What Happens When Child Care Inspections and Complaints Are Made Available on the Internet?

Ann Dryden Witte
Wellesley College & NBER
A Witte@Wellesley.edu
http://www.wellesley.edu/Economics/partner
Placing Inspection & Complaints on the Internet

- Broward County Florida—Locally Set & Enforced Minimum Standards for Child Care Providers
- Meetings With Providers—Some Concern from Family Child Care Homes
**Child Care Facility Inspection Report**

**License Number:** 45168

**Facility Information:** MCGINNIS SCHOOL, INC.; 668 NE 14 COURT; FT. LAUDERDALE, FL 33304; (954) 763-4224

**Inspected By:** Susan Wallsmith; 2995 North Dixie Highway; Ft. Lauderdale, FL 33334; (954) 537-2800

**Director**
MCGINNIS, JOYCE

**Owner**
MCGINNIS SCHOOLS, INC.

<table>
<thead>
<tr>
<th>Date of Inspection</th>
<th>Arrival Time</th>
<th>Departure Time</th>
<th>Purpose of Visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/09/2003</td>
<td>1:30PM</td>
<td>2:00PM</td>
<td>Complaint</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summer Program</th>
<th>Type</th>
<th>Capacity/Enrollment</th>
<th>Children Present</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>N/A</td>
<td>225</td>
<td>n/a</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Inspection Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passed/Failed</td>
</tr>
<tr>
<td>Fail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Violation Issued</th>
<th>Administrative Fine</th>
<th>Staff/Child Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>n/a% n/a%</td>
</tr>
</tbody>
</table>
Summary
7-5.01, Condition of Facility Fails to Comply
Findings/Corrections

Complaint:
Two classrooms are being used also as garages. The rooms are used during the day as classrooms and at night to park the school vans. The classrooms both have strong gasoline odors. Some of the children are getting sick. Concerned about the safety of this room for the children.

Investigation:
An investigation was made on 5/14/03 by the monitor. At that time the complaint was found to be unfounded. The monitor could only conduct a sensory inspection.

A second complaint was then received. At that time the Child Care Licensing Department requested an air quality check to be completed on these rooms. This was conducted on 5/29/03. Upon receipt of these findings the rooms are found to be not in compliance of the ordinance 94-2 section 7-5.01 which states the following:
1. All child care facilities shall conform to state and local environmental health, water, sewage disposal, and building code standards.

**Based upon the results of the air quality report (attached) this area is out of compliance.**

The facility needs to comply in one of the following:
1. The classrooms are not to be used by the students until the rooms and contents are disinfected and re-tested for acceptable air quality. This area may then be used ONLY for children. Vans MAY NOT be parked in this area at anytime.

OR

2. These areas can be used for garages only. No children will be permitted to use this space. The two garages/classrooms will need to be measured and the square footage will then be deducted from the licenced capacity of the facility.

**as of this date the areas in question will need to be closed off and NOT USED until one of the above options has been selected.**

Deadline - Immediate
# Are the Reports Utilized?

## Table 1

<table>
<thead>
<tr>
<th>Broward County Children's Services Administration Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Hits - all web pages</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2000</th>
<th></th>
<th>2001</th>
<th></th>
<th>2002</th>
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<tbody>
<tr>
<td>Jan.</td>
<td>42728</td>
<td>Jan.</td>
<td>56260</td>
<td>Jan.</td>
<td>78545</td>
<td></td>
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<tr>
<td>Feb.</td>
<td>25783</td>
<td>Feb.</td>
<td>56543</td>
<td>Feb.</td>
<td>75879</td>
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<tr>
<td>Mar.</td>
<td>26785</td>
<td>Mar.</td>
<td>63108</td>
<td>Mar.</td>
<td>79628</td>
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<tr>
<td>Apr.</td>
<td>22937</td>
<td>Apr.</td>
<td>66888</td>
<td>Apr.</td>
<td>82834</td>
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<tr>
<td>May.</td>
<td>33068</td>
<td>May.</td>
<td>63532</td>
<td>May.</td>
<td>82823</td>
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<tr>
<td>Jun.</td>
<td>34629</td>
<td>Jun.</td>
<td>58198</td>
<td>Jun.</td>
<td>82823</td>
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<tr>
<td>Jul.</td>
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<td>Jul.</td>
<td>61276</td>
<td>Jul.</td>
<td>85446</td>
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<tr>
<td>Aug.</td>
<td>39024</td>
<td>Aug.</td>
<td>67665</td>
<td>Aug.</td>
<td>70384</td>
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<tr>
<td>Sep.</td>
<td>35949</td>
<td>Sep.</td>
<td>138515</td>
<td>Sep.</td>
<td>65837</td>
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<tr>
<td>Oct.</td>
<td>42933</td>
<td>Oct.</td>
<td>107364</td>
<td>Oct.</td>
<td>82028</td>
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<tr>
<td>Nov.</td>
<td>49233</td>
<td>Nov.</td>
<td>63924</td>
<td>Nov.</td>
<td>60792</td>
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<tr>
<td>Dec.</td>
<td>39731</td>
<td>Dec.</td>
<td>53627</td>
<td>Dec.</td>
<td>161290</td>
<td></td>
</tr>
<tr>
<td><strong>Total per year</strong></td>
<td><strong>424058</strong></td>
<td>856900</td>
<td>1008309</td>
<td></td>
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<tr>
<td><strong>Avg. per month</strong></td>
<td>35338.17</td>
<td>71408.33</td>
<td>84025.75</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What Effects?

- Parent Use Report & Choose Higher Quality Care—”Vote with their feet”
  - Enrollment increases at high-quality centers & decreases at low-quality centers
- Providers Improve the Quality of Care
- Low-Quality Providers Leave the Market
- Inspectors Are More Conscientious
- Inspectors and Providers Conspire to Improve Inspection Reports—Regulatory Capture
The Data

• Inspection & Complaint Data—March 1999-June 2002
  – 3,641 inspection reports on 505 licensed center providers

• R&R Data for Broward County and Northern 1/3 of Miami-Dade County

• Observational Assessment Scores For Providers With Purchase Of Service Contracts With The Child Care Subsidy Program--July 1999-June 2002
  – 28% of center providers in Broward County
Findings--Inspections

• Routine inspections increase significantly from 969 in 2000 to 1,329 in 2001
  – 2.67 inspections per center in 2000; 3.18 inspections per center in 2001
  – 14 more inspections per full-time inspector in 2001 v. 2000

• Significant change in inspection outcomes
  – Inspections are more likely to provide mixed review of centers (e.g., some passes some fails, some notices, some fines
Findings—Parents & Centers

• No significant change in enrollment or vacancy rates at centers with better or worse inspection records
  – Parents do not seem to have voted with their feet in year after inspections place on web
• Parents do not file significantly more complaints after inspection placed on web
  – Parents do not appear to have been “empowered” in first year after inspections & complaints were placed on web
• Centers are more likely to cease providing child care after failing an inspection—but no significant change after inspections are placed on the Internet
Findings—Quality of Care

• Significant change in inspectors behavior
  – Can’t use measure of quality from inspection reports

• Use data on accreditation from R&R
  – All measures of accreditation increase after inspections made available on web—only Broward Gold Seal accreditation increases significantly

• Use data on observational assessment of subsidized providers
  – Significant increase in mean assessment scores controlling for center-specific characteristics, time-varying economic and policy changes and time trends
Methodology—Significant Increase in Quality at Subsidized Centers

• Before After Design—controls for center-specific effects
  – Mean assessment score in Broward increases by 1.55 points after inspection placed on the Internet
• Difference-in-Differences Estimate—controls for center-specific effects & time effects impacting both areas (e.g., policy changes, economic changes)
  – Comparison area—northern 1/3 of Miami-Dade County
  – Mean assessment scores in Broward increase by 1.6 points after inspections placed on the Internet
### Table 3

Differences & Differences in the Differences

(P-Values in Parentheses)

<table>
<thead>
<tr>
<th></th>
<th>Mean Score Before</th>
<th>Mean Score After</th>
<th>P(After)-P(Before)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broward</td>
<td>89.22</td>
<td>90.77</td>
<td>1.55</td>
</tr>
<tr>
<td>North Dade</td>
<td>91.46</td>
<td>90.40</td>
<td>-0.05</td>
</tr>
</tbody>
</table>

**Difference in the Differences**

\[(\text{Broward(After)}-\text{P(Before)})-(\text{North-DadeP(After)}-\text{P(Before)})\]

1.600

(0.00)
Magnitude of the Effect

- After controlling for
  - Center-Specific effects
  - Differences between Broward and Miami-Dade Counties
  - Time varying factors affecting both areas (e.g., policy changes, economic changes)
  - Time trends (e.g. secular changes in scores)

- Assessment scores in Broward County increased by 2.82 points, about ½ a standard deviation after inspection and complaints were placed on the Internet

- Increases is comparable to those for more expensive approached to improve classroom environment, center management and the curriculum
Bad News—Parent Do Not Respond in Short Run

- We only follow for one year
- Parents may change their behavior only with a lag—Additional year to two year follow-up needed
- Direct look at parental choices rather than indirect look through vacancy and enrollment data
- Examine parent making choices throughout the time period (i.e., parent that made child care choices both before & after inspections available on the Internet)
Good News—Inspector and Centers Do Respond

- Inspectors inspect more and provide more mixed reviews
- Quality of care for low-income children increases significantly controlling for center-specific effects, time-varying changes affecting both Broward and Miami-Dade and time trends
- Accreditation increases, but only one type of accreditation increases significantly
Implementation Issues

• Technical Difficulties
  – Outside vendor v. inside development

• Staff Training
  – Broward experience some staff turnover with move to laptop inputting of data

• Provider Resistance
  – Easier if inspection agency has helping rather than adversarial relationship with providers

• Keep reports simple and straightforward
  – Inspector’s name and contact information
  – Center’s name and contact information
  – Simple summary measures of performance
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