



National Website and Hotline Listening Session

January 13, 2016



Welcome

- Ellen Wheatley,
Ph.D. Deputy
Director Office of
Child Care



Our Goal for Today's Meeting

- Introduce the vision and scope of the National Website and Hotline project
- Introduce proposed approach and gather feedback
- Gather ideas about alignment with your work and the work of others



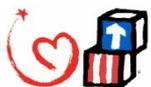
Framing Today's Conversation

- All points of view are welcome
- We are exploring options within the federal vision and scope
- We welcome your thoughts, questions, ideas, concerns
- All comments will be documented
- Further opportunities for input exist



National Website and Hotline

- Heidi Snead,
Senior Project
Manager ICFI



Project Description

- Project Scope
 - Website
 - Hotline
- Approach and Priorities
 - Research
 - Stakeholders and Information Gathering
- Timeline



What the Website is and is not

The National Website is

- A response to CCDBG Reauthorization
- Connected to state/territory/local systems, if available
- One more entry point for families seeking information and support
- In multiple languages

National Website is not

- A National database
- A duplication of state/territory systems already in place



Wins for Families and States

- Families have additional access point for State consumer education information
- Prototypes and templates for State consumer education websites could be available
- Best practices around integration of consumer education in websites will be established
- Data integration and interoperability will be expanded over time



What the Hotline is and is not

The National Hotline is

- A response to CCDBG requirements
- Toll free
- In multiple languages
- An option for parents to report health and safety and other violations

National Hotline is not

- A child care referral call center
- A connected service to the website
- A federal investigatory system



Wins for Children

- General public has additional access point for reporting health and safety violations and child abuse in child care
- An additional support system will be in place for the protection of children
- Parents can still call the state and work directly with state and local contacts as their first option.

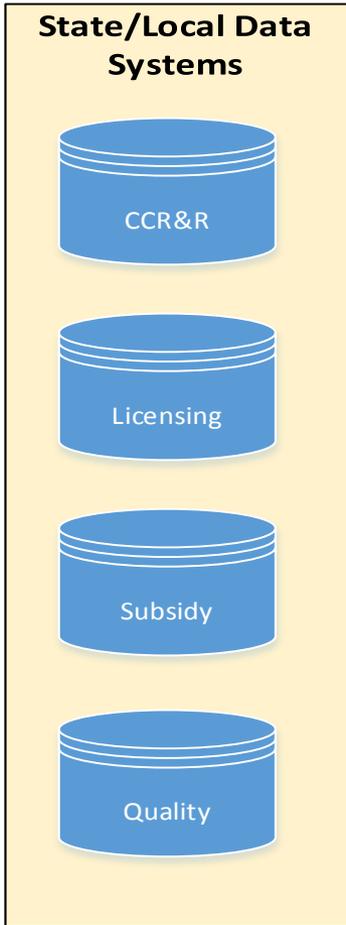


Vision for National Website and Hotline

- Linda Smith - ACF
Deputy Assistant
Secretary for Early
Childhood
Development



National Website Requirements

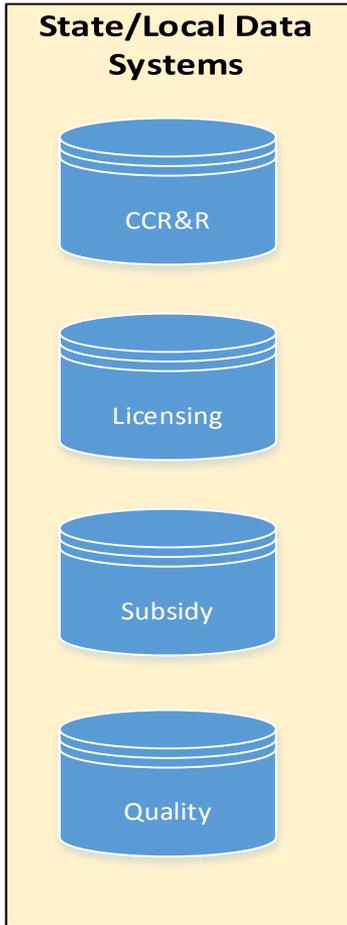


The Reauthorized CCDBG requires the Web site to provide consumers, directly or through linkages to State databases, at a minimum—

- State information about child care subsidy programs and other financial supports available to families.



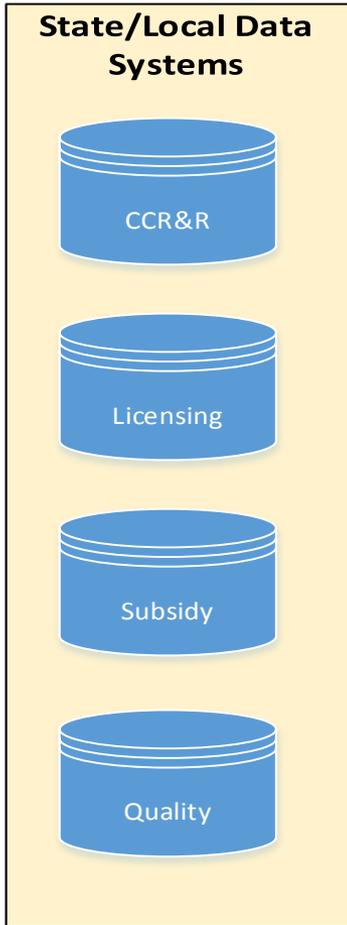
National Website Requirements (continued)



- a localized list of all eligible child care providers, differentiating between licensed and license-exempt providers;
- referrals to local resource and referral organizations from which consumers can find more information about child care providers;



National Website Requirements - Quality



The Reauthorized CCDBG requires the website to provide to consumers, directly or through linkages to State databases, at a minimum

- any provider-specific information from a Quality Rating and Improvement System or information about other quality indicators, to the extent the information is publicly available and to the extent practicable;



National Website Requirements - Compliance

State/Local Data Systems



The Reauthorized CCDBG requires the Web site to provide to consumers, directly or through linkages to State databases, at a minimum

- any other provider-specific information about compliance with licensing, and health and safety requirements to the extent the information is publicly available and to the extent practicable;

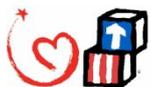
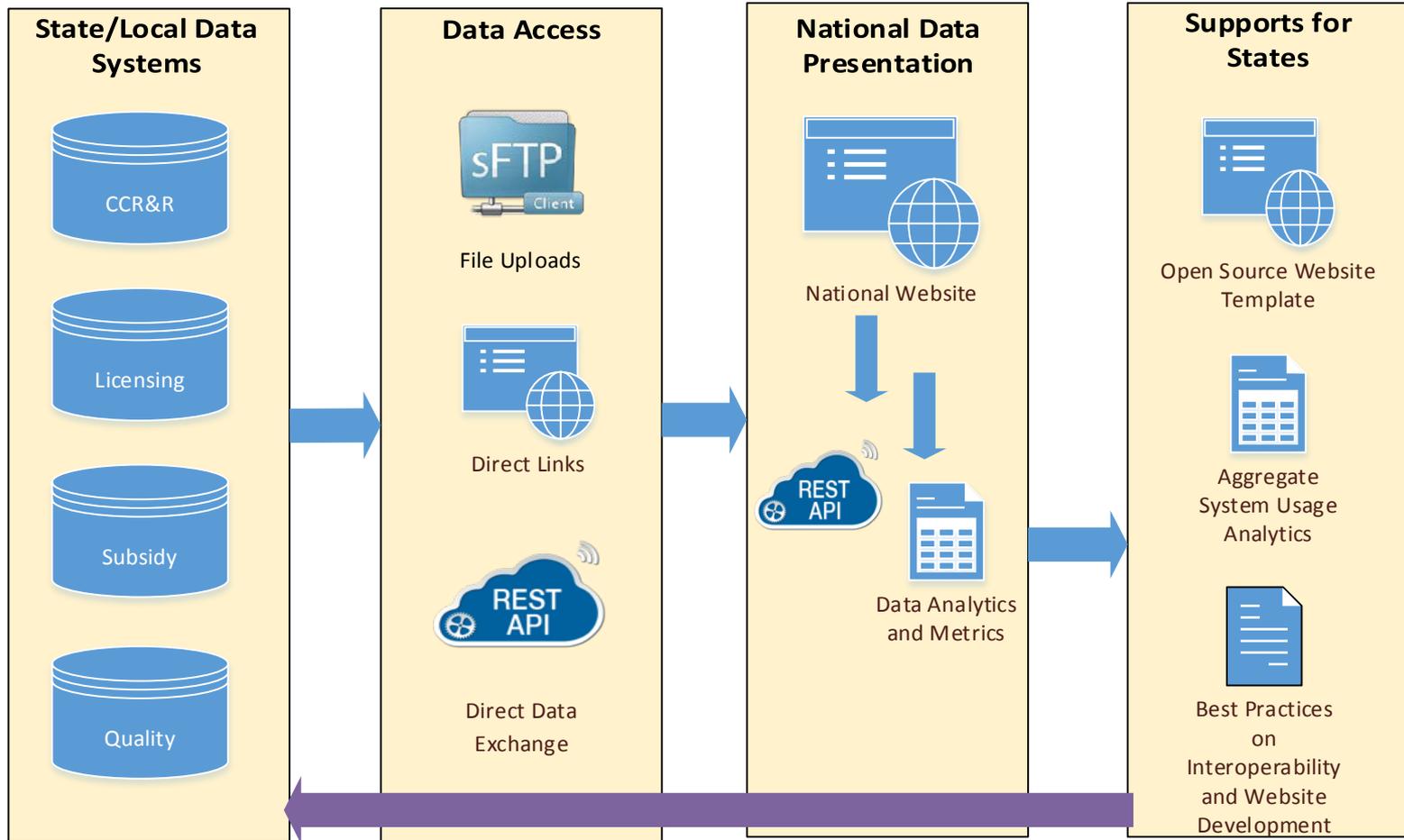


Complexities that Impact the Website

- Diversity of systems and processes
- Realities of IT systems' capacity
- Investments that have been made
- Limited resources (time, people, funding)



Considering Website Design Options



Discussion Question

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



Discussion Question

- Thinking about your organization and its stakeholders, do you have insights on how we approach the requirements for:
 - **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)



Discussion Question

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 such as dual language learners.

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

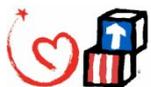


Discussion Question

- What other words of advice, caution, comments, or questions do you have about the National Website development?



National Hotline Discussion



What the Hotline is and is not

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- Toll free
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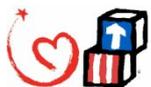
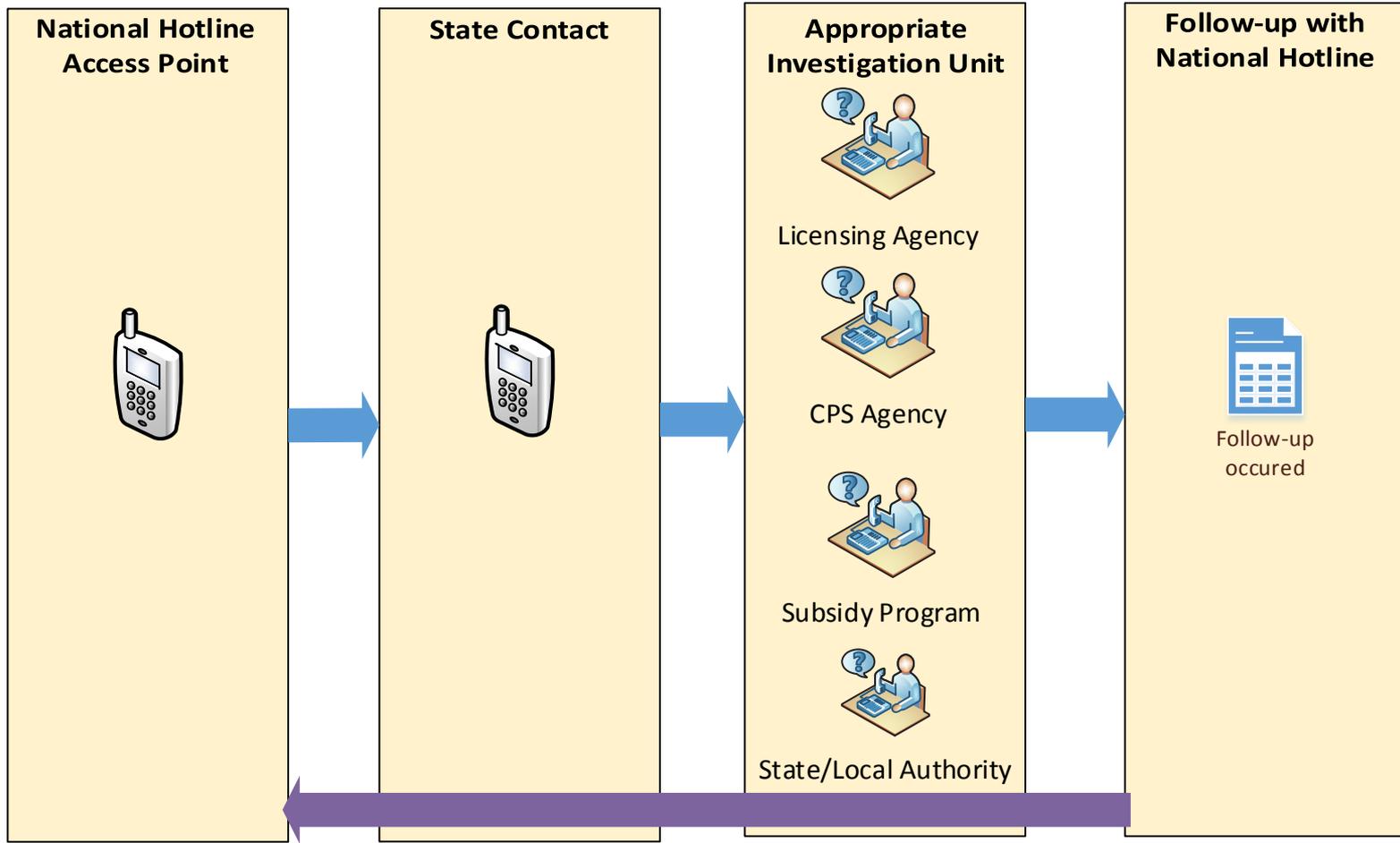


Complexities Impacting the Hotline

- Diversity of systems and processes, including working with state/territory Child Welfare agencies
- Investments that have been made
- Limited resources (time, people, funding)
- Protection of information



Considering Hotline Design Options



Discussion Question

- Based on the federal requirements (below), what do you see as the challenges?

The National Hotline is

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Discussion Question

- What recommendations do you have for a National Hotline to field child abuse, neglect, health and safety complaints?



Discussion Question

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 such as dual language learners.

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



Discussion Question

- What other words of advice, caution, comments, or questions do you have about the National Hotline development?



Discussion Question

- Any additional thoughts, comments, concerns, questions do you have about the National Hotline to field reports of child abuse and neglect, as well as health and safety complaints?



Inform Design Options

The project needs input to shape and create a National Website and Hotline that meets the needs of the public and families.

Make your voice heard:

Please respond in the chat box with your name and email address if you would like to be engaged in further opportunities to provide feedback on the design of the National Website and Hotline that support meeting Reauthorization requirements.





Thank You