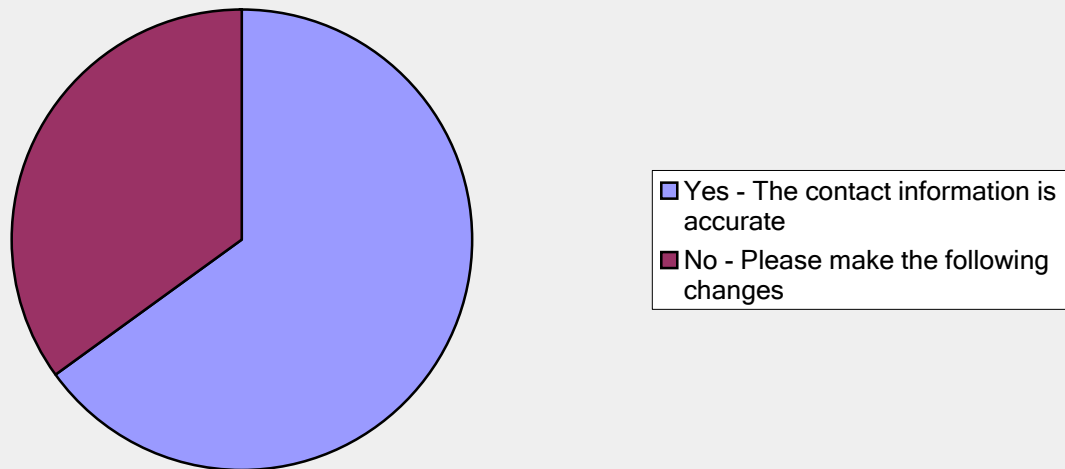


## Annual Survey of Certified Provider Information 2010

Before you begin the survey please confirm that your County's/Agency's contact information on the DCF website is accurate:

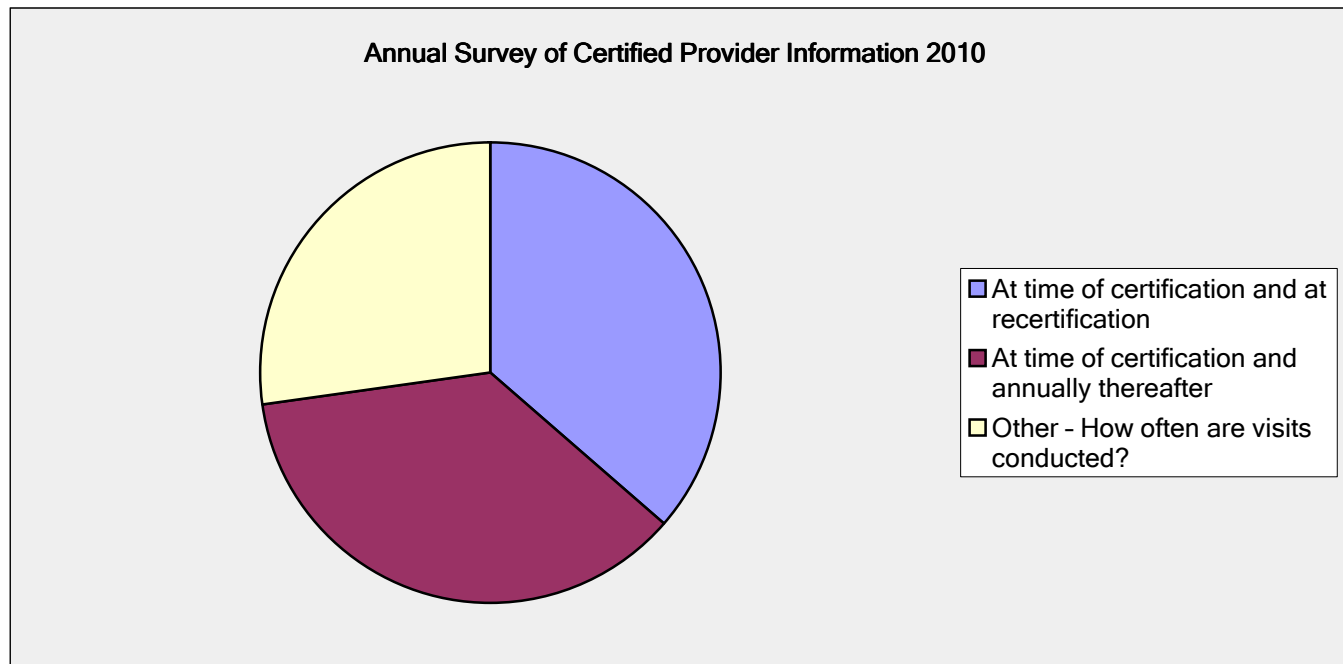
Answer Options	Response Percent	Response Count
Yes - The contact information is accurate	64.9%	50
No - Please make the following changes	35.1%	27
	<i>answered question</i>	<b>77</b>
	<i>skipped question</i>	<b>1</b>

Annual Survey of Certified Provider Information 2010



## Annual Survey of Certified Provider Information 2010

How often does your agency conduct site visits to certified providers?		
Answer Options	Response Percent	Response Count
At time of certification and at recertification	36.4%	28
At time of certification and annually thereafter	36.4%	28
Other - How often are visits conducted?	27.3%	21
<i>answered question</i>		<b>77</b>
<i>skipped question</i>		<b>1</b>



**Comments: How often does your agency conduct site visits to certified providers?**

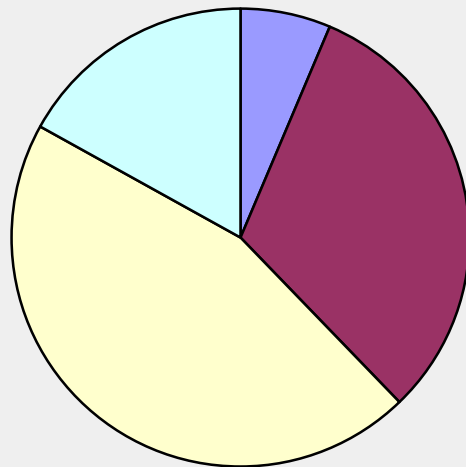
at the time of certification and annually thereafter, unless complaints or problems, then more as needed to resolve issue
At Certification and annually and if needed for misc issues or possible suspicious goings on and maintainance
At time of certification and recertification; also occassional unannounced site visits
try every six month or so
certification then 60 days after then every 110 days
At the time of certification, recertification, additional random compliance checks one or two times a year per provider.
Monitoring Visits are completed at the time of certification, re-certificaion and quarterly.
We will be conducting random unannounced visits and each provider should be visited 1-3 times per year
6 months
every six months
<b>CERTIFICATION/RECERTIFICATION AND UNANNOUNCED VISITS</b>
Certification, recertification & complaint visits
At time of certification, recertification, and by request or upon complaint.
once every 2-3 months
At certification, recertification, at complaints or if attendance issues are noticed.
at least 3 times per year
at time of certification and recertification and more often if I feel a provider needs extra help or has had problems/complaints in the past
at time of certification, and then 3,6,9 and 12 mos (for new providers), otherwise annually.
At certification and pop ins annually (close to annually)
Certification, recertification and yearly
Every six months

## Annual Survey of Certified Provider Information 2010

How does your agency provide orientation information/materials to prospective providers?

Answer Options	Response Percent	Response Count
Agency provides scheduled group orientations	6.5%	5
Orientations are conducted one-on-one with provider during a home visit	31.2%	24
Agency sends materials to provider via email/mail	45.5%	35
Other:	16.9%	13
<i>answered question</i>		<b>77</b>
<i>skipped question</i>		<b>1</b>

Annual Survey of Certified Provider Information 2010



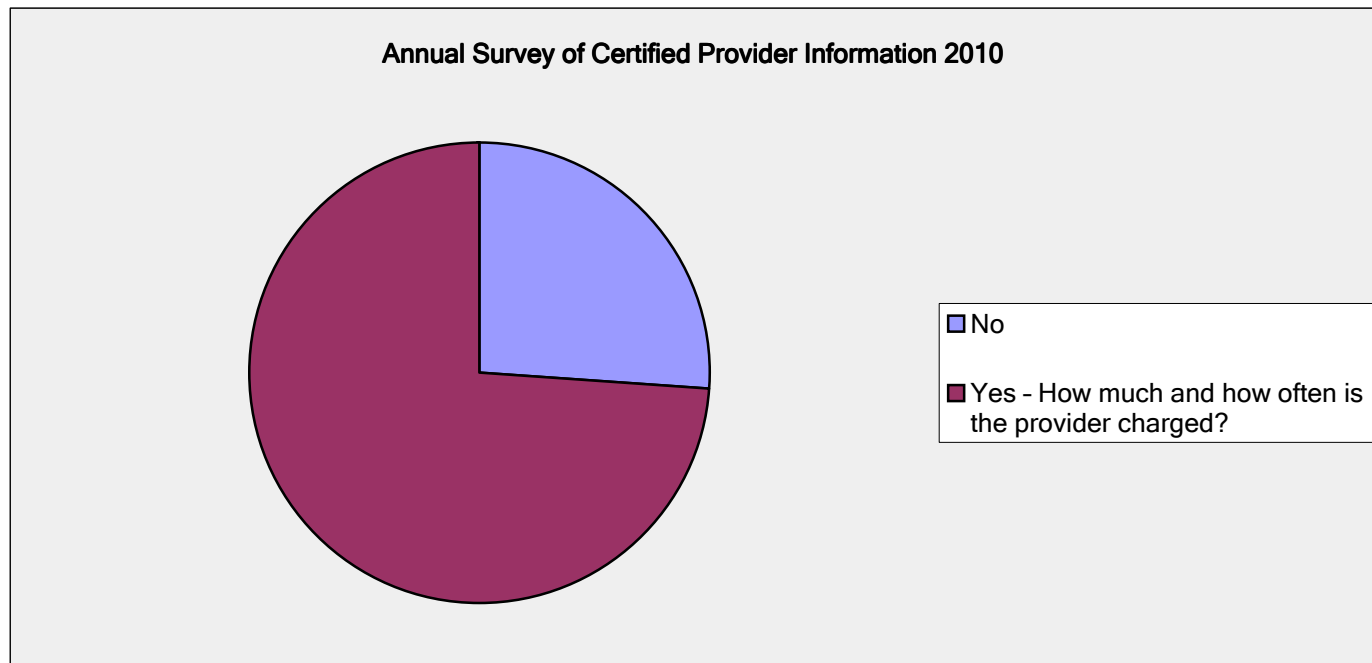
- Agency provides scheduled group orientations
- Orientations are conducted one-on-one with provider during a home visit
- Agency sends materials to provider via email/mail
- Other:

**Comment: How does agency provide orientation information/materials?**

The Agency sends materials via mail and also provides info and materials during initial face to face home visits
prospective providers call certifier, Certifier gives all information on phone, then leaves a packet at front desk to pick up.
By mail: This includes a copy of the standards and checklist, a copy of Chapter DCF 202, and a Certified Provider Guidelines sheet explaining the process/requirements for certification
Contracts with 4C to provide group orientations
An orientation meeting is conducted one-on-one at the certifier's office.
All inquiries are handled one on one, or over the phone. Materials are mailed if requested. They are posted outside our offices and available to all interested people
agency provides scheduled group orientations and send materials via email/mail
Agency provides scheduled group orientations and sends materials to provider via email/mail
Discussion over the phone or in person, then I mail a start-up packet with information.
Handled by R&R, Family Connections
1 hour phone orientation and then materials send via mail
1 hour orientation on the phone and then send materials via mail
Prospective providers are spoken with on the phone and then sent materials in the mail. Current providers are communicated with concerning any changes or updates through email/mail.

## Annual Survey of Certified Provider Information 2010

Are the providers charged a certification fee?		
Answer Options	Response Percent	Response Count
No	26.0%	20
Yes - How much and how often is the provider charged?	74.0%	57
	<i>answered question</i>	<b>77</b>
	<i>skipped question</i>	<b>1</b>



Comments: Are the providers charged a certification fee?

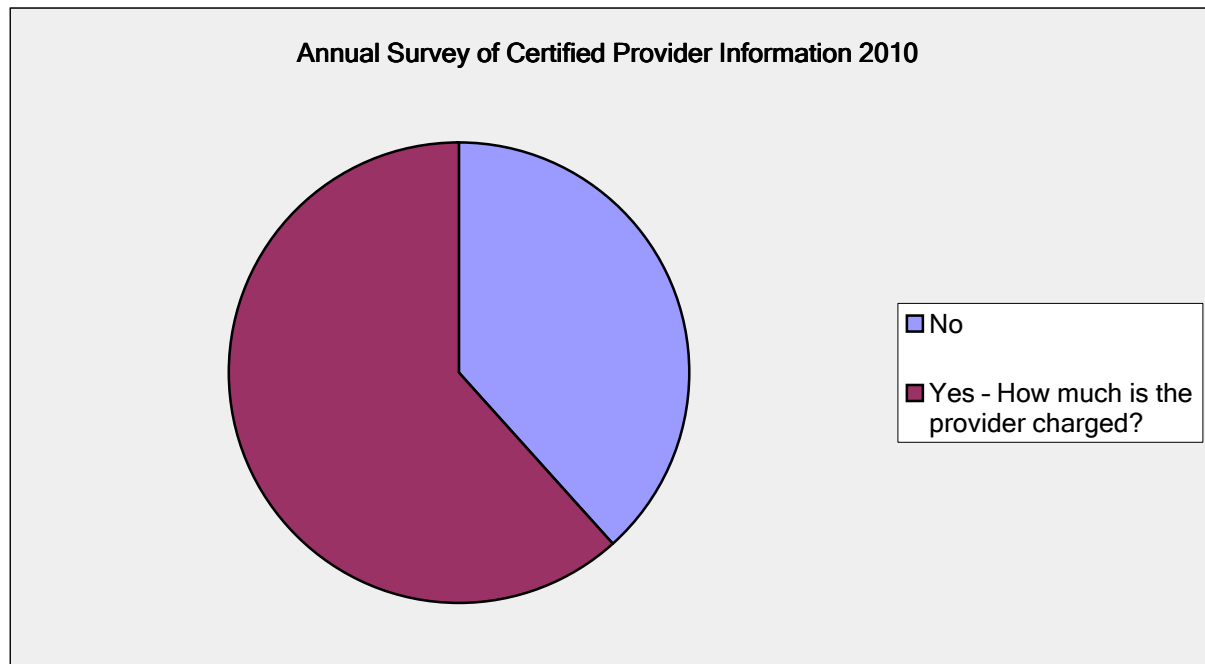
\$20.00 at cert and recert
\$90
\$45
\$20
50.00 initial certification and recertification
\$50 and \$40 for recertification
\$158 includes all provider checks
\$25.00 for initial (to date)-we are reviewing charges
75
\$35 application fee and again at recertification
Initial certification is \$62; recertification is \$40
\$30.00 at certification and re-certification
\$75.00 initially \$50 for Recertification
35
25
75
\$100.00 at certification and recertification
35
\$70 new applications \$35 for re certifications
\$70 new application, \$35 re certification
\$75 every cert and re-cert
20
Intially only \$30
\$75 initial certification & \$50 recertification
\$40 at initial and recerts
\$55 at certification and recertification
\$55 at certification and recertification
35.00 and 10.00 per background check
\$50.00 annually, - \$25 being collected for the first half, and \$25 being collected for the second half of the year.
\$60.00 upon certification \$40.00 upon renewal
\$50.00 at certification and re-certification(every 2 years)
\$90 at certification and re-certification. Includes two background checks

\$90.00 Initial and \$75.00 recertification
\$10 - application fee and \$50 certification fee
\$75.00 at cert and \$63.00 at recert
INITIAL \$10; THEN \$85 (PROV); \$105 (REGC); \$25 (SUB); RECERT \$95 (PROV); \$115 (REGC) \$25 (SUB)
Initial fee of \$50.00
20
75.00 for certification fee
\$50 every 2 years
\$75 at initial certification and \$50 at recertification
\$75 at initial certification and \$50 at recertification
\$35 for certification and \$25 for recertification
\$90.00 for initial certification, \$60.00 for re-certification
80
\$90.75 at initial and re-cert plus \$10 for provider and each family member for DOJ and CPS checks, then \$5.00 for local law enforcement. Provider is charged \$10 for each quarterly DOJ check.
25.00 at initial and re-cert
Varies (amount is based on how many background checks need to be ran for a year.)
\$75 initial application fee & \$50 renewal application fee
\$75.00 initial and recertification
\$75 initial application, \$50 renewal application
\$75 initial application, \$50 renewal application
Initial-\$50, Re-cert every 2 years-\$25.

## Annual Survey of Certified Provider Information 2010

Are the providers charged for the cost of conducting the caregiver background check?

Answer Options	Response Percent	Response Count
No	38.2%	29
Yes - How much is the provider charged?	61.8%	47
<i>answered question</i>		<b>76</b>
<i>skipped question</i>		<b>2</b>



**Comments: Are the providers charged for the cost of conducting the caregiver background check?**

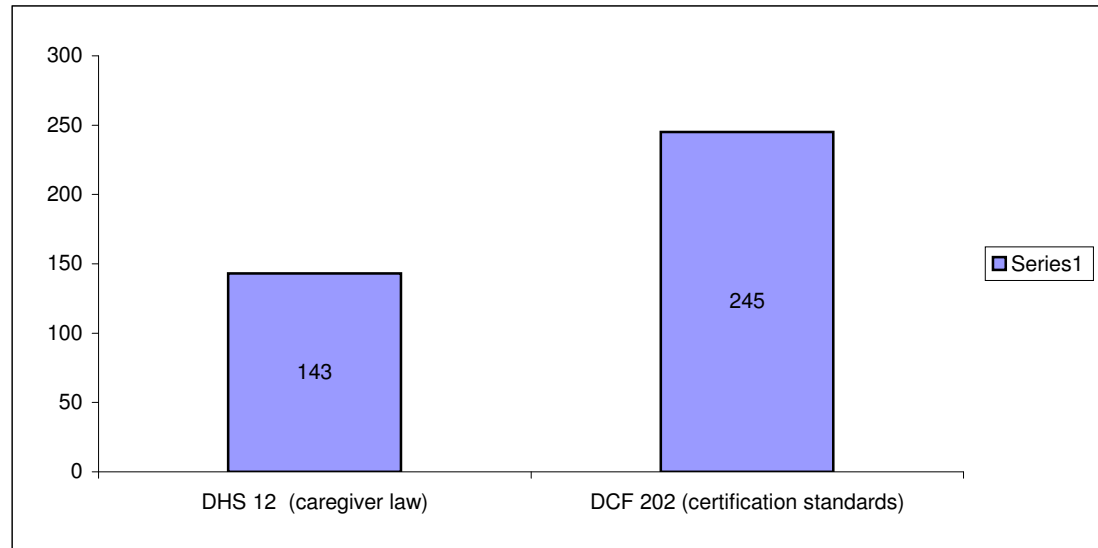
32.00 per year
14
\$10 for each background check
\$10 per person over 12 yr
\$10 per background check
10
10
10
10.00 for each on the year opposite cert or recert
\$10 annually for each individual
\$5.00 per background check
\$10 per BID, however the provider is reimbursed this fee if the background check comes back cleared.
\$10.00 for each background check
\$10 per background check
\$10/check
\$10.00 for each DOJ background check
it is included in their certification/recertification fee
\$10 per background check
\$10/background check
\$10 per person over the age of
10.00 PER TIME
\$10 per background check run
\$10 per background check
\$40 per year
\$10 per required background check
\$10 per required background check
10.00 per check
this expense is included in the certification fee.
\$13.00 per check
\$10.00 for each background check
\$10.00 quarterly for provider & \$10.00 yrly per household member 12 or older
10
\$10.00 per check
ALREADY CALCULATED WITH THE CERTIFICATION FEE STATED ABOVE

\$10.00 per BID
\$10 each background check
10.00 per bid
\$10 per background check
\$10/person
\$10 for provider and each household member and an additional \$5.00 for the local law enforcement initially and every two years.
10.00 per person
only for new employees - \$10 one time fee
\$10.00 quarterly
only for new employees - \$10 one time fee
only for new employees = \$10 one time fee
\$10 per background check conducted.
10

## Annual Survey of Certified Provider Information 2010

How many providers were denied, revoked or refused to renew in 2010 due to:

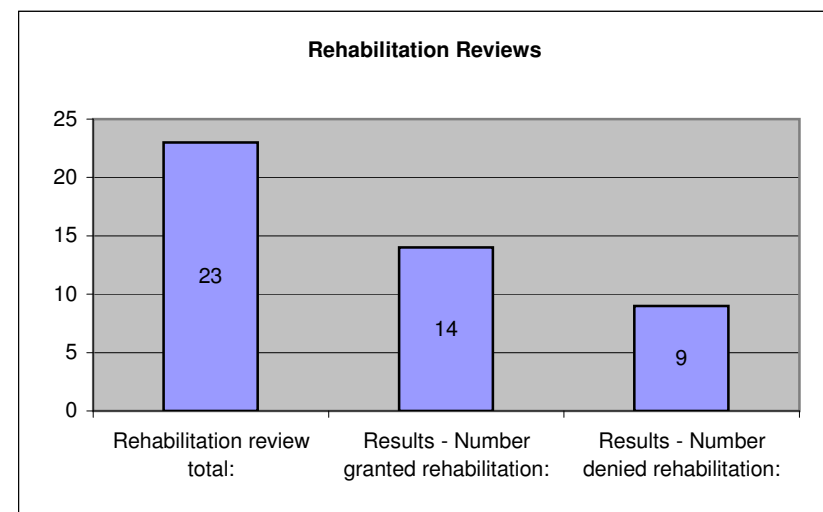
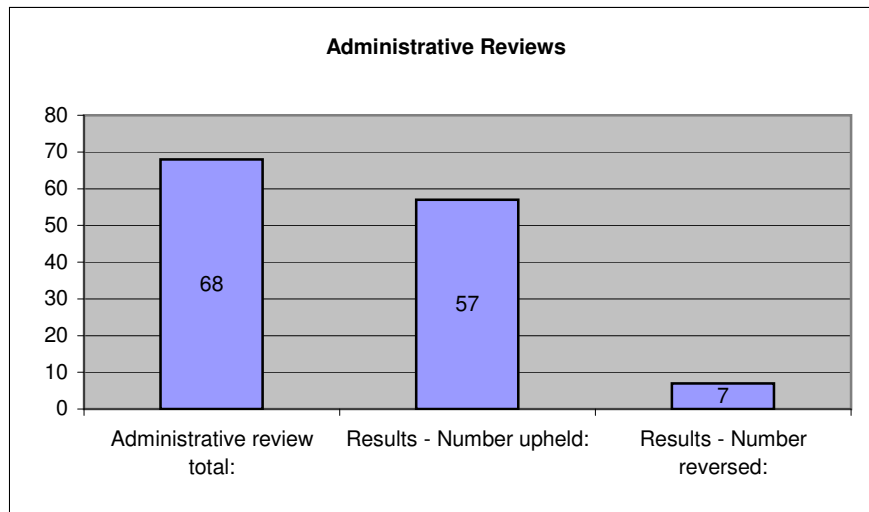
Answer Options	Response Count	# of Providers
DHS 12 (caregiver law)	69	143
DCF 202 (certification standards)	72	245
<i>answered question</i>	<b>77</b>	<b>388</b>
<i>skipped question</i>	<b>1</b>	



## Annual Survey of Certified Provider Information 2010

How many providers appealed the decision to deny/revoke/non-renewal by requesting:

Answer Options	Response Count	# of Providers
Administrative review total:	66	68
Results - Number upheld:	57	57
Results - Number reversed:	56	7
Rehabilitation review total:	63	23
Results - Number granted rehabilitation:	57	14
Results - Number denied rehabilitation:	54	9
<i>answered question</i>		<b>70</b>
<i>skipped question</i>		<b>8</b>

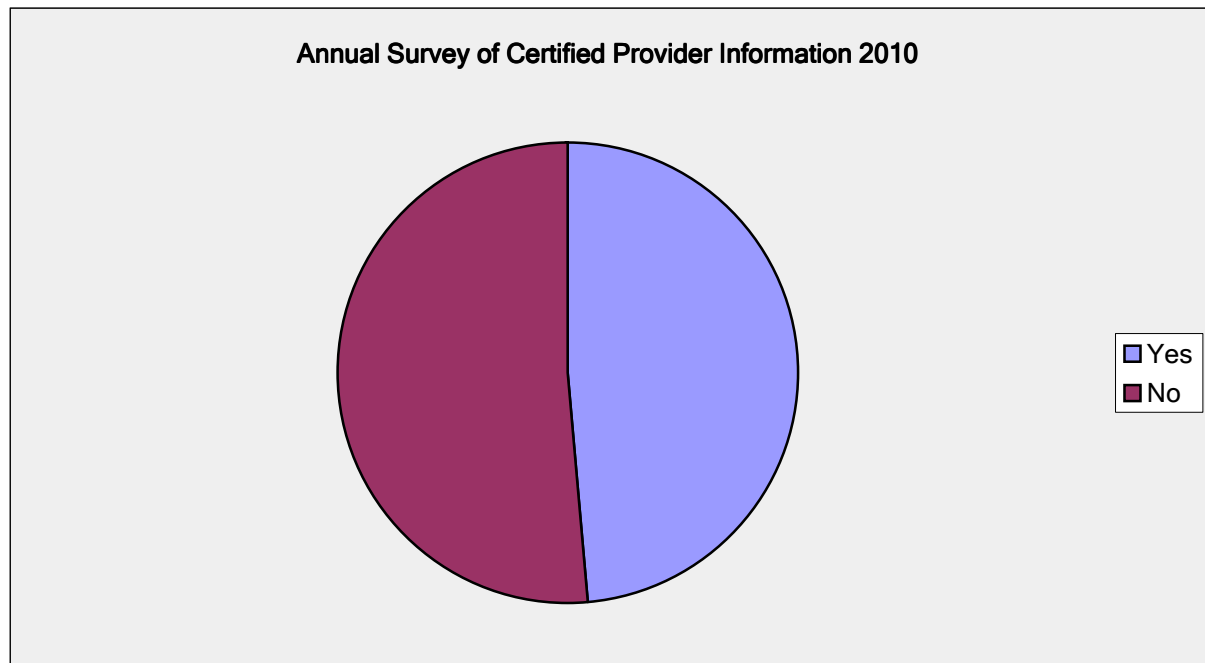


*\*results of 4 not issued prior to 12/31/10*

## Annual Survey of Certified Provider Information 2010

Did your agency receive complaints from parents/public regarding certified providers in 2010?

Answer Options	Response Percent	Response Count
Yes	48.7%	37
No	51.3%	39
<i>answered question</i>		<b>76</b>
<i>skipped question</i>		<b>2</b>

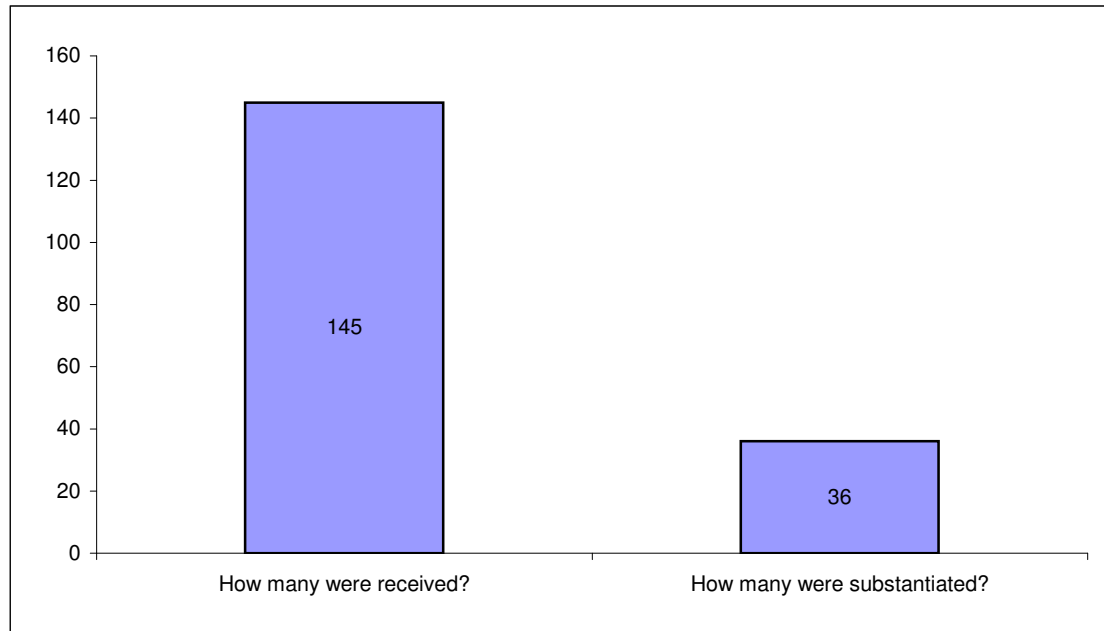


## Annual Survey of Certified Provider Information 2010

If you answered yes to the previous question:

### Answer Options

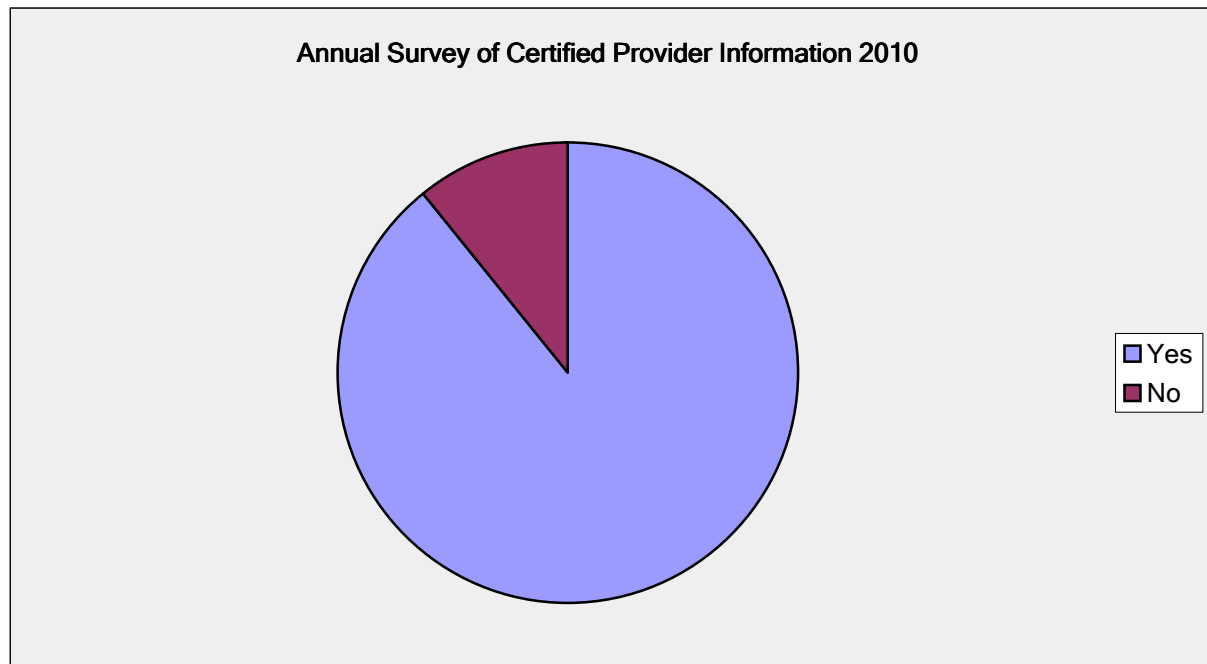
How many were received?	145
How many were substantiated?	36
<i>answered question</i>	46
<i>skipped question</i>	32*



\*32 skipped question while 39 answered "no" to previous question regarding complaints received.

## Annual Survey of Certified Provider Information 2010

Does your agency enter complaint information into CCPC?		
Answer Options	Response Percent	Response Count
Yes	89.3%	67
No	10.7%	8
<i>answered question</i>		75
<i>skipped question</i>		3

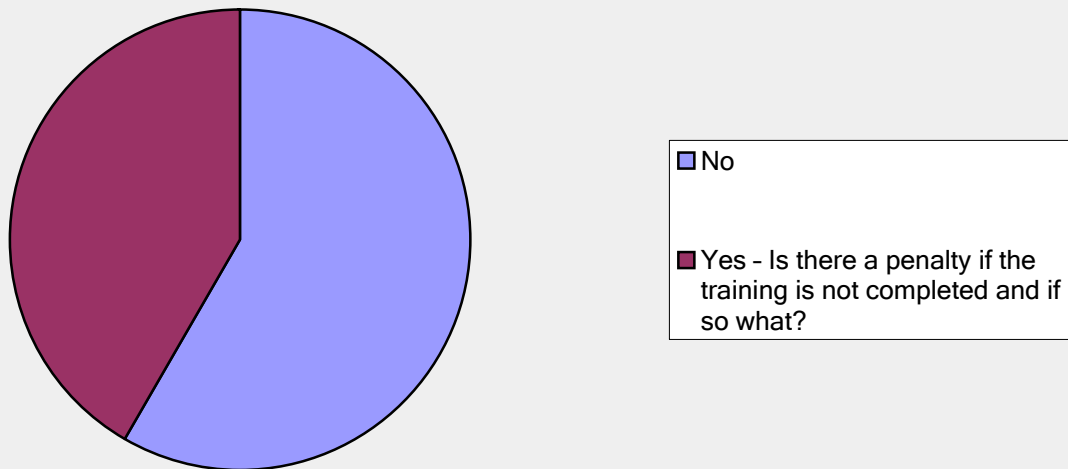


## Annual Survey of Certified Provider Information 2010

Does your agency require 5 hours of continuing education each year after initial entry-level training requirements are met for Regularly Certified Providers?

Answer Options	Response Percent	Response Count
No	58.4%	45
Yes - Is there a penalty if the training is not completed	41.6%	32
<i>answered question</i>		<b>77</b>
<i>skipped question</i>		<b>1</b>

Annual Survey of Certified Provider Information 2010



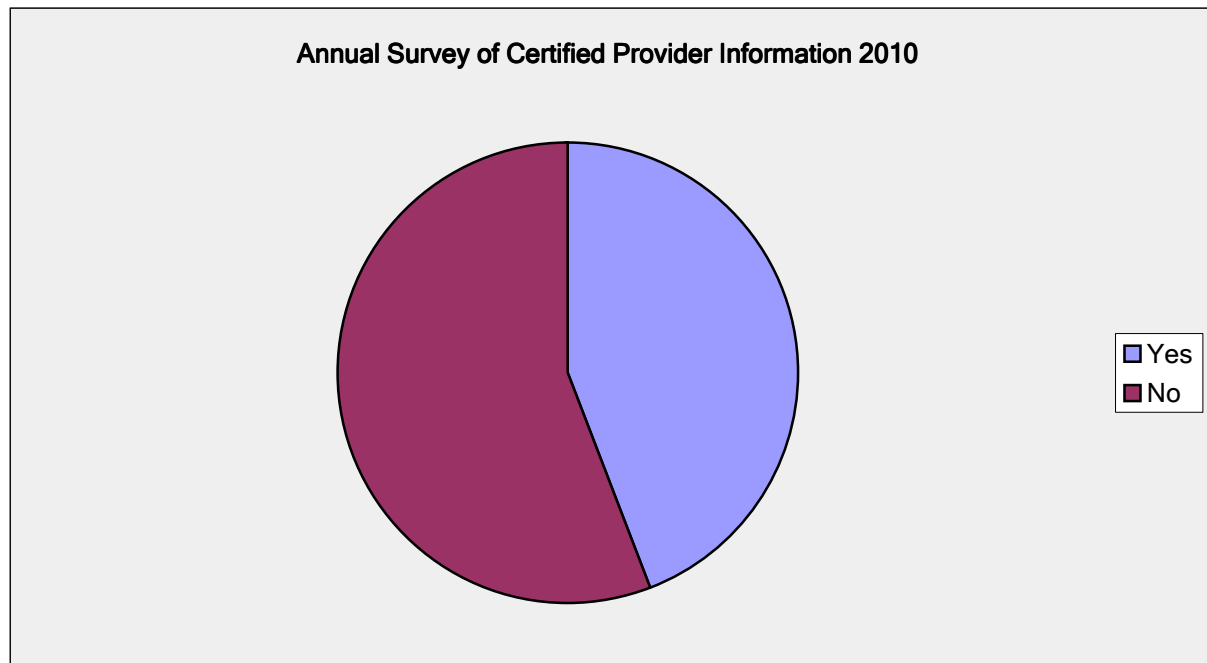
**Comments: Does your agency require 5 hours of continuing education?**

no penalty at this point
No Penalty at this time
no penalty at this time
The provider would receive a non-compliance notice.
we can lower cert level but have not all have completed the requirement
Provider status will change to Provisional level
provisional status until training completed
suspend until a plan is in place or training is completed
Providers have two weeks to submit their continuing education requirements. If they fail to meet the deadline they are brought down to provisional status.
The provider is recertified at provisional until they complete the required hours.
Give a little extra time to complete and if not done then revoke.
regular certified providers are dropped to provisional certification until 5 hours are completed.
Regular certified providers are dropped to provisional until 5 hours is completed.
No
non-compliance statement will be issued
non-compliance is issued
This has not happened as of yet. I work closely with the certified providers to try to prevent this from happening.
no, most providers in our county get there continuing ed training through our extension office educator.
Our County requires 5 hours of continuing education every two years for all providers. No penalty. So far they all just abide by that guideline.
Certification is changed from Regular to Provisional
No penalty, providers remain/have been compliant. Non compliance will be handled by a "corrective action" approach.
Hours are provided through CPR/first aid course or other classes at technical institution
No penalty, we require 8-10 hours every 2 years so they have the option of taking one larger course.
Do not recertify until completed.
No recertification until completed.
Only 4 hours required. If not completed provider is suspended until training hours are completed for the prior year.
If they don't complete 5 hours of continuing education, they are lowered to provisionally certified until 5 hours are completed.
we would suspend based on this information
If a provider does not complete their 5 hours at the end of their year, their status is changed to Provisionally Certified
Some providers have been lowered to provisional level
If the provider does not complete 5 hours at the end of their year, their Certification is changed to Provisionally Certified
If the provider does not complete their continuing education at the end of the year, their status is changed to Provisional Certification

## Annual Survey of Certified Provider Information 2010

Does your agency require a high school diploma or high school equivalency diploma prior to issuing a Regular Certification?

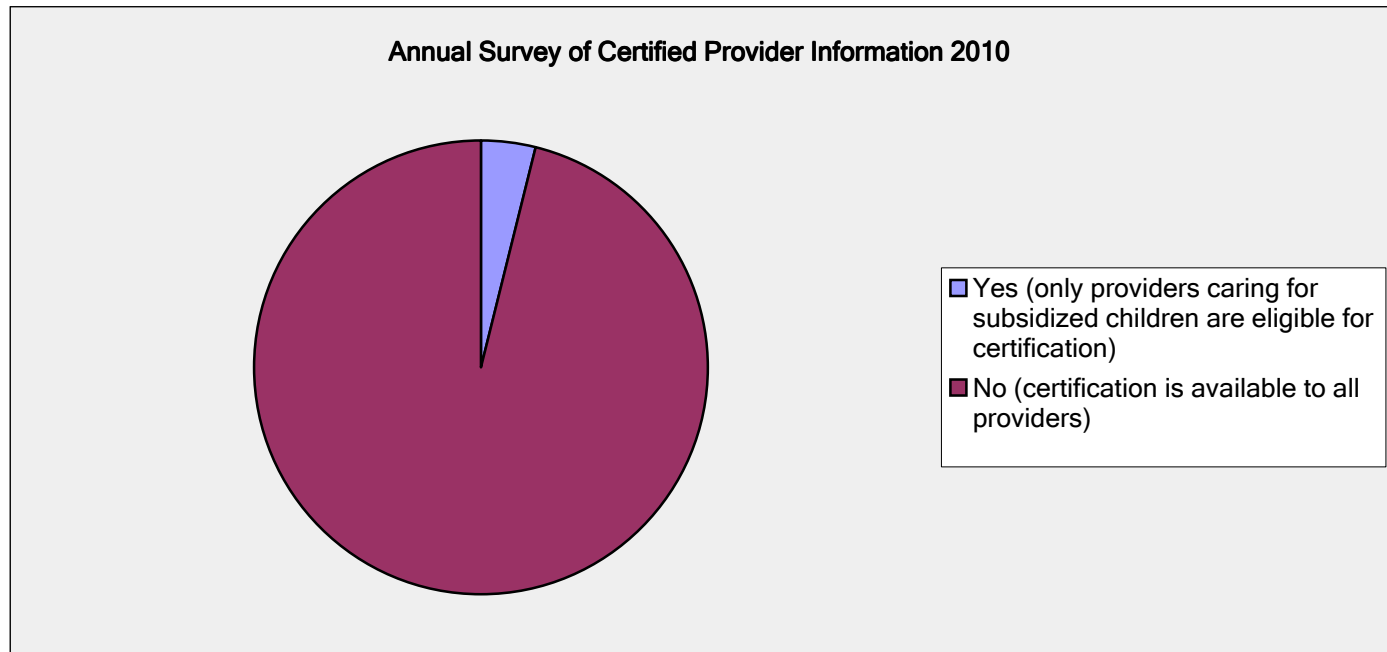
Answer Options	Response Percent	Response Count
Yes	44.2%	34
No	55.8%	43
<i>answered question</i>		<b>77</b>
<i>skipped question</i>		<b>1</b>



## Annual Survey of Certified Provider Information 2010

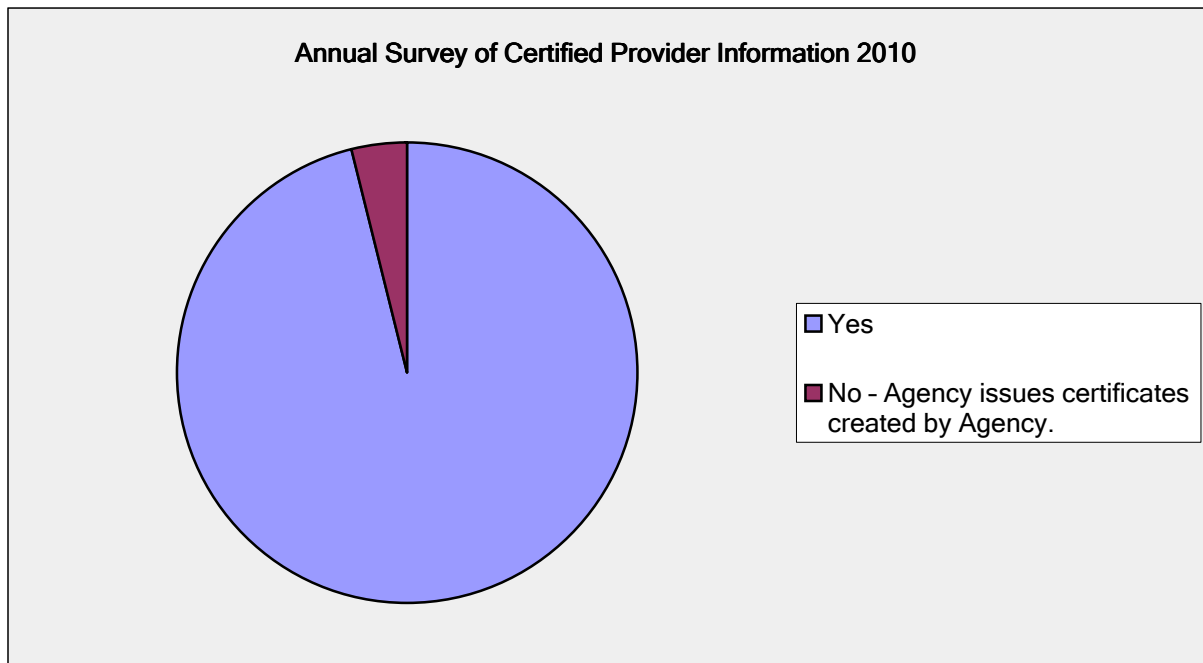
The State Statutes require counties/tribes certify license-exempt providers who care for subsidized children. It is optional for the counties/tribes to make certification available for all interested providers. Many counties/tribes have made certification available to all interested providers in order to create a large pool of regulated providers. Does your county/tribe restrict certification to providers who care for subsidy children only?

Answer Options	Response Percent	Response Count	
Yes (only providers caring for subsidized children are eligible for certification)	3.9%	3	
No (certification is available to all providers)	96.1%	74	
<i>answered question</i>			<b>77</b>
<i>skipped question</i>			<b>1</b>



## Annual Survey of Certified Provider Information 2010

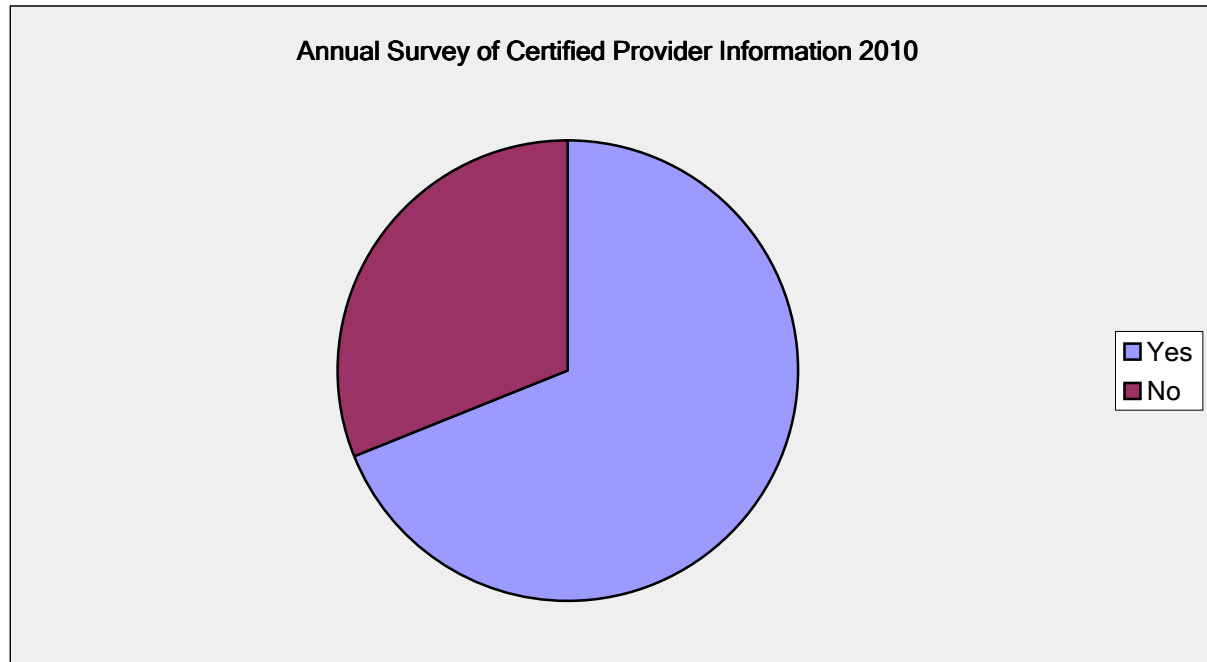
Does your agency issue to the provider certificates generated by CCPC?		
Answer Options	Response Percent	Response Count
Yes	96.1%	74
No - Agency issues certificates created by Agency.	3.9%	3
<i>answered question</i>		<b>77</b>
<i>skipped question</i>		<b>1</b>



## Annual Survey of Certified Provider Information 2010

Do you have enough resources/time to do your job as a certifier?

Answer Options	Response Percent	Response Count
Yes	68.8%	53
No	31.2%	24
Comments:		28
	<i>answered question</i>	<b>77</b>
	<i>skipped question</i>	<b>1</b>

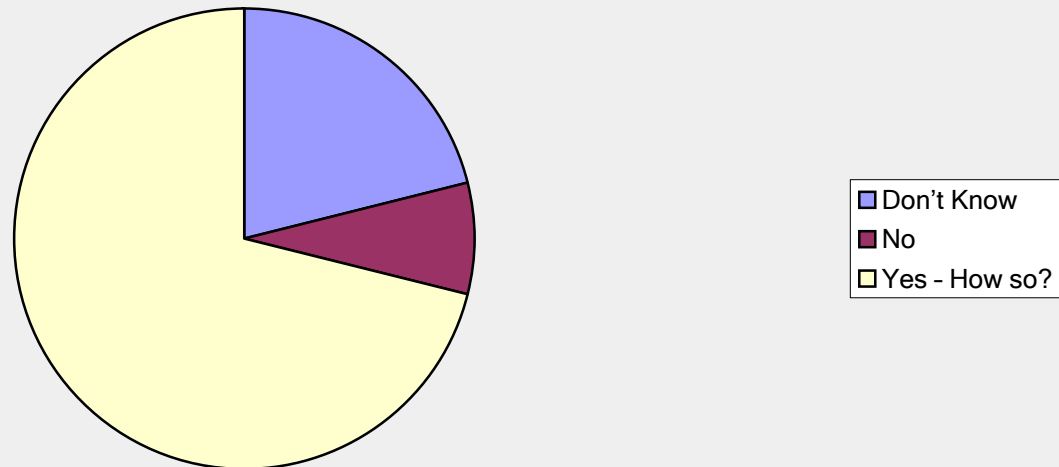


## Annual Survey of Certified Provider Information 2010

Have the Regional Child Care Coordinators from DCF Bureau of Regional Operations been useful in helping your agency to understand and implement certification policies?

Answer Options	Response Percent	Response Count
Don't Know	21.1%	16
No	7.9%	6
Yes - How so?	71.1%	54
<i>answered question</i>		<b>76</b>
<i>skipped question</i>		<b>2</b>

Annual Survey of Certified Provider Information 2010



**Comments: Regarding BRO Child Care Coordinators**

They are always able to help and they do so in a timely manner
Carla was jjust hired to our Region but is very helpful to answer questions and is coming to our agency to provide information.
Always very helpful when i have questions
Kara has been right on for answering questions and getting back to me on emails.
see above
Able to answer my questions and assist me
I haven't been in touch with the new ones yet for the most part, but the others have done well:)
questions/technical support
I have had one meeting with Nancy. She seems to be very knowledgable and is very timely in answering email questions so far.
Information has been distributed via e-mail. Regional Child Care Coordinator is scheduled to visit our agency.
The coordinators provide assistance when needed.
They are available as needed and respond promptly to any questions that we have.
Answer questions
Both Jolene lbeling and Debra VanSwol are willing to answer direct questions pertaining to child care certification.
Lots of e-mails!
always responsive in a timely fashion and very helpful and approachable
Easily accessible via phone or email
Questions have been answered timely.
Assisted in clarifying and interpreting rules.
Our new contact recently met with us and gave us all the contact info.
I feel that the staff is new in our region and is also learning as she comes from a Economic Support background and is not familiar with the entire program. I believe she will be a good resource in the future.
They are available when there are questions.
they are available if needed
All my concerns and questions are answered in a timely manner.
helpful
very knowledgeable and return info very timely!
We are kept well informed via email. Any questions we have are addressed timely and completely
they answer our questions or email us back. we are usually confused as to who is the correct person to call.
it would be useful to email out a contact list of names, phone, and job duty so we know who exactly to contact.
Regional staff has come to meet with the agency staff and answered any questions that we had regarding certification.
They are very timely in responding to our questions
Jolene and pirkko have always been there to answer my questions.
Pirkko and Jolene have always been very prompt in answering any questions I have had.

I believe the regional child care coordinator will be a great resource when issues arrive due to her background in child care certification. Just not had any issues as of yet.
I think getting together to discuss new regulations and law is very helpful and having an opportunity to meet with other certifiers is useful.
By pointing out areas that need our attention.
Looking forward to meeting her. I understand she will be making a visit some time soon. She was a great help in regards to some questions that have come up regarding overdue background checks.
Knowing I have a contact person available for questions
Great communication and always available for questions and clarifications. Always a quick response!
CONSTANT COMMUNICATION THROUGH EMAILS.
Helpful, available to answer questions.
It is always great to have policy discussions and learn how other are implementing policies.
Yes, every time I have a question, they are very helpful explaining policy and provide answers back quickly.
Annual meetings.
Regional meetings are helpful in hearing new policy and clarification of old.
Whenever I e-mail a question, I always get an answer back that I can understand.
Regional and State staff are prompt in responding to questions re: DCF 202 or DHS 12.
answering e-mails, phone calls, etc.
Answer questions as needed.
Always a phone call or email away when I have any questions or are not quite sure on the rules.
The answers are always prompt to any of our questions.
Help in clarification of gray areas
Assists with decisions made on background check questions.
By sending out e-mail correspondence and answering questions.
Usually able to understand when they translate it into English at meetings.

## Annual Survey of Certified Provider Information 2010

Will or did your agency participate in the YoungStar Webinar on March 8th?		
Answer Options	Response Percent	Response Count
Yes	79.2%	61
No	20.8%	16
<i>answered question</i>		<b>77</b>
<i>skipped question</i>		<b>1</b>

