

# National Website and Hotline Project – National Association for Regulatory Administration (NARA) Listening Session Summary

On March 23, 2016 NARA 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. Do you have insights or concerns about how we approach the requirements for:

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

- How frequent will the website update provider information from the states- nightly, monthly or quarterly?
- Corporations have Boards. Who will you list as the provider?
- How will you define license-exempt?
- Concerns about ensuring confidential information is not released/available.
- In NE while we have some information available to the public, we don't have it all as is laid out in the plan. Confidential information is highly monitored in the state. I want parents to have all the tools they need to make their child care choices. We need to keep it in the forefront of our minds.
- Regarding FCC addresses - they are now available to the public. People are sometimes surprised to find out that their addresses are available on the web and public information in our state. Concern is more about licensing report, if investigation is of an abuse/neglect there could be sensitive and potentially identifying information available. Is there a template arranged, laid out? The sooner we have that, that template would be very beneficial for us.
- Confidential information - provider's that meet certain qualification that their personnel information (demographic) is protected from public view. For example, law enforcement officers/family, law judges and other protected class individuals from having information displayed to the public.

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

- Department of Education runs quality and licensing runs licensing. I am just concerned the two Michigan departments will be able to meet the federal requests.

#### C. Compliance information (i.e. provide specific information on licensing compliance.

- Five years of compliance history required.
- Are you going to standardize compliance violations? I am sure Michigan does don't match other states codes/numbers. Guidance coming?
- We currently keep 3 years of information. So we'll have to add the additional years.

**2. You represent organizations within early learning, organizations in critical areas such as maternal and child health, child welfare, and organizations with expertise in critical populations of children.**

**Keeping your organizational focus in mind, how would you strengthen the work?**

- Information that supports regulations-Examples: Safe Sleep Practices
- Eventually coordinate child care quality with Dept. of Education and their quality education goals.

**3. 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?**

- Needs to be clear that requirements are different from state to state.
- That each state has different departments and/or divisions responsible for different functions, such as child protection, regulatory oversight of child care, etc.
- Avoid confusion for parents. KISS keep it simple..... State versus federal must complement each other and not conflict with each other.

### **National Hotline Discussion Questions**

**4. Based on your experiences receiving complaints, discuss the feasibility of the identification and development of a single point of contact for child care specific complaint reporting by the public? Does your state already have a single point of contact?**

- In NE we don't have a single point. We have an 800 line for complaints or licensed providers use it for getting information. Everyone uses the CAN Hotline regardless of where it occurs.
- Yes, when we receive a complaint of CAN we tell them to also call the Hotline number.
- We have a toll free number and website link.
- Yes, we do. Toll-free line and information on the website.
- Sorry DHHS also have the abuse/neglect 1800 number where all abuse goes
- No, Vermont's "complaints" are handled by the designated division - child protection (CA/N) has its own reporting line, child care licensing receives complaints that are not CA/N but related to health and safety in child cares.
- No

**5. You represent organizations within early learning, organizations in critical areas such as maternal and child health, child welfare, and organizations with expertise in critical populations of children.**

**Keeping your organizational focus in mind, how would you strengthen the work?**

- Often people have violations and we don't have the best communication between states. Perhaps the CBC will take care of this
- A better national connection for states with the bad actors as child care providers

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

- If someone calls and has concerns about their child care, how is it going to get back to the state? I don't know how we can set up a system, I'm worried that if parents call a national hotline but the state does not have regulation that addresses that concern. Parents may receive mixed messages and think that there will be taken care of but there is not state regulation for that concern.
- One of the things I hear providers indicate, they worry about fraudulent claims against them. Trying to determine what is an accurate complaint vs revenge.
- We are learning from the DOD experience and the state is responsible for investigating. We will need to identify an effective and appropriate way to determine that the call was handled based on the state requirement. Any thoughts would be appreciated.
- It is really important however the person making the complaint to know how the complaint to the state is allowed to be made and we need to be sure that we have the appropriate questions for them to answer. Basically the Who, What, When, How, Where those questions as we train our staff here are very important to get to the root of the complaint as best as we can guide that everyone would be appreciative of that information.
- I am not sure anonymous is the best way to accept complaints. We are looking at stopping those in Michigan and requiring a name for investigations
- I do wonder about inserting yet another person/layer into the chain of communication when reports are being made. More opportunities for information to be lost, altered, etc. and reports are so sensitive.
- Yes being anonymous, but ensuring that they provide accurate addresses and names of the providers involved.
- What type of follow up will the national hotline want/need? At times these investigations can take many months. Especially if law enforcement is involved.
- Only posting substantiated complaints to the website for consumer education.
- If a single hotline is the goal, a "warm hand off" is preferred over a live person taking information on the national hotline and then transferring the information to the state/local agencies.

**7. What additional questions, concerns and recommendations do you have for a National Hotline to refer child abuse, neglect, health and safety complaints?**

- How will you promote the hotline and will it ask what state they are from and then just transfer them to our 1-800 number?
- Concern that it just creates another "layer". Not seeing how this process will simplify for parents/could cause more confusion.
- How would you discern from each state's set of regulations as to what is regulatory for each state? Would you only take regulatory issues?
- I am concerned about the timeliness of the reports making it to the states. What will prevent lag times in getting the information to us? Also, accurate information is important.