regulation.
- Yes, or call it something other than a complaint hotline.
- CCR&R advisory board, complaints range from ratios and group size, to I don't think my child is fed often enough or diaper is changed often enough. Complaints are not all abuse or serious violations of licensing. Parents have questions and they need resources. Perhaps a warm line rather than a hotline.
- In the marketing of the hotline inform participants what information will be needed when they call. In Arkansas if a call is not "complete" it is" thrown out. That is heart breaking if it is a genuine concern. But knowing before you call what information you need to have available will reduce the lack of sustainable calls.
- Could you call it an Information and Concern Hotline?
- Will the hotline employees be referring parents to their States CCR&R to answer state specific regulations?