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
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

- **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
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

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 a license exempt and not related to a child in your care.
- A change in the fee schedule. The fee schedule can be found here.

Regulated Subsidy Child Care
Health and Safety Review Checklist

<table>
<thead>
<tr>
<th>Date</th>
<th>Provider Name</th>
<th>Provider Phone Number</th>
<th>Provider Address (City, St)</th>
<th>Email Address</th>
<th>REG Number</th>
<th>BSN Number</th>
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Requirements
414-180-0015 Health, 414-180-0020 Sanitation, and 414-180-0025 Safety

LICENSE EX

Overview
Recorded Programs
Regulated Subsidy Providers
Forms & Resources
FAQ

Click the button below for more information or call Direct Pay Unit at 1-800-699-9074.
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.
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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I have completed the online *Introduction to Child Care Health and Safety* (ICCHS) training. If you marked “yes”, no other action is required, notification of completion is automatically sent to DHS.

If you marked “no”, you will need to take the required online Introduction to Child Care Health and Safety training before this form is processed. Go to: www.oregon.gov/dhs/assistance/CHILD-CARE/Pages/training.aspx. OR Contact your local Child Care Resource and Referral (CCR&R) office for assistance at: http://triwou.org/projects/fcco/sdmap You may also contact Direct Pay Unit at 1-800-699-9074 for more information.
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

- Slightly well: 34%
- Moderately well: 20%
- Not well at all: 33%
- Very well: 13%
CCR&R experiences

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

- Slightly well: 43%
- Moderately well: 21%
- Not well at all: 29%
- Very well: 7%
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/transition, etc.
Supporting Success: The Role of A Navigator

Parent takes listing form to potential provider

Provider has 90 days from being approved to attend DHS Orientation

CCR&R support

Navigator
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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