

Wisconsin Child Care Advisory and Recommendation Exchange (WI-CARE)

November 22, 2024

11:00am - 12:00pm

Attendees

Attended	First and Last Name	Location	Attended	First and Last Name	Location
X	Amanda Kight	Kenosha	X	Kishaunda Ransaw	Milwaukee
X	Annette Willburn	Milwaukee	X	Leighton Cooper	Milwaukee
X	Bianca Hill	Milwaukee	X	Liz Tittle	Little Chute
X	Carol Jackomino	Rhineland	X	Lynda Nelson	Middleton
X	Cassie Koch	Madison	absent	Margarita Ugalde	Madison
X	Christine Salerno	Milwaukee	X	Rose Catlett	Middleton
X	Corrine Hendrickson	New Glarus	X	Ryann Counce Barnes	Milwaukee
X	Courtney Zwick	New Glarus	X	Sarah Smith	Milwaukee
absent	Cynthia Reineking	La Crosse	X	Sheri Bishop	Pulaski
X	Jay Martinez	Green Bay	absent	Suzette Mayotte	Ashland
X	Joahna Shelton	Spooner	X	Thanh Bui-Duquette	Eau Claire
X	Jolynn Wendt	Arcadia	X	Tricia Peterson	Juneau
X	Kahlila Fennel	Milwaukee			

Public observers: Victor Sosa and Lydia Reaves, La Causa, Inc. (Milwaukee)

DCF Staff: Andrea Cammilleri (tech), Tina Feaster (notes), Michelle Evans (presenter), Daria Hall (facilitator), Jennifer Kowal (tech), Nicole Schneider (presenter)

Meeting Notes

11:00 - 11:05pm **Welcome, Reminder of Meeting Norms**
Daria Hall, Policy Initiatives Advisor
DCF Division of Early Care and Education

Notes: Daria shared a recap of ideas that members shared about the Online Licensing Application in our Oct. 15 meeting and read through the meeting norms. Members were invited to share something about their program using the Chat.

11:05 - 11:45pm **Changes to Online Child Care Finder Presentation & Discussion**
Michelle Evans & Nicole Schneider, Bureau of Early Care Regulation
All WI-CARE Members

Discussion Notes:

Question 1: Is the [Child Care Finder](#) (CCF) user friendly today? Why or why not? Do you use it?

- 8 say the current design and layout is user friendly, 1 not user friendly, 2 not sure.
 - Relatively easy to find info, appreciate the various search options.
 - There is a lot of room for misunderstanding.
 - Pretty simple and easy but doesn't provide the full picture of programs, especially when it comes to violations.
 - Love the map and the ability for families to search by proximity to an address (e.g., home, work, another child's school).
 - Detail around what ages are served at what time of day is not displayed.
- Most providers have used it to look up other programs and look up prior regulatory violations for their own programs and others.
- Helpful resource!
- I use it to showcase my positive record to families that interview me.
- We check it occasionally to see if everything is correctly listed.
- It's cumbersome. The filters are weird.
- I would like it to display which licenser is assigned to the program I look up.
- Members noted that violations can be deceiving as they seem very serious but when parents/caregivers understand what happened, they are not as concerned.
- Temporary closures listed on CCF can also be deceiving and lead parents/caregivers to believe a program is not accepting enrollment when it could just be a seasonal closure (e.g., Head Start not open in the summer) or a family provider taking a short vacation.
- The YoungStar star ratings displayed are not always accurate representations of higher or lower quality.
- I want families to be able to click on our star rating to see our YoungStar reports.
- Questions asked:
 - Do parents know about this? How accessible is the site?
 - Where is the information pulled from?
 - Is the CCF used by the Child Care Resource & Referral agency specialists?

Michelle gave an overview of the proposed changes to the CCF, including visuals.

Question 2: What are your initial reactions to the proposed changes?

- Positive! Important and helpful.
- Somewhat more transparent.
- I like the proposed changes but feel some extra information will be helpful.
- It could be misleading.
- One provider suggested a symbol showing which violations were self-reported and at least three others agreed with this suggestion.

- I love the idea of adding symbols to grab attention, parents don't have much time to read. They don't care about the rule number.
- I like the changes and want to keep it simple. It's overwhelming to people who don't work in this profession.
- Members asked for clarification around which violations are serious/not serious.
 - DCF staff shared the [serious violations webpage](#)
- One provider recalled seeing a list of common violations and suggested this might be helpful for parents to see.
- It is helpful to note how many areas were monitored at each visit and how many of them were in compliance. Providers expressed excitement about this change and how it will show the positive things happening in programs.
- Regarding repeat violations, for example related to staff record violations, it's helpful to know the size of the program/number of staff. These violations may be more frequent at programs with more staff. Members discussed possible ways that staff size could be displayed in CCF and several agreed it would be a valuable addition.
- One provider explains to parents/families what violations are, how they happened, and the differences between fully licensed and license-exempt so they are more informed in making child care enrollment decisions. Two stories were shared around instances where parents were concerned about something in Child Care Finder but when they heard the whole story from the provider, they were relieved.

Question 3: What are your reactions to the proposal to show seriousness of violations on Child Care Finder?

- Could be misleading.
- Several providers expressed that they liked this change and insight it offers to parents.
- They would like CCF to show the resolution of violations.
- I want to take a closer look at the list of serious violations but I think it's important.
- This is good motivation to stay compliant. It helps parents see serious violations like a lost child.

Question 4: What are your reactions to the proposal to show repeat violations on Child Care Finder?

- This is an important addition to help us learn from and implement changes to improve care for the children and prevent future problems.
- If parents don't click to look at details and just see the snapshot of repeats, this could be a flaw.
- This is complex because repeat violations could be minor or serious. It's helpful for CCF to display more details about the violation.

- Providers discussed paperwork violations and considered an idea to not display them. However, others wanted to be sure providers are attending to records. They expressed support for continuing to display paperwork violations every time. Members pointed out that providers should have written policies and hold families accountable for submitting paperwork.
- Some providers liked the idea of focusing on *serious* repeat violations, not *any* repeat violation.

Question 5 (asked via survey after the meeting): Based on your experience, does Child Care Finder include information that helps families with their child care decision making?

- Yes
- I think it helps families narrow down programs they are interested in touring/inquiring about.
- Yes, they just want to see the write ups - they might not understand them. But that is what they are looking for. A lot of times the write up looks worse than what it really is. When I talk with families about a write up from our center or another I have to explain what that might be. Perspective!
- No

Question 6 (asked via survey after the meeting): What additional information could be included in Child Care Finder to help families with their child care decision making?

- Approximate number of staff, make it explicit that YoungStar is required for subsidy.
- I think Child Care Finder provides the most information it can in the broad spectrum of all childcare providers. A helpful "tool/blurb/information" that may be beneficial is providing families with the knowledge that touring a center is always best. Showing up during hours, walking around, talking to staff, seeing how children are acting-is always going to be your best tool.
- Majority of families look for cost, available spots, and write ups.
- Number of classrooms, number of staff members.

Question 7 (asked via survey after the meeting): What other changes could be made in the future to improve the usefulness of Child Care Finder?

- Make the corrective action plans more obvious.
- For programs that are temporally closed due to seasonal reasons-make that note on the list of centers, not just when you click on a center for more information.
- Simple is better, I feel when you open the page there is a lot to look at and read. It might be overwhelming for most.

Question 8 (asked via survey after the meeting): Please share any final thoughts about the Child Care Finder.

- It is a good resource for new to the area people, rural areas it is rarely utilized as it is word of mouth. I think that it could be utilized to communicate to parents that they should be checking that to see if people are regulated and also to make clear what a legally operating family child care number is to educate parents on the difference, especially that we have background checks and insurance. Make the link for the 'what to look for in child care' more obvious as well for parents to utilize while interviewing prospective care programs. Maybe on every provider's information box?
- I think its a great tool for providers and families.
- It is not a website I use on a daily basis. I really don't feel enough families use it as it can be very confusing to understand. Those of us that live this life every day we understand it. The updates you proposed will be helpful.

Action Items:

- Show more info about temp closures in the provider list, such as dates that are shown when you click on that program.
- Consider adding a symbol to highlight which violations were self-reported.
- Consider publishing a common violations list in an accessible place for parents online.
- Consider showing how many staff a program has, perhaps in ranges since the number does fluctuate in some programs. Or possibly the number of classrooms.
- Provide user-friendly instructions for using Child Care Finder, clarify what the information displayed means, and offer links for deeper learning about related topics.
- Make the corrective plans and resolutions more obvious.
- Look for more ways to communicate that YoungStar is required to participate in Wisconsin Shares.
- Could tuition rates be displayed in CCF?
- Consider focusing on serious repeat violations, not any repeat violation.
- Add simple, prominent links for more guidance on what to look and how to approach child care decisions.

11:45 – 11:55pm Reactions to the New Foundational Training Format Discussion
Tina Feaster, Bureau of Early Care Regulation
All WI-CARE Members

Discussion Notes:

Are you or your staff having difficulties finding available revised Child Care Foundational Trainings?

- 6 members voted No, 1 selected Not Sure

- Members expressed appreciation for the new format and content of the trainings, and agree foundational trainings are important.
- Some confusion around where to access information, what to do.
- Milwaukee is experiencing “overwhelming” demand for these trainings and it is causing a lot of extra work. However, providers like the trainings and are learning a lot.
- Some people are still struggling with the learning management system (LMS). Face-to-face training feedback was very positive but the blended training has been a challenge including for trainers, some need support.
- It is challenging to bring on new staff but then send them to 120 hours of training, so Directors cover their classrooms and give them comp time for completing trainings at night. However, this provider loves the blended format and feels that face to face is valuable for learning.
- (Submitted via survey after the meeting) So far I have not had to experience these classes with my staff. I took the training to give the classes. I feel more will need to use this now with a wait list for TEACH. I thought it was interesting as I have taught at the local technical college these classes and I still need to go through your process in order to teach classes that are not worth credits. I hope these classes are more interactive than busy work. After I get to experience them I probably have more comments and suggestions. Thanks for listening.

11:55am - 12:00pm Wrap-up and Next Steps

Daria Hall, Policy Initiatives Advisor

DCF Division of Early Care and Education

Notes:

- Next meeting December 10 at 12:30pm to discuss the Wisconsin Shares Subsidy Estimator Tool and Tuesday Talks topics.

English

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Spanish

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