

State Presentations

Establishing Standards and Monitoring Processes to
Ensure Health and Safety

State Presenters

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Format

Each State will present on their system for oversight of exempt care

Q&A after each State presentation

Further discussion on oversight of licensed and license-exempt care

Table-top discussions, focused on health and safety requirements and inspections

Arizona's Regulation & Monitoring of DES Certified Homes

Licensing, Health & Safety Panel

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DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Regulatory Landscape

- The Arizona Department of Economic Security, or DES, is an umbrella social services organization.
- The Arizona Department of Health Services, or DHS, is responsible for regulating child care centers and group homes.
- The Arizona Department of Education, or ADE, regulates the Child & Adult Care Food Program.
- All are administered state-wide.



What is License-Exempt Care in AZ?

- The “magic” number is five children for compensation.
- Family Child Care Home Providers wishing to receive subsidy, may become DES certified homes.
- [Arizona Administrative Code, Title 6, Chapter 5, Article 52](#) is the Administrative rule for DES homes.
- Google “Arizona sos R6-5-5201”



Initial Recruitment/ Ongoing Support

Arizona model relies on contracted organizations to recruit applicants and provide on-going training.

- Conduct background checks early in recruitment process
- Many training contracts also include technical assistance
- All forms and documents are available in Spanish as well as English
 - Many trainings are available in Spanish
- Additional support for DES certified homes are available through Arizona's QIRS
 - Must be DES certified to receive these supports



Home Inspections

- Pre-certification
- Two additional visits in the first year, at least one unannounced
- At least two visits per year thereafter
- Complaints may generate additional visits



Enforcement & Compliance Actions

Arizona model is an escalatory series of steps.

- Verbal Warning
- Probation – no new authorizations
- Suspension – contract terminated and authorizations cancelled
 - Common in the case of an on-going investigation
- Revocation – Final action
 - Sometimes the first step, when allegations are serious
- Key question – Are children's health and safety at risk?



Enforcement & Compliance Process

- Probation decision most often made by Home Inspector
- Suspension and Revocation decision is made by a Manager, usually in consultation with a supervisor
- Appeal Rights
 - Through an Administrative Law Judge review
 - Through the Arizona Board of Fingerprinting (for criminal history or child welfare findings)



Challenges

- Professional Liability Insurance, especially in the current conditions of a slow economic recovery
- Staffing issues – Different issues for urban and rural
- A rule last revised in 1999



Changes Currently Considered in AZ

- Update Article 52
 - Focus on high level issues, too much detail in rule can hinder policy goals in the long run
 - Align with State's group home rule and Caring for our Children
 - Make document easier to read – provider friendly
 - Ease overly-burdensome rules
- Provide more training on health and safety to both child care providers and to DES staff
- A more intentional approach to evaluation of policy implementation in the field
- Keeping all of the above in mind, rewrite Policy Manual.



Arizona's DES Certified Family Child Care Home Providers

Questions?





Oregon's Differential Monitoring Journey



Herding the Change

- Cultivate champions
- NARA conference sessions
- Technical Assistance from OCC
- Dr. Rick Fiene – licensing staff webinar
- Create a work team and work plan
- Assign work “leads”
- Field testing



Bringing Along the Rest of the Herd

- “Fun Facts”
- All staff training
- Road shows
- More staff training
- Practice and assessment



New Tools in Place or Coming Soon

- Risk assessment matrix
- Abbreviated check list for “KIDM” visits
- Random rules
- Early Learning Information System
automate KIDM



Hopes

- Full implementation
- Clear definition of substantial compliance that works with QRIS
- Efficiencies created that will allow more quality monitoring and technical assistance.
- Early Learning Information System automated KIDM and risk assessment



Lessons Learned



- Involve external stakeholders early or you will be playing catch up later on
- There is no such thing as over communicating
- It always takes longer than you think

Challenges



- Implementing QRIS simultaneously
- Moving into a new agency-division-governing structure while implementing fundamental change
- Current data system doesn't support new effort
- Early Learning in the state is so high profile that everything we do is in the spotlight.

Questions?

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