



Division of Child Care

April 2012

Quarterly Provider Updates

A Message from Deputy Director Alicia Leatherman

The Ohio Department of Job and Family Services (ODJFS) Division of Child Care is undergoing many changes and improvements. In order to keep providers informed, we will begin issuing a quarterly update that outlines our goals and accomplishments and that highlights the work we're planning for the future. As a provider, you are a vital partner in our efforts to improve the state's child care program. We recognize that, and we will continue to consult with the Child Care Advisory Council for your input and feedback.

Please note that ODJFS recently made some changes to our Help Desk procedures. We consolidated all Help Desk functions under one number: 1-877-302-2347. Attached is a Child Care Resource Guide, which has a variety of contact information that you might find useful.

We hope that you find this document to be a useful communication tool for staying informed on the exciting changes to the early care and education field.

Staff Updates

The following staff changes occurred in the Division of Child Care during the first quarter of 2012.

Michelle Albast is now chief of the Bureau of Child Care and Development (BCCD). Michelle has been with ODJFS for 20 years and most recently served as the project manager for the implementation of the Child Care Information and Data System (CCIDS). Prior to that, she was the section chief supervising policy and technical assistance.

Stephanie Shafer has been temporarily assigned to lead the CCIDS section. Prior to that, she led the policy development team at BCCD during the design and implementation of CCIDS.

Cara Lee has assumed responsibility for the Policy and Technical Assistance Unit. Her staff includes:

- Two Human Services Developer 2 positions, currently filled by Kathy Hills and Cindy Grigsby, who will continue to focus on rules packages.
- Two Human Services Developer 2 positions. Dan Lantz holds one of these positions; the other is vacant but will soon be filled. They will support counties in their efforts to consistently implement policies, practices and procedures.
- Two Human Services Developer 2 positions, currently filled by Monique Hall and Carol Nutter, who will support the Help Desk in responding to policy and licensing questions and



complaints. Monique and Carol transitioned from the ODJFS Office of Families and Children in March.

Matthew Murray has assumed responsibility for the newly developed Program Integrity Unit, which will help us identify and investigate potential or suspected misuse of the system. The Program Integrity Unit will examine data to determine where there are risks and potential inappropriate uses of child care funds. It also will investigate all complaints. Matthew's staff will include:

- Two Management Analysts who will implement the new program integrity process.
- One Management Analyst who will focus primarily on licensing enforcement management.
- Two Human Services Developer 2 positions who will provide information to the counties regarding consistent regulatory practices and work with them to prepare to rate providers. (One of these positions will be posted within the next few months; the other will not be filled until 2013.)

Licensing and Step Up To Quality Staffing Changes

Because of two retirements and one resignation, the following licensing positions will soon be filled:

Licensing Specialist – Canton

A request has been submitted to back-fill this position.

Licensing Specialist – Cleveland

This position has been posted, and the assessment process for internal candidates will take place soon.

We welcome **Beth Ragle** to her new position as a Step Up to Quality licensing specialist based in Cleveland. Beth has been with the department for more than five years and brings a lifetime of early childhood experience to this position.

Child Care Information Data System (CCIDS)

With more than 97 percent of the point-of-service devices installed, more than 7,500 providers are being paid each week as a result of Ohio Electronic Child Care (Ohio ECC), the state's new swipe card system.

Invoices from before January 1, 2012

Please try to complete and submit to your county department of job and family services any outstanding invoices for services provided before January 1, 2012.

Manual Claims and Adjustments

Because of the conversion to Ohio ECC, county agencies and ODJFS are managing high volumes of manual claims and adjustments from the first two months of implementation. ODJFS is working with its county partners to process these as quickly as possible. We are beginning to see a decrease in the number of manual claims each week. Please keep in mind that the counties and ODJFS have 30 days from the date the manual claim and adjustment requests are received to process the data.

Use of Cards and Point-of-Service (POS) Devices

ODJFS will be communicating with providers and families who are not yet using the Ohio ECC cards and/or the POS devices. For long-standing providers who have machines enabled but are not using them, ODJFS will proceed with potential termination of their provider agreements unless they begin

using the machines soon. For families who are not new to the program but are not yet using their swipe cards, ODJFS will begin notifying them that they must use their swipe cards if they want their benefits to continue.

Ohio ECC Enhancements

During February and March, we have been working with providers and counties to identify and prioritize enhancements needed to make the system more effective and efficient. We will meet with our vendors to determine costs and timelines for possible enhancements and share updates as they become available.

Licensing

The Division of Child Care has committed to reducing the number of policy changes made in any given year and, when possible, to informing providers of those changes far in advance. We believe this will make it easier for providers to implement new policy requirements.

Rule Revision Process

In December we began streamlining, updating, reorganizing and revising licensing rules for center-based child care. This process will build on the Regulatory Review Process recommendations that were generated last year. **An overview of the process and timeline is attached to this newsletter for your review.** Our goal is to manage rule changes twice a year, unless otherwise required by executive orders, statute changes or ODJFS leadership. Once a schedule is developed, it will be shared with stakeholders. A similar process will occur with rules for Type A and Type B providers.

Electronic Imaging Project

We also have been working on a plan to minimize the amount of paper used during the licensing inspection process. Beginning in March, central office licensing files will be scanned. In addition, this summer any files maintained by district offices will be scanned into a central electronic filing system. In the fall, we will consider possible procedures for providers to email or scan compliance materials rather than using the mail or faxes.

Policy & Technical Assistance: Cribs

Staff have met a number of times with representatives from a provider organization to discuss the requirement that programs have at least one full-size crib available when they serve infants. The department was asked whether portable cribs could be permitted for use, thus freeing up more space for infant play areas. Through research and numerous conversations, we learned that federal standards and manufacturers' instructions state that these smaller cribs may be used for children who are up to 35 inches tall/long and who have not learned how to climb out of the crib.

Because providers raised a timing concern regarding the need for all cribs in child care centers to be replaced by December 28, 2012, the department will be issuing a Child Care Procedure Letter granting permission for programs to use portable cribs for all children under 35 inches and/or 18 months of age. Once the letter has been signed and is official, we will let providers know when full-size cribs will no longer be required. The rule-changing process will require more time, but we want providers to know that these portable cribs will soon be an option.

Quality Initiatives

Step Up to Quality

ODJFS currently has 1,109 star-rated programs! Providers and staff finally broke the 1,100 ceiling that we've been so close to for many months. In addition, the number of two- and three-star rated programs exceeds the number of one-star rated programs.

Race to the Top-Early Learning Challenge Grant

Ohio was one of nine states that received a Race to the Top-Early Learning Challenge Grant in December 2011. Ohio will receive nearly \$70 million over the next four years to support the infrastructure of its early childhood system. The grant will allow us to focus on improving school readiness programs for children with high needs throughout Ohio. It also includes funds to create professional development, technical assistance and higher education scholarships.

An overview of the grant can be found on Ohio Department of Education's website at <http://www.ode.state.oh.us/GD/Templates/Pages/ODE/ODEDetail.aspx?page=3&TopicRelationID=463&ContentID=120000&Content=120250>.

Step Up to Quality Changes

As part of the Race to the Top-Early Learning Challenge Grant, Step Up To Quality will expand its eligibility to programs licensed by the Ohio Department of Education (ODE) and Type B certified family providers (programs licensed by counties that serve one to six children). Between April and June ODJFS and ODE will redefine program standards and star rating levels. In June we will convene a group of stakeholders to assist with this process.

If you receive funding from any of the following sources of state funding, participation in the Step Up to Quality (SUTQ) program will eventually become mandatory:

- State Pre-Kindergarten Funding – SUTQ participation will be mandatory in 2016
- Preschool Special Education Funding – SUTQ participation will be mandatory in 2018
- Publicly Funded Child Care Funding – SUTQ participation will be mandatory in 2020

If you do not accept any of these sources of state funding, Step Up To Quality will continue to be a voluntary process.

Birth-to-Kindergarten Standards

In order to receive Race to the Top funding, states must have or develop birth-to-kindergarten entry standards in five domains: (1) language and literacy, (2) cognitive development, including mathematics, social studies and science, (3) approaches toward learning, (4) social and emotional development, and (5) physical well-being and motor development.

In Ohio's grant application, we described our plan to revise and expand our birth-to-kindergarten entry standards to be inclusive of all these domains. In addition, Ohio plans to work with Maryland to develop a new kindergarten entry assessment, as well as a pre-kindergarten and kindergarten formative assessment system. The new assessments will be aligned to and based on the new birth-to-kindergarten entry standards.

In December 2011, Ohio identified two national experts to help with our revision efforts and formed a cross-agency leadership team made up of staff from multiple state agencies and professional

development providers. The team includes representatives from ODE, ODJFS, the Ohio Department of Health, the Ohio Department of Mental Health, the Ohio Department of Developmental Disabilities, and the Governor's Office of Health Transformation. The team's role was to recommend the framework and timeline for Ohio's standards revision process.

Ohio's revisions build upon the strong set of existing standards in Ohio's infant and toddler guidelines (for infants to older toddlers) and pre-kindergarten content standards (ages 3 to 5). Four writing teams were formed to focus on the revision and expansion of four areas: cognitive development, approaches toward learning, social and emotional development, and physical well-being and motor development standards. Language and literacy standards were already well-formed and did not need a dedicated writing team. The writing teams were led by three state agency staff members and included content experts representing higher education, early childhood programs, child care, family child care, Head Start and health care. The teams included pediatricians, developmental psychologists, mental health experts and developmental disability experts. They met in January and February to draft the standards. The national experts and state leadership team reviewed their work throughout the process and provided detailed feedback. A draft of the new standards will be posted online for public comment in April.

The following is the expected timeline for implementation:

2011-2012: Standards will be developed in all essential domains of school readiness.

2012-2013: Early childhood programs will align adopted curriculum to the new standards.

2013-2014: New standards should be fully integrated into early childhood programs.



Child Care in Ohio Resource Guide

Ohio Department of Job and Family Services

Child Care Help Desk

1-877-302-2347

8 a.m.-5 p.m., Monday-Friday

Option 1 – Provider support for CCIDS

CCIDS_business_unit@jfs.ohio.gov

- Payment questions (time frames, EFTs, etc.)
- Child Care Information Data System (CCIDS) Provider Portal
- Provider Agreement
- Rate form
- Bank form
- 1099 questions

Option 2 – CDJFS technical support for CCIDS

CCIDS_help_desk@jfs.ohio.gov

Option 4 – Child Care Policy Help Desk

childcarepolicy@jfs.ohio.gov

- Policy and county technical assistance
- Licensing/certification rule-related questions
- Complaints (may be emailed to above address)
- Unlicensed providers/alleged operations
- Report serious incident, injury and illness
- How to open a Child Care Center/Type A Home

Option 8 – Transfer to Ohio ECC Provider Help Line

Option 9 – Transfer to Ohio ECC Caretaker Help Line

Websites

Bureau of Child Care and Development (BCCD)

<http://www.jfs.ohio.gov/cdc/childcare.stm>

- News from BCCD – current events
- Information for Families
- Information for Providers
- CCIDS Provider Portal
- Ohio Electronic Child Care (Ohio ECC)
- Resources
- Step Up To Quality
- COLTS-SOLAR - System for Online License Applications and Renewals
- Sign up to receive notification of policy changes
<http://www.business.ohio.gov/reform/enotify/subscription.aspx>

Ohio Electronic Child Care (ECC)

Ohio ECC Provider Help Line

1-888-516-4776 – automated response available 24/7

- Confirm attendance information
- Void transactions
- Report absences
- Verify child authorizations
- Retrieve payment information
- Point-of-service (POS) device, including troubleshooting and replacement
- Provider website support
- Speak to a customer service representative
6 a.m.-7 p.m., Monday-Friday

Provider Website (PWeb)

<https://www.eccproviderweb.ohio.gov/eccpw/>

- View authorization information
- View transaction information
- View, download and print exception reports
- View, download and print payment detail information
- Record absences

Ohio ECC Caretaker (Parent) Help Line

1-888-796-4322 – automated response available 24/7

TTY 1-877-411-6059

- Activate card or change PIN
- Report lost, stolen or damaged card
- Request replacement card
- Speak to a customer service representative
6 a.m.-7 p.m., Monday-Friday

County Department of Job and Family Services

County JFS - <http://jfs.ohio.gov/county>

- Providers – Type B/In-Home Aide certification, eligibility and authorization information; manual claims
- Caretakers (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker)

RSS Feed is a way for websites to "feed" information to subscribers automatically. Sign up here for a Child Care RSS feed:

<http://www.odjfs.state.oh.us/ccupdates/rss.aspx>



Child Care Licensing Rule Revision Project 2011-2012

The goal of the Rule Revision Project is to revise and improve Ohio's center-based child care licensing system through a thorough review of all laws, rules and regulations. This review will be conducted by a wide-ranging group of stakeholders. It will streamline regulations to maintain a core focus on essential health, safety and developmentally appropriate practices in all settings, in alignment with accepted quality standards.

Guiding Principles

- Build on strong regulatory practices and research.
- Focus on essential health, safety and developmentally appropriate practices.
- Write rules that are easy for parents and providers to understand and licensing staff to assess for compliance.
- Consider efficiencies for ODJFS and providers that minimize costs when possible.
- Eliminate any duplication within the existing rules.
- Review current rules regarding serious risk noncompliances (SRNC) and identify ways to make them more prominent.
- Develop a review/comment process that includes the Child Care Advisory Council (CCAC), consumers, families, providers and advocates.

Process

- All of the following content areas will be examined: physical health, cognitive learning and curriculum, social and emotional health, environmental safety, and administration.
- Current Ohio rules and other states' rules will be examined, to ensure that all important factors are considered.
- Licensing and policy staff will develop draft licensing rules based on the committee's goals and guiding principles.
- All initial and revised drafts will be forwarded to ODJFS senior staff and CCAC representatives for review and comment within two weeks.
- Questions and comments from CCAC meetings and subsequent communications will be documented and returned to ODJFS licensing and policy staff for any needed revisions.
- Each revised rule will include a rationale statement at beginning, as well as a clarification of the rule's serious risk noncompliance elements.
- Rules will be written to meet Ohio Revised Code Section 119 requirements that they remain subject to a clearance process and public hearing opportunity.

	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	
Social/ Emotional	Drafting	Finalize & Field Review	CCAC	Update								Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing					Effect.	
Cognitive Learning		Drafting	Finalize & Field Review	CCAC	Update							Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing					Effect.	
Physical Health (Child)			Drafting	Finalize & Field Review	CCAC	Update							Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing				Effect.	
Physical Health (Other)				Drafting	Finalize & Field Review	CCAC	Update						Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing				Effect.	
Environmental Safety (A)					Drafting	Finalize & Field Review	CCAC	Update						Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing			Effect.	
Environmental Safety (B)						Drafting	Finalize & Field Review	CCAC	Update					Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing			Effect.	
Administration (Building)							Drafting	Finalize	CCAC	Update					Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing		Effect.	
Administration (Staffing)								Drafting	Finalize & Field Review	CCAC	Update				Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing		Effect.	
FYR 12/13s No Change						Clearance Prep	Pre-clearance Review	Clearance	Update			Original File - JCARR clock starts	Public Hearing	JCARR and longer juris.	JCARR and longer juris.	Prep for Final Filing	Effect.									
FYR 14s No Change												Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR and longer juris.	JCARR and longer juris.	Prep for Final Filing	Effect.				
FYR 15s With Changes															Clearance Prep	Pre-clearance Review	Clearance	Update	Prep for original filing	Original File - JCARR clock starts	Public Hearing	JCARR	Prep for Final Filing		Effect.	



Proposed Crib Policy

April 2012

Current Rule Language That Will Be Amended in Ohio Administrative Code Rules 5101:2-12-42 and 5101:2-13-42	The New Requirement after the Procedure Letter Is Approved and Published
(A) Each infant shall be provided with a separate crib. The center shall have cribs, which meet requirements of this rule, for the total number of infants that the center is licensed to serve.	This language will be revised to: <u>currently enrolled</u>
(A)(4) If the center does not have all full size cribs, the center shall have a combination of full size and porta cribs.	This language will be removed. Programs will no longer be required to have a combination of full-size and portable cribs. Full-size cribs will no longer be required.
(A)(5) Cribs shall be defined by size as follows: (a) "Full size crib" has an interior dimension greater than fifty-two and three-eighths inches (plus or minus five-eighths inch) in length and twenty-eight inches (plus or minus five-eighths inch) in width. With the mattress support in its lowest position and the crib side in its highest position, the vertical distance from the upper surface of the mattress support to the upper surface of the crib side or end panel shall not be less than twenty-six inches.	Definition of a full-size crib will be removed as there will no longer be a need to specify whether a crib is a full-size or portable crib. The requirements for portable cribs will remain.
(A)(5)(a)(i) Only children under thirty-five inches tall shall be assigned to use a full size crib.	This language will be deleted. Infants up to 35" may be placed in portable cribs unless they have learned to climb out of the crib. Full-size cribs will no longer be required.
(A)(5)(b) "Porta crib" has dimensions less than those specified for a full size crib. Only children under thirty inches tall shall be assigned to use a porta crib. Porta cribs with dimensions less than thirty-six inches in length and twenty-four inches in width shall not be used. With the mattress support in its lowest position and the crib side in its highest position, the vertical distance from the upper surface of the mattress support to the upper surface of the crib side or end panel shall not be less than twenty-two inches.	This language will be removed. Infants 30-35" may be placed in either full-size or portable cribs.

Rationale

The federal Consumer Product Safety Commission's standards for *non-full-size* baby cribs and play yards is stated in Ohio Revised Code Section 1.2: "This specification covers a framed enclosure with a floor made for the purpose of providing sleeping and playing accommodations for a child who cannot climb out and is less than 35 in. (890 mm) in height."

This means that the federal government and child safety experts believe non-full size cribs (portable cribs) can safely accommodate infants up to 35 inches in height. Ohio's rule requiring the use of full-size cribs for infants longer than 30 inches exceeds that standard. After a careful review of crib manufacturing safety standards for more than 15 companies, Ohio's Division of Child Care staff determined that all portable cribs are 39-40 inches in length and are manufactured to accommodate children up to 35 inches in height.

Amending these Ohio Administrative Code rules will allow child care providers to purchase portable cribs instead of full-size cribs as they replace their equipment. This will result in lower costs for providers and, in some cases, allow additional play space to be made available for infants. It will not change the requirement that infants must be appropriately cared for in cribs deemed sufficient by the federal government.