

**NON RESPONSIVE PROVIDERS and
PROVIDERS NOT PROVIDING CARE
September 20, 2012**

Background: Unannounced inspections are conducted, during approved operating hours, once during each 12-month period that an individual holds a Child Care Center License, a Letter of Compliance, or a Family Child Care Registration. “Full” inspections and inspections of “Mandatory Items” are conducted in alternating years. Unannounced inspections may be conducted during evening hours (5 p.m. – 7 p.m.); however Licensing staff do not make weekend or night visits. Since the inspections are unannounced, often, a facility is not available for inspection due to the absence of the provider, the provider is not currently providing care, or the facility is simply closed. This guidance gives instruction on addressing these issues.

A. Non-responsive Providers

1. If a family child care provider is not home, or a child care center is not open, leave your business card with note on back requesting a phone call within 48 hours.
2. If no phone call is received, send the provider a letter requesting a phone call or requesting correspondence outlining intentions relative to the operation of the child care facility. Give the provider at least ten (10) days from date of letter to respond.
3. If the provider does not respond, attempt another visit. If unsuccessful, send a final letter to the provider warning that a revocation action may be taken if the Office does not get a response. DO NOT ATEMPT MORE THAN TWO UNSUCCESSFUL VISITS.
4. If the final unsuccessful visit is made close to the end of the 12 month cycle (timeframe during which the unannounced visit should have occurred) and you have not been able to communicate with the provider, revocation action may be initiated.

B. Providers Not Providing Care

1. If a provider is not providing care, and desires to maintain the License, Loc, or Registration, have them establish a timeframe in which they will be available.
2. If a time frame cannot be legitimately established (as determined by licensing specialist and supervisor) schedule an announced visit.
3. If an unannounced or announced inspection is not conducted prior to end of 12-month inspection period, revocation action may be initiated.

C. Closed Facilities

1. If there is evidence that a facility may be closed, such as, vacancy, a “For Sale” sign is on property, or a neighbor states that no one lives there, the provider case may be closed in CCATS.
2. If there is no obvious evidence of closure, and closure is suspected, send a letter to the provider for confirmation. If no reply, initiate revocation procedures.