

# Improving Access to DC's Child Care Subsidy Program Town Hall Meetings



Tuesday, June 23, 2015, 6-7:30 p.m.

Wednesday, June 24, 2015, 1-2:30 p.m.

Thursday, June 25, 2015, 6-7:30 p.m.

# Town Hall Agenda

- I. Welcome and Introductions
- II. Purpose of the Town Halls
- III. Child Care and Development Block Grant
- IV. Understanding the Child Care Subsidy Program
- V. Roles and Responsibilities
- VI. Operational Challenges - What We Have Heard
- VII. Proposed Solutions (Short- and Long-term)
- VIII. Stakeholder Feedback

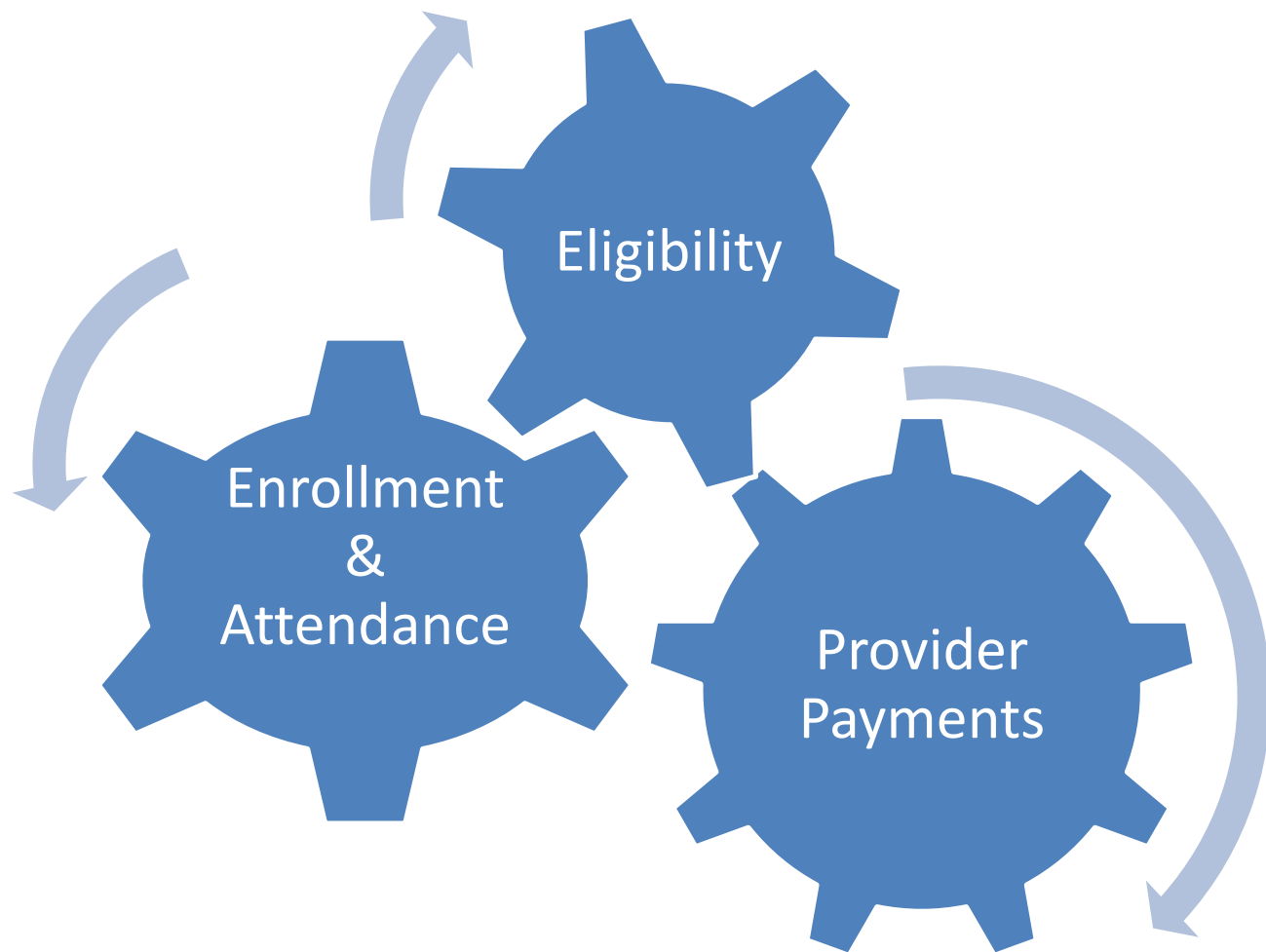
# Purpose of the Town Hall Meetings

- Engage with critical stakeholders to better understand their concerns and hear their solutions to improve DC's child care subsidy program for providers and parents.
- Three listening sessions being held across the District this week.
- Notes and feedback from these sessions will be compiled and shared with all stakeholders through the E-Learning Bulletin.

# Child Care and Development Block Grant Requirements\*

- Requires a 12-month eligibility period for families;
- Requires states to make efforts to ensure that the redetermination process does not unduly disrupt parents' work, education, or job training efforts;
- Requires states to demonstrate how processes for eligibility determination and redetermination take into account irregular fluctuations in earnings;
- Requires states to describe how they will increase the supply and improve the quality of care for children in underserved areas, infants and toddlers, children with disabilities, and children who receive care during nontraditional hours; and
- Encourages states to maintain child care assistance for at least three months when a family experiences a job loss.

# Components of the Child Care Subsidy Program



# OSSE's Roles and Responsibilities

- Administer the Child Care and Development Block Grant (CCDBG);
- Establish eligibility policies and payment rates;
- Train eligibility staff at the Department of Human Services (DHS), Child Care Services Division (CCSD) and Level II providers;
- Audit compliance (eligibility and attendance);
- Process monthly provider payments; and
- Provide funding to support DC Child Care Connections, our resource and referral agency.

# DHS/CCSD's Roles and Responsibilities

- Provide TANF funding to OSSE to support the child care program;
- Determine eligibility for child care for TANF families and families seeking care at a Level I provider;
- Review the Parents Rights & Responsibilities; and
- Authorize and accept Child Care Admission Forms that enable provider payments to be processed (Level I and TANF families).

# Providers' Roles and Responsibilities

- Determine eligibility for working families only (Level II providers);
- Review and return Child Care Admission Form to CCSD the first day child is enrolled in care (Level I providers);
- Maintain a child care license and meet additional quality requirements outlined in subsidy contract with OSSE;
- Track daily attendance and submit monthly for payment; and
- Reconcile attendance and payment records monthly and send error reports to OSSE.



# Parent/Caregivers' Roles and Responsibilities

- Locate a child care provider that accepts subsidy and has openings (DC Child Care Connections);
- Provide the necessary documentation to complete the child care application and eligibility process;
- Obtain a Child Care Admission Form; and
- Submit the Child Care Admission Form to the selected child care provider the day their child receives services.

# Operational Challenges

- Only one DHS location to complete child care eligibility and the location is not Metro accessible;
- OSSE's eligibility policies are cumbersome and difficult to understand;
- Documentation requirements are unclear and not easily accessible to parents and providers;
- Providers and parents are frustrated that they are not heard, and it's not clear where to share concerns;
- Admission forms are not processed ("accepted") in a timely manner, resulting in delayed payments and increased error reports; and
- Application and eligibility process is paper-based.

# Short-term Solutions

## One Month (Aug. 1, 2015)

- Open additional child care eligibility office at Taylor Street NW;
- Process Child Care Admission Forms daily;
- Create and market OSSE email box ([osse.childcareconcerns@dc.gov](mailto:osse.childcareconcerns@dc.gov)) to allow parents and providers to ask questions and raise concerns; and
- Create a dedicated email inbox for admission forms ([childcare.admissions@dc.gov](mailto:childcare.admissions@dc.gov))

## Two Months (Sept. 1, 2015)

- Improve OSSE and DHS related Web pages
  - Documentation requirements easily accessible;
  - Improved guidance on process steps and eligibility; and
  - Require two (2) consecutive paychecks and accept e-paystubs to determine income (consistent with TANF).

# Longer-term Solutions

## Four Months (October 2015)

- Streamline and simplify child care eligibility policies:
  - Residency requirements; and
  - Redetermination requirements.

## Five Months (November 2015)

- Develop guidance and train level 1 and 2 providers, Social Services Representatives (SSRs) in service centers and call centers.

## Six- Eight Months (December 2015- February 2016)

- Modernize child care subsidy data system:
  - New application currently being tested.

## Two years+ (October 2017)

- Build a comprehensive early childhood data system that links licensing, eligibility, subsidy rates and payment system.

# Stakeholder Feedback/Issues

- Please select a note taker and a reporter at your table.
- Take 7-10 minutes to share with the individuals at your table any additional concerns/issues we missed.
- Please record the issues/concerns on the piece of flip- chart paper. The reporter will share the issues with the larger group.

# Stakeholder Feedback/Solutions

- Please select a note taker and a reporter at your table.
- Take 7-10 minutes to share at your table additional solutions OSSE and DHS could consider.
- Record the solutions on the piece of flip- chart paper. The reporter will share the solutions with the larger group.

# Key contacts

- Admission Forms, Ms. Linda Logan, [linda.logan@dc.gov](mailto:linda.logan@dc.gov)
- Eligibility questions, Ms. Toya Thompson, [toya.thompson@dc.gov](mailto:toya.thompson@dc.gov)
- Payment questions, Ms. Rebecca Shaw, [rebecca.shaw@dc.gov](mailto:rebecca.shaw@dc.gov)
- Child care availability, DC Child Care Connections, [childcareconnections.osse.dc.gov](http://childcareconnections.osse.dc.gov)