



**Office of Child Care (OCC) Advisory Council**  
**Meeting Minutes**  
**November 12, 2015**



| AGENDA ITEMS   | DISCUSSION OUTCOME   |
|--|--|
| <b>Attendees</b>                                     | <p><b>Council Members:</b> Chris Peusch, Rachel London, Liz Kelley, Lee Ann Kingham, Gloria Brown, Debbie Badawi, Terry Bridger, Les Hall, Theresa Rivers</p> <p><b>MSDE Staff:</b> Roann Tsakalas, Linda Zang, Lindi Budd, Angeline Bishop-Oshoko, Andrea Zabel, TJ Bennett</p> <p><b>Guests:</b> Kendra Brown, Diane Mellott, Cynthia Poindexter, Dona Ponn, Erin Olsen, Shay Gurry, Favia Hicks, Anna Johnson, Glenesa Swann, Linda Parris, Glenice Shabara, Madie Green</p>  |
| <b>Welcome And Opening Remarks</b>                   | The meeting was called to order by Chris Peusch  |
| Assistant Superintendent/<br>Director Report         |  |
| <b>Legislation</b>                                   | <p><i>Liz Kelley lead the discussion on legislation.</i></p> <p>There are two potential pieces of legislation of which we are aware. Liz Kelley has been in discussions with Senator King’s office regarding illegal child care providers.</p> <p>Chris Peusch mentioned the return of the pesticide bill from last year. Integrated Pest Management has been in contact with Ms. Peusch to discuss pesticide use at child care programs.</p>  |
| <b>Child Care Development Fund (CCDF) State Plan</b> | <p><i>Liz Kelley lead the discussion on the CCDF State Plan update.</i></p> <p>The Office of Child Care is in the process of putting required information into the new CCDF State Plan Pre-Print. We were hoping to have a draft ready for distribution to the Council at today’s meeting but a new pre-print was just released and it was significantly changed from the prior document. The new pre-print is requiring a lot more explanation from the State in many of the categories. At this time, there are no new federal regulations in place with regard to the new requirements of the CCDF.</p> <p>For those interested in learning more about the CCDF and State Plan process, you can visit the ACF website. <a href="https://www.acf.hhs.gov/">https://www.acf.hhs.gov/</a></p> <p>One of the requirements of the State Plan that is to provide vouchers for 12 months. This is going to have a monetary impact of approximately \$40 million dollars to continue serving eligible families.</p> <p>Another requirement is for states to post substantiated complaints on the website. Other information also required to be put on the website is the number of child deaths and the number of children with reportable injuries that occur in child care.</p> <p>There is also a new requirement with regard to criminal background checks. Each State will be required to obtain criminal justice, child abuse/neglect and sex offender registry information on every provider and in each state where they have lived for the previous five years. This will be a major undertaking. It’s difficult enough to get child protective services information from Maryland, let alone</p> |



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| <p align="center"><b>Public Portal</b></p>                                       | <p>from all other State's where a provider has resided in the previous five years.</p> <p>One requirement for which Maryland has asked for additional clarification is the training requirement for ten specific content areas. The current expectation in the State Plan is that providers will have to complete training initially and each year in the specified content areas. Maryland, as well as other states, has raised a concern about the ability to move providers along a career pathway if they are required to complete the same training each year.</p> <p>Maryland will hold public hearings on the State Plan at the beginning of 2016. Additional information will be sent out when the hearing is scheduled.</p> <p><i>Liz Kelley lead the discussion on the public portal.</i></p> <p>We are in the process of developing a public portal, secured by login and password, which will allow access to information we have for individuals and/or programs.</p> <p>The public will not be able to see information about credentials on the portal. Parents will be able to see information about child care subsidy (applying for), be able to access information about facilities (checkccmd) or view information about MD EXCELS.</p> <p>We are looking into providing the same information for the credentialing program.</p> <p>There will not be a direct link between CCATS and the portal because not all of the business rules for the two systems match. We will make more technological advancements as we continue moving forward with the project.</p> |
| <p><b>OCC Branch Updates</b></p> <p align="center"><b>Child Care Subsidy</b></p> | <p><i>Liz Kelley lead the discussion on the Child Care Subsidy Case Management updates.</i></p> <p>The first thing Ms. Kelley said when opening the discussion is that no transition occurs without its problems. We tried to anticipate what could happen and put plans into place to address them. We did not, however, anticipate receiving over 87 boxes of pending casework from the local departments of social services. Some of the cases we received dated back to March 2015 and had not been worked.</p> <p>At the time of the meeting, the vendor worked its way through the backlog of cases and was working on current files.</p> <p>The call volume at Child Care Subsidy Central was over 4,200 calls to the customer service line on the first day it opened. The telephone system was unable to keep up with the call volume. The vendor has since added additional lines. As of Monday, November 9, there was a 21 minute wait time for calls to be answered. Monday's are the busiest days for the call center.</p> <p>Ms. Kelley said there were things we could have done better. For instance, letters were still going out with the address for the local department's instead of the vendor. Those are being corrected.</p>  |



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|                                 | <p>Another thing that happened was that the vouchers were going out with the name of the local department, but with the vendor address. This is also being corrected.</p> <p>The Branch Chair for Child Care Subsidy, Betsy Blair left for another job and Myra, her Deputy, retired. There was also another vacancy already in the unit. This has left Liz to handle all things subsidy related, as well as her normal duties.</p> <p>Many of today's guests were child care providers. They attended the meeting to share their concerns about problems with the transition of child care subsidy. Among those concerns were parents not receiving their vouchers timely, or at all, and providers not receiving payment as a result. Several of the providers mentioned the need to let staff go because they couldn't afford to pay them or being in the position where they were going to have to close.</p> <p>Another concern raised is where the children are receiving care since the parents aren't receiving their vouchers. There is a concern that the children are in illegal care because the parents cannot afford child care without the vouchers.</p> <p>At the end of the discussion, Rachel London suggested adding updated information to the Partners Newsletter to keep providers informed on progress. She also mentioned creating a list of bullet points for parents that would detail the information parents need to submit to obtain a voucher. She said it should be made available on the website and also be mailed, to offer a variety of ways for parents to receive the information.</p> |
| <b>Credentialing Branch</b>     | <p><i>Angeline Bishop-Oshoko lead the discussion on the Credentialing transition.</i></p> <p>The Credentialing Branch transitioned to its new vendor on November 2<sup>nd</sup>. The vendor started processing applications on Monday of this week (November 9, 2015). There is a 6-month backlog (49 boxes). We anticipate they will be caught up with the backlog within the next three months and will start working on new applications.</p> <p>The vendor will start accepting telephone calls and answering questions on December 7.</p> <p>Ms. Bishop-Oshoko distributed several documents.</p> <ul style="list-style-type: none"> <li>• Changes to the MD Child Care Credential Program</li> <li>• MD Child Care Credential Project Program Transition Project FAQs</li> <li>• Revised Credential Application</li> <li>• The MD Child Care Credential Program booklet</li> </ul> <p>All of the documents are available on our website and were mailed to everyone who receives the Partners Newsletter. Ms. Bishop-Oshoko asked that center directors share the information with their staff since they do not receive the Newsletter directly.</p> <p>A major change that has also happened is that bonuses are being generated through CCATS now, instead of being manually processed. This will speed up the bonus process.</p>  |
| <b>Licensing Branch Updates</b> | <p>There are some changes in the regulations. During the last regulation changes, information on infant/toddler ratios and group size were inadvertently removed. That information will be added back</p>   |



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|                                       | <p>during the next set of regulation changes.</p> <p>A new change affecting child care center staff and family providers will have to document their immunization status. This will go into effect during 2016.</p> <p>Child care centers will have to update their medical forms for staff every two years instead of only upon hire.</p> <p>The prekindergarten expansion regulations are out of the comment period.</p> <p>The Department of Health and Mental Hygiene (DHMH) is updating their protocol for lead testing. This will have implications for child care providers. All children will be required to be tested for lead, not just screened. The testing will be at 12 months and 24 months of age. Providers will have to document that children have received their lead testing. This will only apply to children born after January 1, 2015.</p>   |
| <b>Maryland EXCELS Branch Updates</b> | <p>There are currently 5,000 providers participating in EXCELS. More than 2,500 providers have published their information to the website.</p> <p>Bonuses are ending in December 2015. The bonuses were paid for out of Race to the Top funds, which are now expiring. To get the one-time bonus, providers must publish to the website before December 31, 2015.</p> <p>Tiered reimbursement funds will continue as they are funded through the Child Care Development Fund.</p> <p>We anticipate that professional development training programs, being developed by Johns Hopkins University/Center for Technology and Education (JHU/CTE), and MSDE, will be available in 2016.</p>   |
| <b>Member Updates</b>                 | <p>Rachel London reported that The Disabilities Council worked with a production company to produce two videos about inclusive child care, in different settings, with different disabilities. One video is 5-6 minutes and the other is 8 minutes. The official release of the videos will be the following week.</p> <p>Prince George's County and Maryland Family Network and the Resource and Referral Centers are working on a public information campaign to educate parents in how to make good decisions on child care.</p> <p>Roanthi Tsakalas reported that the Race to the Top projects are going to end on December 31.</p> <p>Linda Zang shared with the group that she is retiring effective December 31.</p> <p>Audrey Smith, of Maryland EXCELS, is retiring at the end of November.</p> <p>The Maryland State Child Care Association will hold its Conference by the Sea between April 29 - May 1, 2016 in Ocean City.</p> |
| <b>Next Meeting</b>                   | February 18, 2016 - 10:00 am – 12:00 Noon @ MSDE, 8 <sup>th</sup> Floor Conference Room 6/7   |