

Licensing Issues Meeting, 8/23/18

Notes:

- **Background Check process**
 - Paperwork process
 - Electronic background check clearance
 - Timeframe
 - Conditional provisional approval
 - Subjectivity of admin review, re: Character Suitability

Follow up:

Background check process, including admin review has been transitioned to the Background Check Unit. Share with Nicole and Chris comments and concerns, and support next steps.

- **Forms' Updates**
 - Lack of communication
 - Application and licensing processes and forms update
 - Inconsistency in implementing updated forms

Follow up:

Implement a state-wide forms' update quarterly cycle. Allowing providers to use the "old" forms within the quarterly cycle by using a disclaimer. If it's necessary to make a form update sooner ensure timely state-wide communication with providers.

- **New Rules**
 - Mitigation of issues, re: immunization, etc.
 - Communication at all levels, including local

Follow up:

Two webinars are scheduled to collect providers' and stakeholders' feedback for the proposed federal rules. DCYF will compile the collected feedback and submit to the feds for review. As soon as a final subset of the federal rules will be announced DCYF will outreach to the stakeholders and providers to review the final set of rules, and discuss implementation steps.

- **PALs meetings**
 - Information delivery is limited to the updates
 - Lack of clarity around decision making
 - Inconsistent cascading of messages

Follow up:

Review the current PALs meetings' process, procedures and practice. Engage stakeholders and providers to input/feedback process, re: survey. Consider regional delivery based on the unified consistent messaging.

- **Investigations**
 - Communication of the adverse actions
 - Investigation timeline(s)
 - Intake communication

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- Licensing support as a part of the investigation process

Follow up: Review current communication policy, procedure and practice related to investigations ensuring transparency and timely processing. Engage stakeholders and providers to the analysis of the current practices, re: focus groups. Define a licensor role and responsibilities during investigations, re: supporting providers during an investigation process.

- **Home Study Process**

- Inconsistency
- Timeframe
- Communication
- Subjectivity

Follow up: Start review of the current home study methodology. Include stakeholders and providers, re: develop a workgroup.

- **Volunteer training requirements**

- Inconsistency
- Timeline
- Quality
- Necessity

Follow up: Review “volunteer” definition. Evaluate training content and delivery methods. Collect data from providers, re: survey. Consider - “stackable” training models, differentiation per type of volunteer, training equivalencies.

- **Recruitment**

- Collaboration
- Families that are stuck in the application and/or licensing processes
- Data informed
- Local leads

Follow up: Define recruitment gaps and “deserts”, re: data. Assess application and licensing processes – how many families are stuck and why. Explore collaborative recruitment efforts with stakeholders.