

Quality Matters



OCDEL Program Self-Assessment Checklist to Support Certification Compliance
December 14, 2017

Tom Wolf, Governor
Pedro Rivera, Secretary of Education | Teresa Miller, Acting Secretary of Human Services

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Welcome

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Agenda

- About Certification
- Introducing the Program Self-Assessment Checklists to Support Certification Compliance
 - Context
 - About the Tool
 - Benefits of Use
 - How to use the tool
- Provider Perspective
 - Lola Grove Rooney
- Getting Started



About Certification



Bureau of Certification Services

- Responsible for the regulation of all child care centers, group child care homes and family child care homes in Pennsylvania.
 - The Certification Bureau duties involve:
 - Promulgating the regulations that are the minimum health and safety requirements for operating child care facilities;
 - Formulating policies regarding the regulation of child care facilities;
 - Receiving and processing applications to open a child care facility;
 - Conducting orientation training sessions for prospective child care facility operators;
 - Inspecting child facilities to assess compliance with applicable statutes and regulations;



Bureau of Certification Services

- Providing technical assistance to help child care providers meet the requirements in regulations;
- Issuing Certificates of Compliance to child care facilities, at initial opening and renewal;
- Conducting investigations of complaints alleging statutory or regulatory violations;
- Maintaining the Certification ListServ to relay important certification information to subscribers via e-mail https://www.pakeys.org/pages/get.aspx?page=cert_listserv; and
- Responding to inquires from the public regarding a variety of topics, including:
 - The requirements and process for opening a child care facility.
 - The statutes and regulations for operating a child care facility.
 - The status and compliance history of specific facilities.
 - Complaints regarding child care facilities.

Conversations with Certification Work Group

- Established to provide opportunity for regular communication and feedback loops between providers and stakeholders and Certification staff
 - How can we support continuous quality improvement (CQI)?
 - Focus on systemic opportunities
- To participate in collaborative solution-based conversation



Conversations with Certification Goals

- Continuous quality improvement
- Positive solutions-based communication
- Empower providers and stakeholders with information about possibilities and limitations in system change
- To support better understanding of laws and regulations



Conversations with Certification Work Group Recommendation

- Provide a tool to support providers in understanding regulations
- Provide a tool that supports self assessment
- Provide a tool that promotes common language and understanding between Certification Representatives and Providers



Introducing the Program Self-Assessment Checklists to Support Certification Compliance



OCDEL Program Self-Assessment Checklists to Support Certification Compliance

- User-friendly tools to assist Child Care Center, Family and Group Child Care Home providers in performing periodic reviews of their facility operations to achieve compliance with Certification Regulations
- When utilized regularly, checklists can help to identify program strengths and gaps in the understanding of and compliance with Certification Regulations

The Benefits of Using the Checklist Regularly

- Increased knowledge and understanding of compliance standards/regulations
- Increased involvement by individuals and teams in the process of assessing program strengths and areas in need of improvement
- Opportunities for a constructive continuous quality improvement process
- Development of shared language and understanding of expectations between Certification Representatives and providers
- Easy identification of areas that could be supported by technical assistance
- Sustainable compliance with DHS regulations leading to successful participation in Keystone STARS



Certification Visit Checklist

Child Day Care Centers: Self-Assessment Checklist to Support Certification Compliance

GENERAL REQUIREMENTS

§ 3270.17. Service to a child with special needs.	Met	Plan of Action	Date for Correction
(a) The operator shall make reasonable accommodation to include a child with special needs in accordance with applicable Federal and State laws.			
(b) The operator shall permit an adult individual who provides specialized services to a child with special needs to provide those services on the facility premises as specified in the child's IEP, IFSP or written behavioral plan.			
(c) The operator shall make staff persons and parents aware of community resources for the family of a child who may have special needs. The Department will provide to the operator information regarding community resources.			
§ 3270.18. Liability insurance.	Met	Plan of Action	Date for Correction
(a) The legal entity shall have comprehensive general liability insurance to cover the persons who are on the premises. A current copy of the insurance policy shall be on file at the facility.			
(b) The operator shall report to the Department liability insurance claims brought against the operator or a facility person.			
(c) A liability insurance claim report shall include the following information: (1) A detailed description of the claim. (2) The name, address and telephone number of the facility. (3) The name, address and birth date of the claimant.			
§ 3270.19. Child abuse reporting.	Met	Plan of Action	Date for Correction
(a) An operator or a staff person who has reason to believe that a child enrolled in the facility has been abused is required to report suspected child abuse to ChildLine as mandated by the CPSA.			
(b) A staff person may be designated by the operator as the person responsible to notify ChildLine of suspected child abuse. The operator or designated staff person with this responsibility shall immediately notify ChildLine at 1 (800) 932-0313.			
(c) Within 48 hours, a written report regarding the suspected child abuse shall be submitted by the operator or designated staff person to the CPS unit which has responsibility for investigating the report.			

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How to Use the Checklist

- ✓ If your program is in compliance with the specific rule, indicate "Met". If a specific rule does not apply to your program, indicate "N/A" for not applicable.
- ✓ If your program has questions about a specific rule or you feel you need more work to sustain compliance or meet compliance, leave the check box blank.
- ✓ On your own or with your team create an action plan for moving towards sustainable compliance for all unchecked boxes.
- ✓ Indicate the date that you intend to fully address the rules not checked.

How to Use the Checklist



- Share your certification checklist with your staff to support ongoing conversation regarding compliance
- Use the checklist on a regular basis
- Based on your program size and needs consider a quarterly schedule for your self-assessments

Use the Checklist in a Way that Works for You!

- Choose to use the whole tool for an annual assessment and then based on your assessment results across the sections use parts of the tool for quarterly monitoring.
- If you are a family or group home provider, consider working with other providers to assess other programs using the tool and then meet together to discuss items not indicated as fully met. Working with supportive peers offers opportunities to share in successes and to support each other with solutions.



Use the Checklist in a Way that Works for You!

- Center-based providers may want to have teachers utilize the tool in their classrooms and then bring the teachers together during staff meetings to discuss classroom results.
- Take time to celebrate met regulations and to work as a team to address questions or concerns.
- If your program has a parent advisory committee or Board, consider having parents use the tool to support ongoing quality improvement and to help educate parents as to the rigor of maintaining certification compliance.

Provider Perspective



Provider Perspective

- Lola Grove-Rooney, Senior Director of Child Care Compliance at Philadelphia Freedom Valley YMCA
 - 20+ Year Member of NAEYC
 - Member of Keystone STARS Think Tank Team
 - Supported FCC Accreditation through NAFCC
 - Member of Conversations with Certification Workgroup
 - Oversees Compliance, Keystone Star grants, Pre-K Counts and Philly Pre-K

Philadelphia Freedom Valley YMCA

- Pennsylvania side of the river
 - Approximately 81 sites that include ECE and SACC; come January 1, 2018 we will add 7 to 8 more from our Jersey sites
 - These sites serve 3750 - 4000; not including those who join us and our camps in the summer time. Ages go from Infants to School-age
 - 95% of our sites are STAR 3 and 4
 - 5% of our sites are STAR 2

Philadelphia Freedom Valley YMCA

Benefits we see for using the tool

- Mentally help our program staff to prepare for certification visit
- Use of this document will improve efficiency and minimize any mistakes
- Allows for accountability for every phase of securing total compliance
- Will help us to pinpoint an issue or a problem before becomes a reality

Getting Started



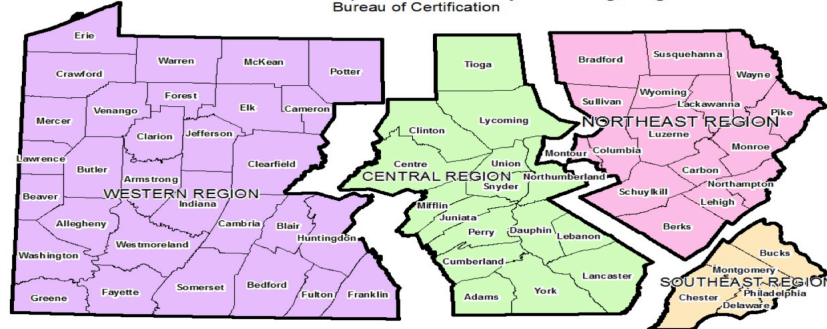
OCDEL Program Self-Assessment Checklists to Support Certification Compliance

- To access the tool go to:
 - <http://www.dhs.pa.gov/provider/earlylearning/childcareregulations/index.htm>
 - <https://www.pakeys.org/pages/get.aspx?page=Certification>



Questions

Office of Child Development and Early Learning Regions
Bureau of Certification



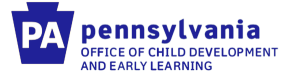
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