

Identifying ways to increase success for regulated subsidy providers: *The role of a navigator*

Bridget E. Hatfield & Bobbie Weber
Oregon State University

Sidney Traen, Tom George, & Dawn Woods
*Oregon Department of Education,
Early Learning Division*



Oregon's CCDBG Implementation Research and Evaluation Planning Grant

Objective #3: Capacity to understand home-based provider participation in professional development and support activities and build models based on that understanding.

Prior to implementation of the 2016 CCDF rule **70%** of children in the subsidy program were cared for by **home-based providers**

35% in homes exempt from licensing

Oregon Investments in HBCC



- Professional Development Specialist focused on HBCC
- Licensing Specialists work with these previously unregulated home-based providers
- Child Care Resource and Referral agencies help HBCC providers meet the new training requirements
- Focused Family Child Networks to improve quality in HBCC reaching underserved populations
- Research Briefs on PD to improve quality in legally exempt care & States' policies for LE providers

Oregon Licensed Exempt (LE): Two types

License Exempt Subsidy Process

Family Applies for ERDC or JOBS CC Subsidy



Parent takes Listing Form to potential provider.

- **LE Relative**

- Grandparent
- Great-grandparent
- Aunt
- Uncle
- Sibling not living in the home of the child

- **Regulated Subsidy**

- If you care for at least one child who is not related to you, you must meet the new requirements

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See question 16A on the listing form for additional information. Go to the website: www.oregon.gov/dhs/assistance/CHILD-CARE/Pages/training.aspx to complete this online training. This training is in addition to any other trainings that you may have taken.

 - If you are not related to a child in care, a visit to the home/facility where care is provided is required before becoming approved as a child care provider.
 - Other trainings may also be required. See *Section A* of this form for more information.
3. Contact Direct Pay Unit (DPU) for questions at: 1-800-699-9074 (toll free) or 503-378-5500 (Salem area).
4. Return the attached form within 30 days from the date issued in the “DHS branch Use Only” section.
Mail the completed form to: DPU at P.O. Box 14850, Salem, OR 97309-0850 or fax to 503-378-5953.

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16. B) Regulated Subsidy Provider Pre-service training — Must be completed before turning in this form (see Section A for more information). Your listing form will not be processed and will be returned to you until the training(s) are complete — If you are related to a child in care or you are licensed with OCC you do not need to complete this section, skip to 16. C

I have completed the online Recognizing and Reporting Child Abuse and Neglect training (RRCAN). If you marked “yes”, no other action is required.
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☐ Yes ☐ No

Non-relative provider takes
required pre-service training.

-Online Health and Safety

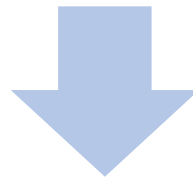
-RRCAN

-CPR and FA



Provider completes and
submits

**Child Care Provider Listing form
to DHS.**



DHS verifies trainings and sends information on to background check unit to complete background check.

Provider information is sent to OCC's Central Office and assigned to Licensing Specialist to schedule a Health and Safety Review.



Licensing Specialist schedules a Health and Safety Review with provider. Provider is approved to receive payment on behalf of subsidy family once all household members have passed a background check, the health and safety review is passed and provider receives final approval from DHS.

Licensing Specialist schedules a Health and Safety Review with provider...once all household members have passed a background check, the health and safety review is passed and provider receives final approval.



Provider has 90 days from being approved to attend DHS Orientation



Provider has two years to complete 6 hours of PD

License-exempt child care provider requirements

CHILD CARE ASSISTANCE

INFORMATION FOR FAMILIES

INFORMATION FOR CHILD CARE PROVIDERS

CHILD CARE RATES

CHILD CARE DATA, PUBLICATIONS, REPORTS

What has changed?

Child care providers not legally required to be licensed with the Oregon's Early Learning Division Office of Child Care have new requirements when becoming listed with the Department of Human Services (DHS).

New health and safety training for license exempt providers currently listed with DHS

A new version of the Basic Child Care Health and Safety training must be taken by July 31, 2017. It is called "**Introduction to Child Care Health and Safety**" and is posted under "[child care provider training](#)."



Other changes for providers who care for a child who is not a relative

Changes include:

- A new health and safety training for all license exempt child care providers,
- More trainings that must be taken, if you are license exempt and not related to a child in your care
- A site visit by the Office of Child Care of the city where care is given

Regulated Subsidy Child Care Health and Safety Review Checklist		<input type="checkbox"/> New <input type="checkbox"/> Annual <input type="checkbox"/> Reevaluation
Date:		Licensing Specialist:
Provider Name		Provider Phone Number
Provider Address (Street Address, City, Zip)		
Email Address	DHS Number	RS Number

CHILD CARE SAFETY BECOME A PROVIDER CENTRAL BACKGROUND REGISTRY EARLY LEARNING HUBS



PARENTS & FAMILIES

PROVIDERS & EDUCATORS

ADMINISTRATION

EARLY LEARNING CO

BECOME A PROVIDER

LICENSE EXEMPT CHILD CARE

REGULATED SUBSIDY PROVIDER OVERVIEW

A Regulated Subsidy Provider is a non-relative who cares for children whose families are eligible for child care assistance through the Department of Human Services (DHS), but who is not required to be licensed. A Regulated Subsidy Provider (sometimes referred to as a license exempt child care provider) is required to be listed with DHS and to follow new federal regulations for training and allow a visit by the Office of Child Care. Learn more about the changes and the new requirements for Regulated Subsidy Providers through the DHS website.

Early Learning Division Office of Child Care is working closely with DHS to provide up to date information about the changes and to ensure a smooth transition for providers.

Click the button below for more information or call Direct Pay Unit at 1-800-699-9074.

LICENSE EX

Overview

Recorded Programs

Regulated Subsidy Providers

Forms & Resources

FAQ

Requirements 414-180-0015 Health, 414-180-0020 Sanitation, and 414-180-0025 Safety

In Compliance	Not In Compliance	Discussed Only	Rule Number	Requirement
_____	_____	_____	0015(10)	First aid supplies and a chart or handbook of first aid instructions shall be maintained in one identified place and kept out of reach of children.
_____	_____	_____	0015(11)	The first aid supplies shall include: band aids, adhesive tape, sterile gauze pads, soap or sealed antiseptic towelettes or solution to be used as a wound cleaning agent, a solution for disinfecting after a blood spill, and a sanitary temperature taking device.
_____	_____	_____	0015(31)	Prescription and non-prescription medications must be properly labeled and stored.
_____	_____	_____	0015(32)	Non-prescription medications and topical substances must be labeled with the child's name;
_____	_____	_____	0015(33)	Prescription medications must be in the original container and labeled with child's name, name of drug, dosage, directions for administering and physician's name; and
_____	_____	_____	0015(34)	Medications requiring refrigeration must be kept in a separate, tightly covered container, marked "Refrigeration" in the refrigerator.

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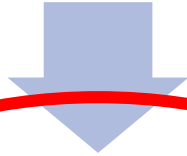
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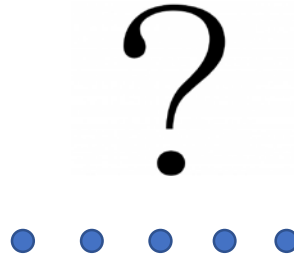
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- Anecdotally, about 50% of providers do not complete this form correctly.
- One specific support highlighted frequently in the form:
Contact CCR&Rs for training questions

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How Do We Support Success

Parent takes listing form to
potential provider



Provider has 90 days from
being approved
to attend DHS Orientation

Two Data Sources

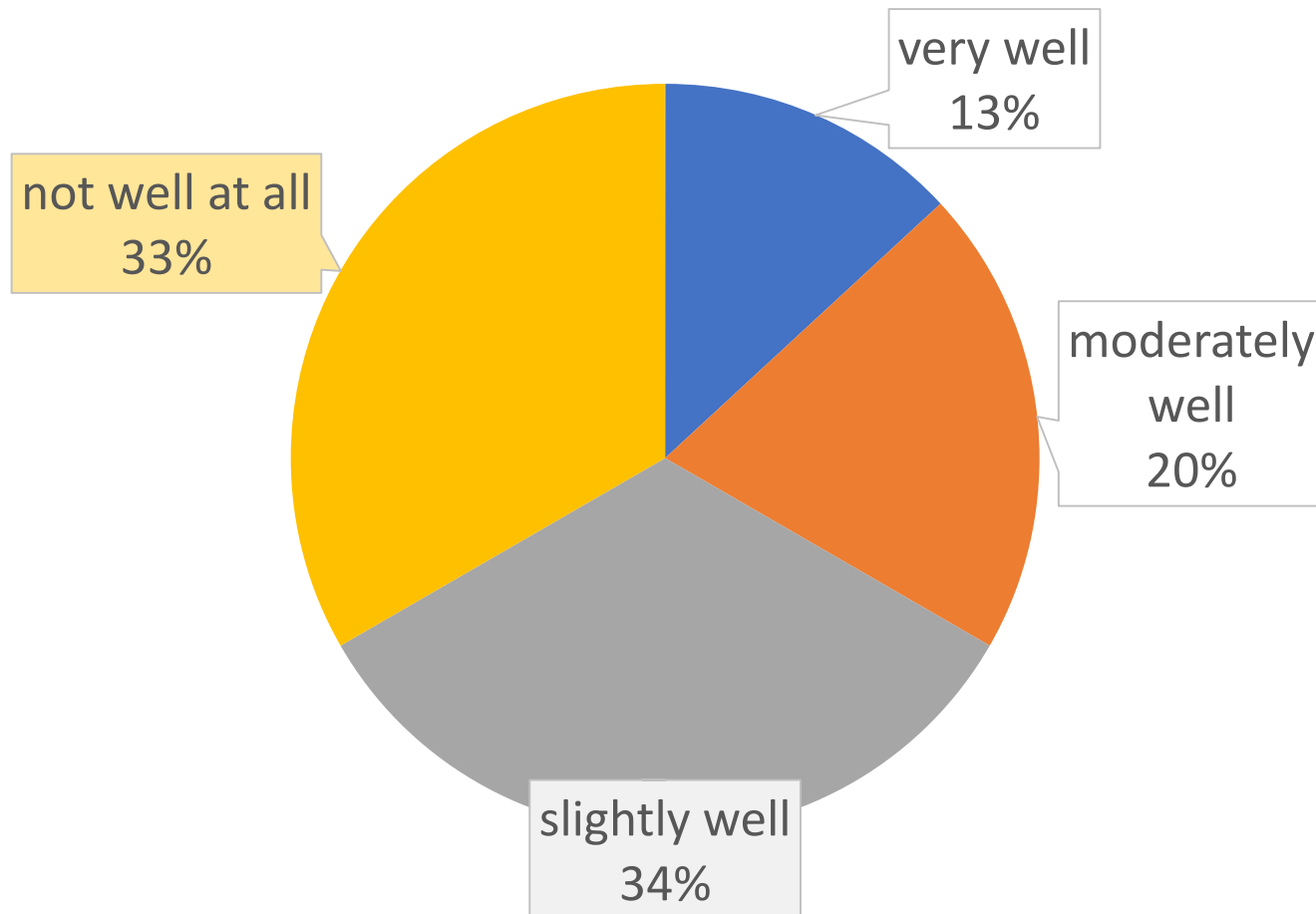
1. CCR&R survey inquiring about RS providers
2. Workgroup developed PD model to support RS providers

CCR&R experiences

- On average, staff are fielding 5 or more phone calls a week
 - 15 or more minutes
- Most common topics
 - General process (e.g., steps to become regulated subsidy)
 - CPR/First Aid
 - Background checks
 - Paperwork/Required forms
 - Fingerprinting
 - Role of CCR&R in the regulated subsidy process
 - Training hours

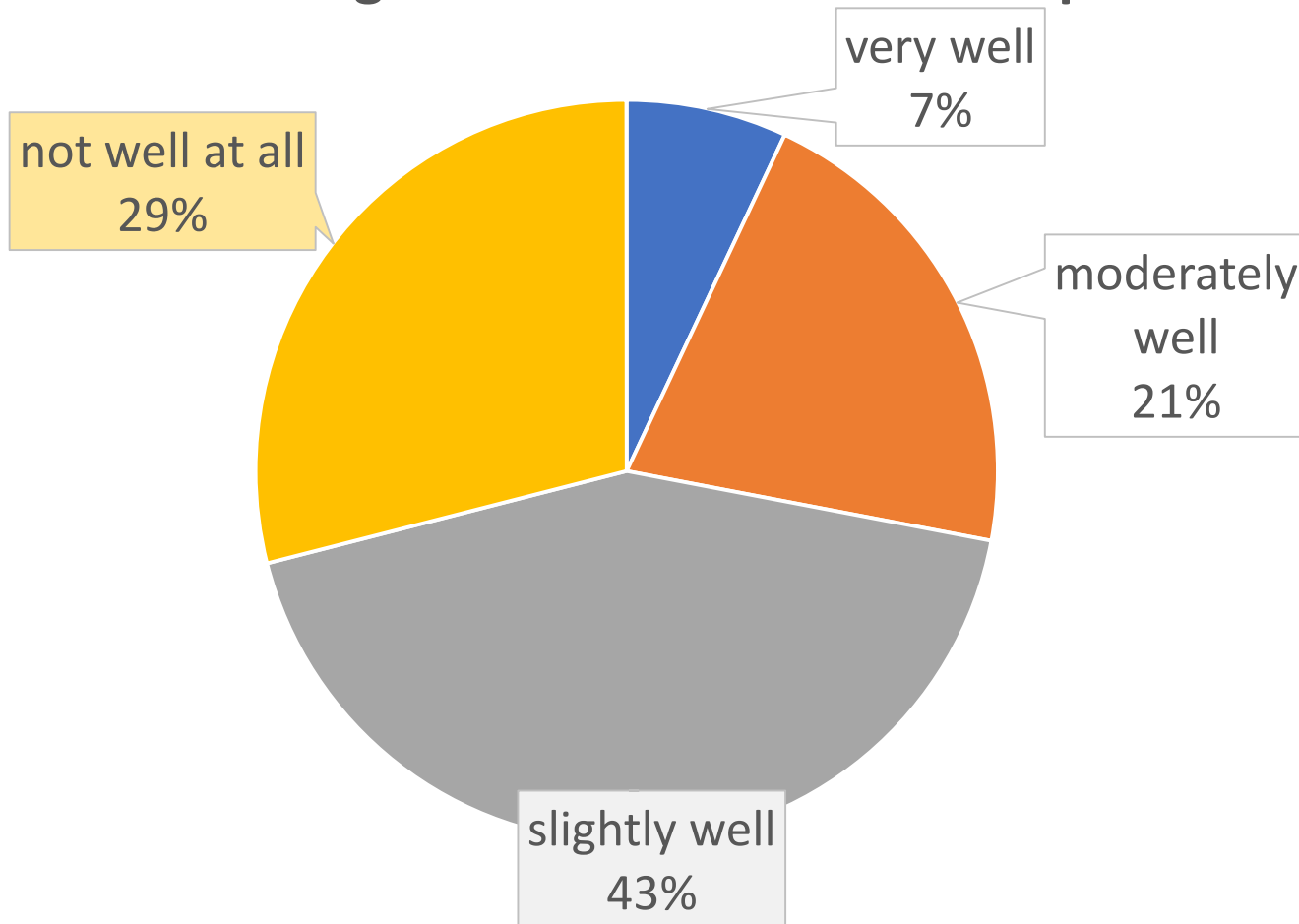
CCR&R experiences

How well do the interested RS providers understand the steps to become an RS provider



CCR&R experiences

How well do the interested RS providers understand the rules and regulations to become an RS provider?



CCR&R experiences

Major **barriers** that may prevent providers from successfully becoming a regulated subsidy provider

- **Cost.** Providers lack the funds for the CPR/First Aid, classes, and/or background checks.
- **Application process.** Process is confusing and overwhelming for providers and/or that providers do not understand the timeline.
- **Trainings and time.** Providers do not show up for trainings because they are providing care, and that providers scramble to finish the trainings
- **Home inspection**
- **Computer skills**

CCR&R experiences

Things you wish you could do to increase provider's **success**

- **Scholarships or Financial Support.** Funds available to providers to take First Aid/CPR, cover background checks, and/or attend trainings.
- **Initial Orientation.** Helpful to provide an initial orientation (or webinar) that walks the provider through the process. Many identified that the providers are contacting CCR&R staff “too late in the process”.
- **Support.** Offering other support such as offering documents in more languages, help in contacting local CCR&R, and/or more outreach early in the process.

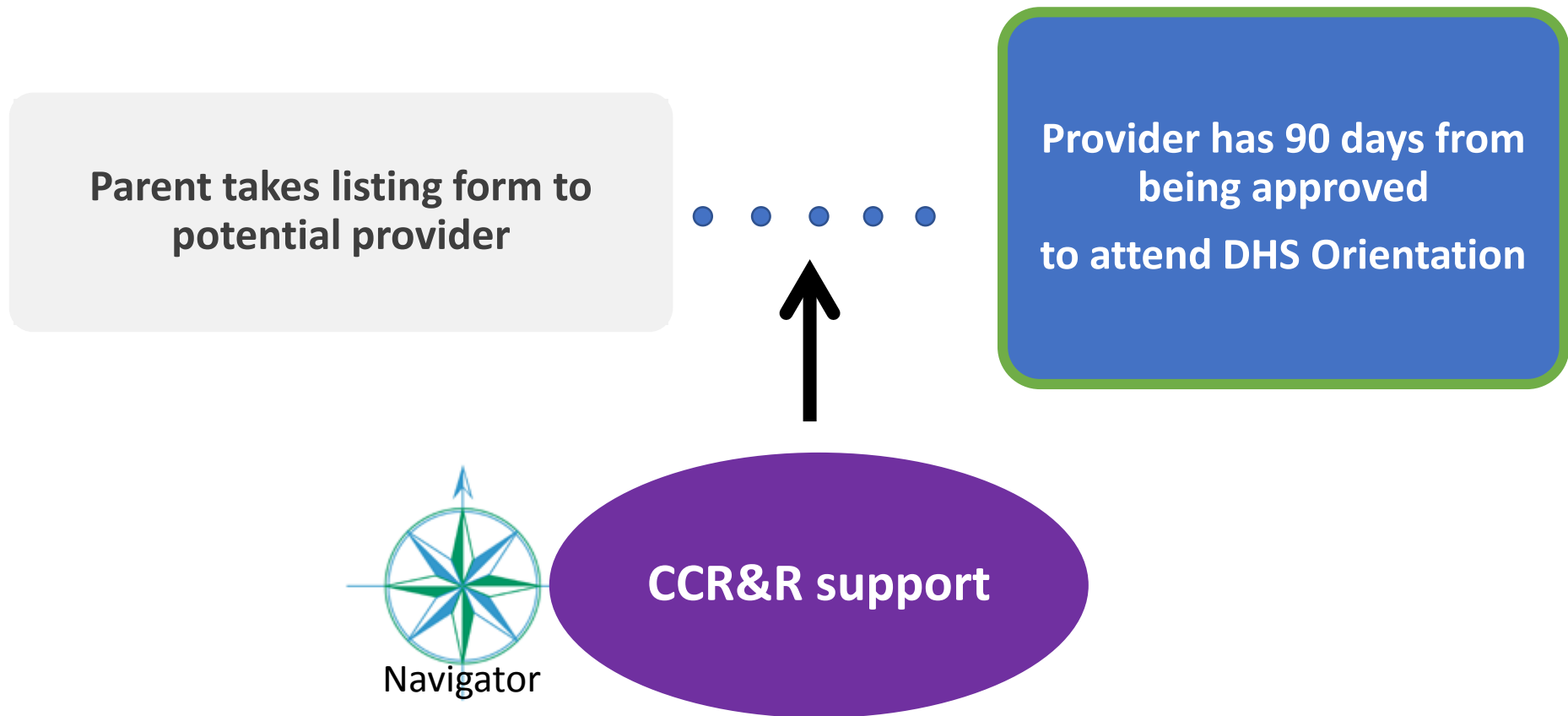
Workgroup developed model to support RS providers



Family Child Care Breakthrough Group

- Enhance pre-licensing/RS process
 - screening for job fit (telephone pre-assessment)
- Supported engagement with a **Navigator**
 - support for initial steps (e.g., forms)
 - reduces barriers to participation in training series
 - recruits provider into a support group
 - Ongoing engagement and support for quality improvement
- Licensing Specialist visit (*before official visit*)
 - increased support to meet standards for use of space, books and materials, routines/transitions, etc.

Supporting Success: The Role of A Navigator





CCR&R support

Interested provider calls their local CCR&R

- Formalized supports from CCR&R staff
 - screening for job fit
 - connect them to trainings
 - schedule follow-up support phone calls
 - troubleshoot ahead of time for Monitoring visit
 - support group or mentor for RS providers
 - Initial group orientation

Other supports

- Webinar to explain the form and process (already in development)
- \$ Support for CPR/First Aid



- Your Ideas?
- What is your State doing to support LE providers?

Thank you!

Bridget E. Hatfield, PhD

Bridget.Hatfield@oregonstate.edu

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