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Division of Early Care and Education
Bureau of Early Care Regulation

ANNUAL REPORT: CHILD CARE LICENSING AND CERTIFICATION ACTIVITY **January – December 2016**

The mission of the Bureau of Early Care Regulation (BECR) is to promote and protect the health, safety and welfare of children in child care settings. BECR staff are responsible for monitoring over 4,000 licensed child care programs in the state to assure compliance with state licensing standards. BECR also provides training and consultation to child care certifiers employed by counties, tribes and subcontracted agencies. Together, licensed and certified child care programs served over 230,000 children in Wisconsin in 2016.

Each year, BECR shares statewide information from the previous calendar year on Wisconsin's licensed and certified child care centers. This report provides information on numbers of regulated child care centers, capacity, children served, complaint and enforcement activity, caregiver background checks and frequently cited violations.

The following summarizes BECR's activities in 2016:

- Over 9,000 visits were made in 2016 to monitor licensed centers, provide technical assistance, verify compliance with administrative rules and conduct complaint investigations.
- BECR licensing specialists reviewed over 1.4 million rules with licensed child care centers throughout 2016. Ninety seven percent of the rules reviewed by BECR in 2016 were met by licensed centers, with only three percent resulting in a violation.
- During this same period, certified child care providers received over 1,500 on-site visits from county certifiers and contracted staff.
- BECR began implementing new requirements resulting from the 2014 reauthorization of the federal Child Care and Development Block Grant. The reauthorization resulted in several initiatives for regulated child care in Wisconsin, including required annual health and safety rule monitoring, revised caregiver background check requirements, new requirements for monitoring license-exempt programs and training, and emergency planning.
- During 2016, there were nearly 1.4 million webpage views on the Regulated Child Care and YoungStar Public Search website. These views accessed child care information such as the location maps, YoungStar ratings, center hours of operation, capacity, compliance and noncompliance statements, correction plans, and enforcements.
- BECR continues its collaboration with the Bureau of Operations and Planning (BOP) to conduct three customer satisfaction surveys through SurveyMonkey to gather feedback on an ongoing basis from child care license applicants, current licensees and closed providers. Over 600 applicants and licensees have completed the survey since it was initiated in September of 2015, reporting a very positive experience with BECR staff.

The remainder of this report provides information on numbers of regulated child care centers, capacity, children served, complaint and enforcement activity, caregiver background checks and frequently cited violations.

Number and Capacity of Licensed Child Care Centers

As of December 31, 2016, there were 4,030 licensed child care centers and day camps in Wisconsin. This compares to 4,149 licensed child care facilities at the end of 2015. This is a drop of approximately 3% in the total number of licensed child care centers in the state.

Of the 4,030 licensed centers, 2,261 are licensed group centers, 1,680 are licensed family centers and 89 are licensed day camps. The number of family child care centers dropped by 6% between 2015 and 2016 while the number of group child care centers and day camps remained about the same.

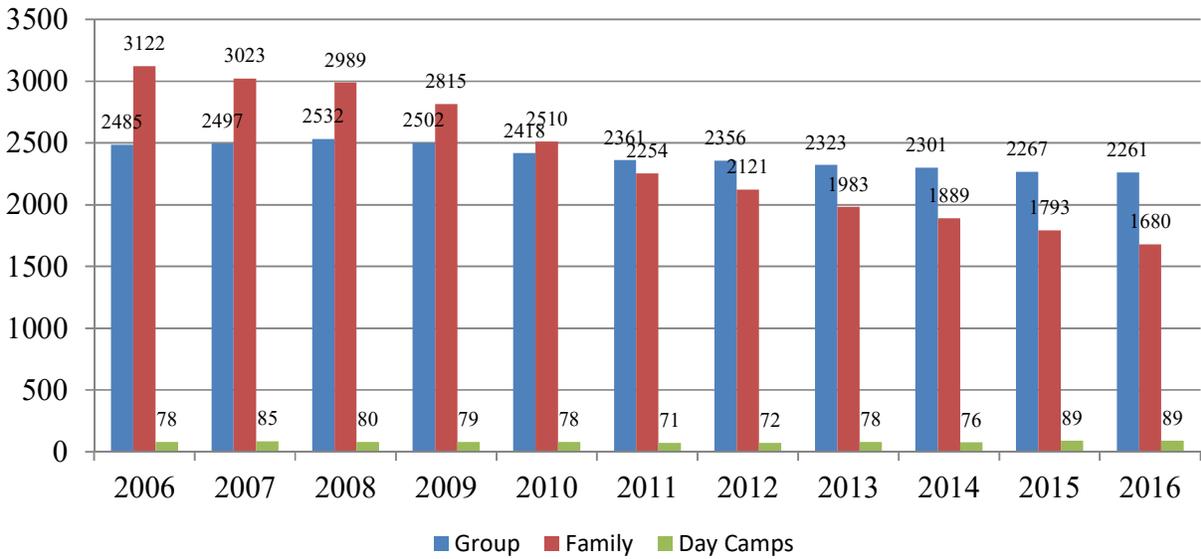
An estimated 226,582 children were served in licensed child care centers and day camps in 2016. This is approximately the same number of children served in 2015.

The following charts show the number of licensed providers and capacity in 2016, estimated enrolled children, and the change over time in number and total capacity of providers.

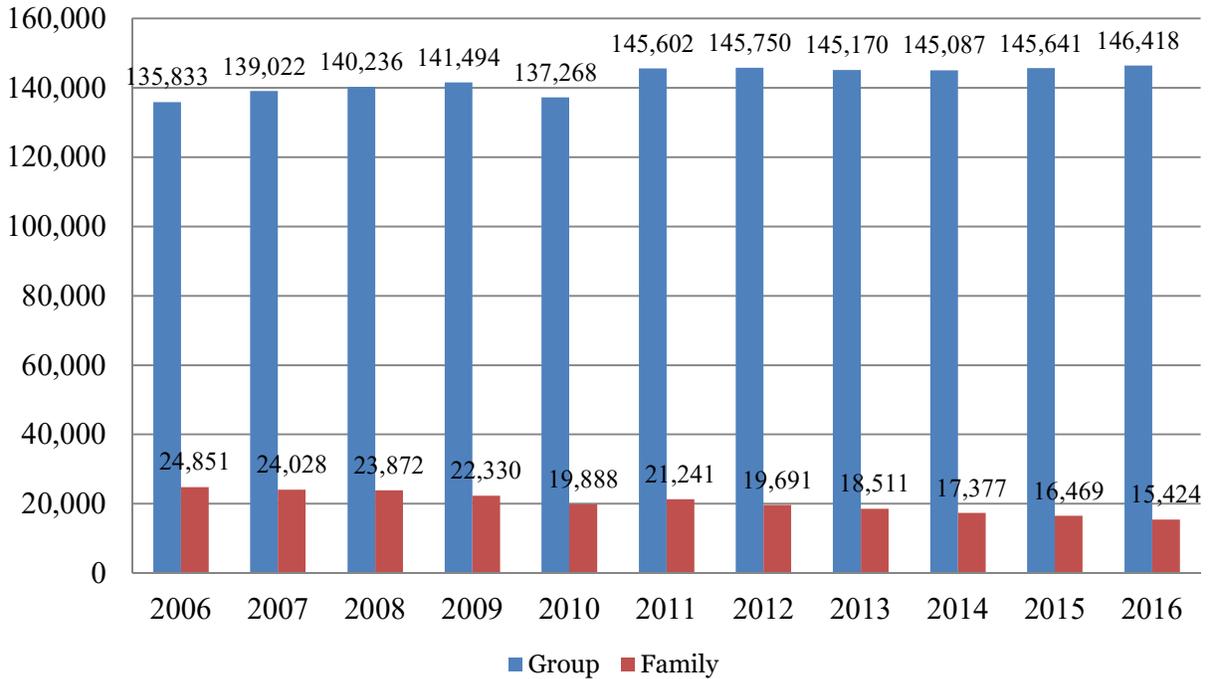
	Total No. of Providers	Total Daytime Capacity	Total Night-time Capacity	Estimated Number of Enrolled Children*
Licensed Group	2,261	136,895	9,523	194,736
Licensed Family	1,680	13,336	2,088	20,514
Licensed Day Camps	89	8,521	0	11,332
TOTAL	4,030	158,752	11,611	226,582

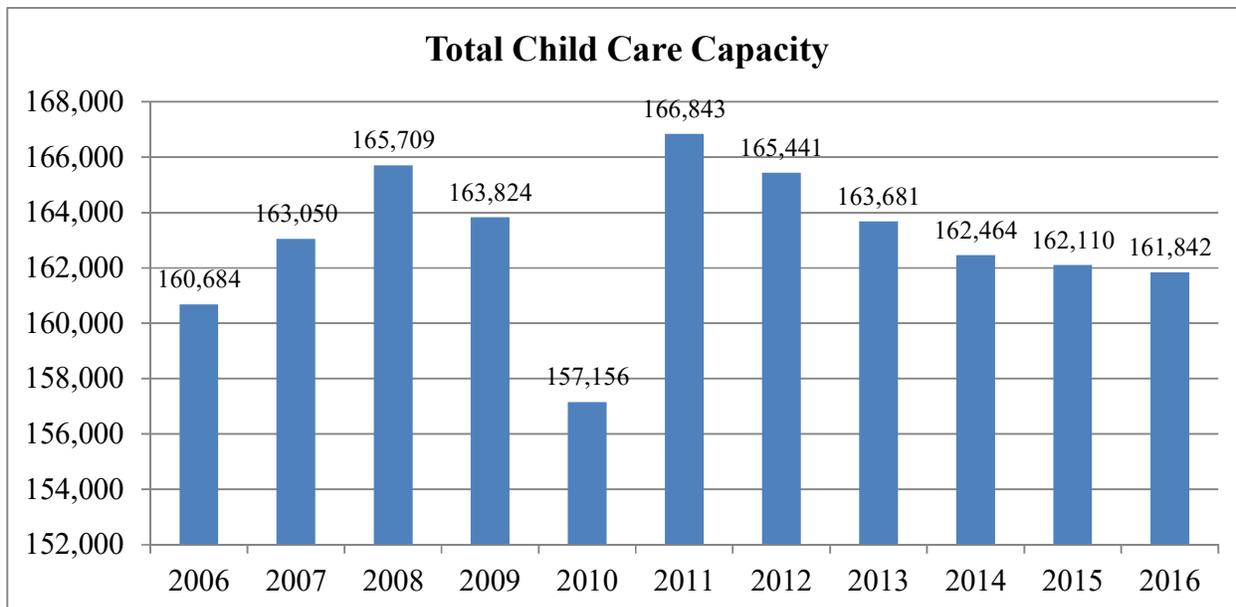
***The estimated number of enrolled children in licensed care is calculated by multiplying licensed capacity by 1.33. Due to part-time care, licensed slots are often filled by more than one child.*

Number of Licensed Group and Family Centers and Day Camps



Group and Family Child Care Capacity





New Applications for Child Care Licenses

During 2016, the BECR regional office staff received and processed 377 new applications for licensure. Three hundred and five new applications were approved during this time period.

Site Visits to Child Care Centers

There are 57 BECR licensing specialists (54.05 full-time equivalent) responsible for monitoring licensed group and family child care centers and day camps. Each licensing specialist's caseload includes a mix of group and family centers and day camps. Throughout the year, BECR staff is involved in opening new and relocated licensed child care centers, closing licensed centers and conducting routine monitoring of others. The Department contracts with Supporting Families Together Association (SFTA), a private, non-profit agency to provide start-up pre-licensing assistance to child care applicants.

BECR conducted 9,141 child care site visits in 2016 to monitor, provide technical assistance, verify compliance and conduct complaint investigations. This compares to 9,176 child care site visits in 2015. Of these child care on-site visits, 208 were conducted in unregulated child care locations, in response to allegations of unlicensed care.

Current caseloads average 86 child care centers per licensing specialist. This caseload size is higher than the nationally recommended caseload size of 50-60 child care facilities per licensing specialist.

In addition to 9,141 successfully completed child care visits, licensing specialists attempted 474 visits in which they were unable to gain entry during the center's licensed hours of operation.

The following table shows the reasons for site visits to child care centers in 2016.

Purpose of the Visit	Number
Complaint Regarding Licensed Center	1,278
Complaint Regarding Unlicensed Center	208
Enforcement Action Compliance Verification	189
Initial Licensing Study	510
License Amendment	135
Monitoring for Licensing	5,768
Pre-licensing Technical Assistance	61
Technical Assistance for Licensed Facility	455
Verification of CFS-294	537
Total Number of Visits	9,141

Licensing Complaints

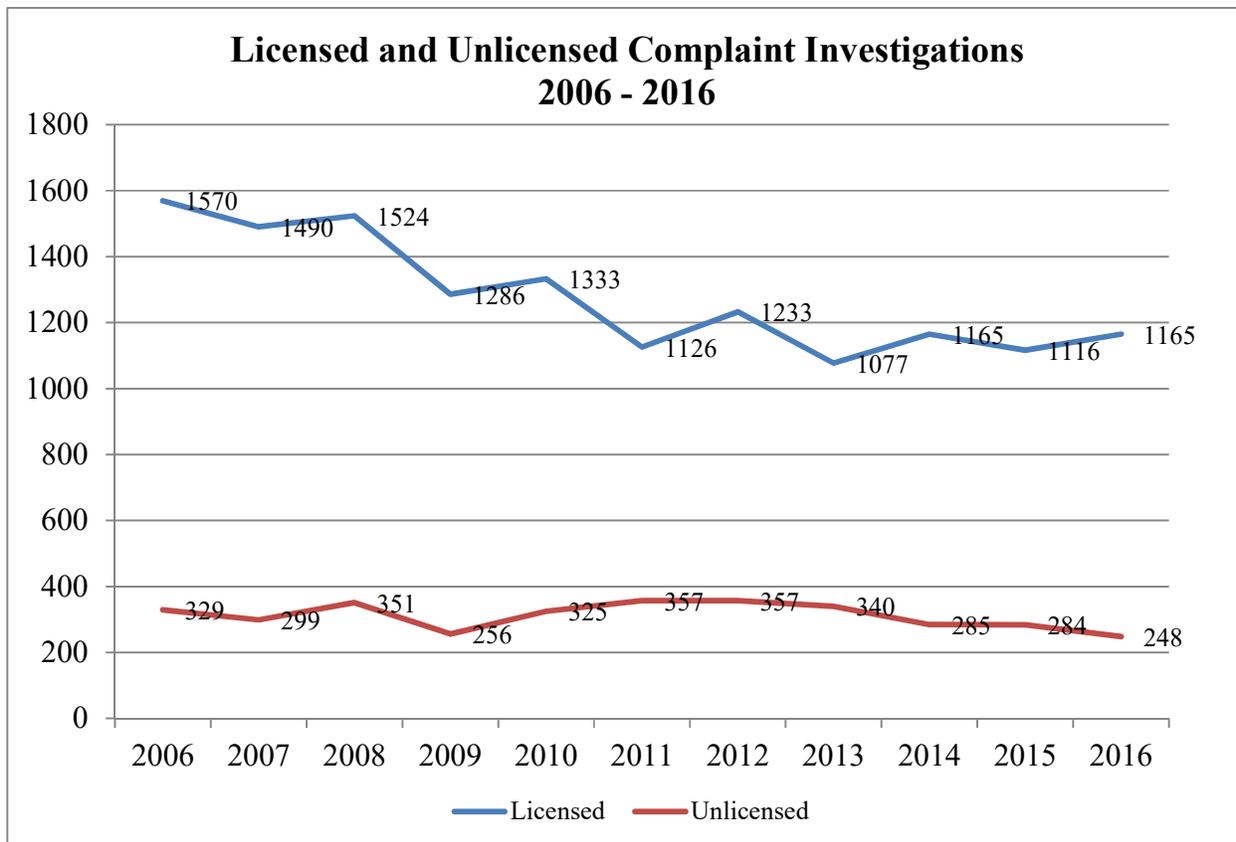
BECR received 1,165 complaints concerning licensed child care centers in 2016. This compares to 1,116 complaints in 2015, an increase of 4% between 2015 and 2016.

In 2016, 515 complaints regarding licensed child care were substantiated while 611 complaints were unsubstantiated. A complaint is considered substantiated when at least one of the allegations contained in the complaint results in issuance of a rule violation.

BECR received 248 complaints alleging unlicensed child care in 2016. There were 87 unlicensed complaints that were substantiated in 2016 while 162 complaints were unsubstantiated.

The following two charts reflect the number of complaints and status of complaints for 2016 and the variation in number of complaints over time.

	Received	Closed	Substantiated	Unsubstantiated
Licensed Complaints	1,165	1,140	515	611
Unlicensed Complaints	248	249	87	162



Child Care Incident Investigation and Reporting

In addition to receiving and investigating complaints regarding licensed child care, licensing specialists review required self-reports submitted by child care centers. These self-reports identify incidents, injuries and deaths that occur at the centers. The licensing specialist may determine the need to conduct follow-up investigation to assess whether licensing violations occurred or if a situation exists that has the potential to cause harm to a child. The follow-up investigation may involve a site visit, a review of additional documentation submitted by the licensee, a review of police reports or county investigations, interviews with staff members or parents, etc.

During 2016, BECR received 1,749 self-reports and closed 1,753 self-reports during the same year. Of those self-reports that required additional investigation, 17 resulted in citing at least one rule violation. Twenty one self-reports required additional investigation but did not result in a rule violation.

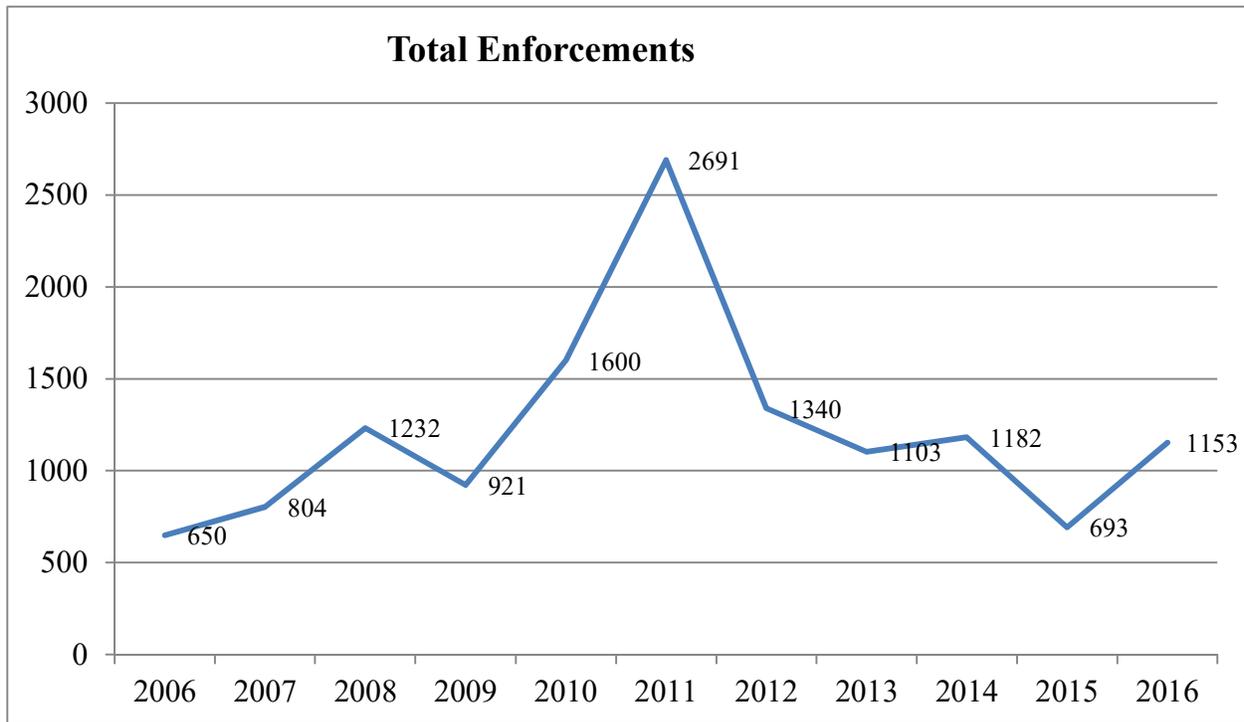
Serious Injuries, Deaths and Substantiated Findings of Abuse

Based on complaint and self-report data, there were 1,243 serious injuries (injuries that required medical attention) in licensed child care centers during 2016. There were 1,160 injuries in group child care, 64 injuries in family child care and 19 in day camps. During the same year, there were two deaths in family child care centers. There were 8 serious injuries in certified centers in 2016.

Twenty four referrals for child protective services investigation resulted in a substantiated finding of child abuse or neglect in 2016. Fifteen of these substantiations occurred while the child was in the care of a licensed center. Among certified providers, one referral to child protective services was substantiated in 2016.

Enforcement Activity with Licensed Centers

In 2016, there were 1,153 enforcement actions. The average number of enforcements issued over the past ten years is about 1,200 per year. The following two charts show total number licensing enforcement actions since 2006, and the enforcement actions issued in 2016.



Warning Letters issued to licensees for failing to submit an annual Background Information Disclosure (BID) form, a new statutory requirement at that time, caused the significant spike in 2011.

Licensing Enforcements Issued in 2016	
Denials	18
Forfeitures	138
Direct Forfeitures	120
Orders	291
Revocations	103*
Summary Suspensions	7
Warning Letters	445
Second Probationary License Due to Noncompliance	31
TOTAL	1153

**The Department of Revenue issued 37 Tax Clearances.*

Most Frequently Cited Licensed Child Care Rule Violations

Approximately ninety seven percent of the rules reviewed by BECR in 2016 were met by licensed centers, with only three percent resulting in a violation. A total of 883,358 rules were met for all licensed centers and camps during 2016.

In 2016, the top five most frequently cited rule violations in **licensed family child care centers** were violations related to the following:

Current, Accurate Daily Attendance Record;
Child Record – Enrollment & Health History Forms;
Biennial Training – Child Abuse and Neglect
Access to Materials Potentially Harmful to Children;
Child Record – Immunization History, Physical Exam;

In 2016, the top five most frequently cited rule violations in **licensed group child care centers** were violations related to the following:

Child Tracking Procedure;
Current, Accurate Daily Attendance Record;
Cardiopulmonary Resuscitation Training;
Staff File – Physical Examination Report;
Close Supervision of Children;

In 2016, the top five most frequently cited rule violations in **day camps** were violations related to the following:

Monitoring Results, Stipulations, Conditions, Exceptions Posted;
Potential Source of Harm or Condition of Premises;
Child Tracking Procedure;
License Continuation – Time Frame to Submit Materials
Child Record – Enrollment Information

Attachment A provides a listing of the twenty most frequently cited licensed child care rule violations in family and group centers and day camps in 2016.

BECR Licensing Satisfaction Survey Results

Since September 22, 2015, when BECR launched three customer satisfaction surveys through SurveyMonkey to gather feedback on an ongoing basis from current and closed child care licensees and child care license applicants, 607 current and former licensees and applicants provided responses to the surveys. Ninety six percent of respondents indicated that the licensing specialist clearly explained the purpose of the visit, ninety eight percent indicated that the licensing specialist was professional and courteous, and ninety seven percent indicated that the licensing specialist clearly explained the results of the visit. Forty one applicants responded to the applicant survey and eighty six percent of those respondents indicated that the assistance provided by BECR staff was helpful or extremely helpful.

Number and Capacity of Certified Child Care Centers

As of December 31, 2016, there were 818 certified family providers and 6 certified school age programs. This is a 19% decrease in certified providers, compared to 2015. An estimated 5,164 children were served in certified child care in 2016.

The following table shows the number and capacity of certified child care centers and estimated number of children enrolled in certified care in 2016.

	Total No. of Providers	Total Daytime Capacity	Total Night-time Capacity	Estimated Number of Enrolled Children*
Certified Family	818	Up to 6 Children	Up to 6 Children	4,908
Certified School Age	6	193	Not Applicable	256
TOTAL	824	***	***	5,164

** The estimated number of enrolled children in certified family care is calculated by multiplying the number of providers by 6. The estimated number of enrolled children in **certified school age care** is calculated by multiplying capacity by 1.33. Due to part-time care, slots are often filled by more than one child.*

Monitoring of Certified Child Care Centers

Monitoring of certified family child care and certified school age care is conducted by certifiers employed by the counties, tribes, subcontracted agencies and the Milwaukee Early Care Administration.

Certifiers conducted 1,631 visits to certified centers in 2016 to monitor, provide technical assistance, verify compliance and conduct complaint investigations. All certified providers must be visited once every two years in order to renew their certification and all certification agencies completed at least one required visit to certified providers during the 2014–2016 period.

In addition to 1,631 successfully completed visits, certifiers made 340 attempted visits to certified centers in 2016.

The following table shows the reasons for visits made to certified child care centers in 2016.

Purpose of the Visit	Number
Annual Visit/Monitoring/294 Verification/Other	992
Complaint Visit	33
Expired Re-Certification Visit	15
Initial Provider Visit	213
Re-Certification Visit	288
Relocation Visit	40
Technical Assistance Visit	50
TOTAL	1,631

The following table shows the enforcement actions issued to certified programs in 2016.

Certification Enforcements Issued in 2016	
Denials	18
Revocations	26
Suspensions	19
Warning Letters	57
TOTAL	120

Caregiver Background Unit Activities

During 2016, the BECR Caregiver Background Unit (CBU) completed 4,793 Department of Justice background checks and 714 FBI checks for licensed providers. The automated matching process resulted in BECR staff reviewing 44 offenses.

Attachment

Attachment A

Twenty Most Frequently Cited Family Child Care Violations – 2016

Violation Code	Description	Total
250.04(6)(b)	CURRENT, ACCURATE DAILY ATTENDANCE RECORD	318
250.04(6)(a)1.	CHILD RECORD - ENROLLMENT & HEALTH HISTORY FORMS	306
250.04(8)(b)	BIENNIAL TRAINING - CHILD ABUSE & NEGLECT	244
250.06(2)(c)	ACCESS TO MATERIALS POTENTIALLY HARMFUL TO CHILDREN	212
250.04(6)(a)4.	CHILD RECORD - IMMUNIZATION HISTORY, PHYSICAL EXAM	200
250.06(3)	PRACTICE OF WRITTEN EMERGENCY PLANS	193
250.05(1)(b)5.	PROVIDER TRAINING - CARDIOPULMONARY RESUSCITATION	180
250.04(5)(d)	STAFF FILE - DAYS, HOURS WORKED	177
250.11(5)(b)	CONTINUATION LICENSE - APPLICATION MATERIALS SUBMISSION DATE	172
250.06(4)(a)	SMOKE DETECTORS	155
250.07(6)(L)2.	HEALTH EXAM - CHILD AGE OVER AGE 2	153
250.07(6)(L)1.	HEALTH EXAM - CHILD UNDER AGE 2	147
250.06(2)(e)	POTENTIAL SOURCE OF HARM ON PREMISES	141
250.06(5)	PREMISES, FURNISHINGS, EQUIPMENT - CONDITION & REPAIR	129
250.06(2)(k)	DETERIORATING OR TOXIC PAINT	115
250.04(2)(i)	MONITORING RESULTS, STIPULATIONS, CONDITIONS, EXCEPTIONS POSTED	107
250.05(3)(L)	PROCEDURE - NUMBER, NAMES, WHEREABOUTS KNOWN AT ALL TIMES	104
250.06(2)(a)	ELECTRICAL OR HOT SURFACE PROTECTION	102
250.05(1)(b)4.	PROVIDER TRAINING - CONTINUING EDUCATION	101
250.04(5)(a)	STAFF FILE - STAFF RECORD FORM	85

Twenty Most Frequently Cited Group Child Care Violations – 2016

Violation Code	Description	Total
251.05(3)(f)	CHILD TRACKING PROCEDURE	449
251.04(6)(b)	CURRENT, ACCURATE DAILY ATTENDANCE RECORD	344
251.05(1)(c)	CARDIOPULMONARY RESUSCITATION TRAINING	334
251.04(5)(a)4.	STAFF FILE - PHYSICAL EXAMINATION REPORT	323
251.05(3)(c)	CLOSE SUPERVISION OF CHILDREN	321
251.04(5)(a)5.	STAFF FILE - REGISTRY CERTIFICATE, EDUCATIONAL QUALIFICATIONS	310
251.06(2)(d)	ACCESS TO MATERIALS POTENTIALLY HARMFUL TO CHILDREN	297
251.04(6)(a)1.	CHILD RECORD - ENROLLMENT INFORMATION	293
251.04(8)(b)	BIENNIAL TRAINING - CHILD ABUSE & NEGLECT	287
251.06(9)(d)2.a.	FOOD STORAGE - DRY FOOD	264
251.09(1)(c)	INFANT & TODDLER - DOCUMENTING CHANGES IN DEVELOPMENT	263
251.07(6)(j)9.	REVIEWING INJURY RECORDS	251
251.04(5)(a)3.	STAFF FILE - CAREGIVER BACKGROUND CHECK RESULTS	249
251.06(5)(b)1.	DETERIORATING PAINT	249
251.06(5)(a)	CONDITION OF PREMISES	239
251.04(2)(a)	COMPLIANCE WITH LAWS	235
251.06(2)(a)	POTENTIAL SOURCE OF HARM ON PREMISES	235
251.11(4)(b)	CONTINUATION LICENSE - APPLICATION MATERIALS SUBMISSION	226
251.05(1)(L)1.	STAFF HEALTH EXAMINATION - REQUIREMENTS	212
251.04(5)(a)6.	STAFF FILE - ORIENTATION & CONTINUING EDUCATION	202

Twenty Most Frequently Cited Day Camp Violations – 2016

Violation Code	Description	Total
252.41(1)(L)	MONITORING RESULTS, STIPULATIONS, CONDITIONS, EXCEPTIONS POSTED	22
252.43(2)(a)5.	POTENTIAL SOURCE OF HARM OR CONDITION OF PREMISES	21
252.42(3)(g)	CHILD TRACKING PROCEDURE	20
252.05(1)(b)2.	LICENSE CONTINUATION - TIME FRAME TO SUBMIT MATERIALS	18
252.41(4)(a)1.a.	CHILD RECORD - ENROLLMENT INFORMATION	18
252.42(2)(e)	CARDIOPULMONARY RESUSCITATION TRAINING	18
252.43(2)(a)6.	ACCESSIBLE TOXIC SUBSTANCES	18
252.44(6)(e)1.a.	MEDICATION ADMINISTRATION - PARENTAL AUTHORIZATION	16
252.44(6)(f)2.	RECORDING & REVIEWING THE RECORD OF INJURIES	14
252.44(6)(e)4.	MEDICATION STORAGE - CURRENT AUTHORIZATION	12
252.44(6)(h)	RECORD OF IMMUNIZATIONS	12
252.41(3)(a)5.	STAFF FILE - PRE-CAMP TRAINING	11
252.41(4)(b)2.	MEDICAL LOG - REQUIREMENTS	11
252.43(3)(d)1.	DRINKING WATER AVAILABILITY	11
252.41(3)(a)2.	STAFF FILE - TRAINING & CERTIFICATIONS	10
252.41(3)(a)3.	STAFF FILE - BACKGROUND INFORMATION DISCLOSURE FORM	10
252.41(4)(a)6.	CHILD RECORD - HEALTH HISTORY	10
252.42(3)(a)	SUPERVISION OF CHILDREN	10
252.43(3)(a)5.	GARBAGE CONTAINERS, STORAGE & DISPOSAL	10
252.41(3)(a)	STAFF FILE - MAINTENANCE & AVAILABILITY	9