SECTION 1: DETAILS ON THE FUNDING FOR CHILD DAY CARE LICENSING

- As of June 30, 2018, there were 10,262 licensed day care facilities, a decrease of 502 from 2017 report.
  - 59 fewer centers/2% decline
  - 428 fewer day care homes/6% decline
  - 15 fewer group day care homes/2% decline
- For comparison, as of June 30, 2017, there were 10,764 licensed day care facilities, a decrease of 499 from 2016 report.
- Since 2015, 1,555 day care facilities have been lost from the licensed system, with steady decreases every year since 2015.

Staffing Trends

- Total DCFS Day Care staff increased from FY17 to FY18 (from 120 to 126), a continuing upward trend
- Twice as many staff retired in FY18 as compared to FY17
- Challenge remains in staff turnover
- All remaining Day Care Licensing Interns from last year were promoted to DCLRs; no new intern positions have been posted
- The report notes that adequate training is critical for consistent and strong performance

Expenditures

- The FY18 report includes data on FY18 expenditures by federal fiscal year, but there is no data yet for the quarter ending 9/30/18; therefore, no analysis is possible at this time.

SECTION 2: CURRENT STAFFING QUALIFICATIONS OF DAY CARE LICENSING REPRESENTATIVES AND DAY CARE LICENSING SUPERVISORS IN COMPARISON WITH STAFFING QUALIFICATIONS SPECIFICATIONS IN THE JOB DESCRIPTIONS

- See page 7 for details

SECTION 3: DATA HISTORY FOR FY 2010 TO FY 2017 ON DCLR CASELOADS AND STAFFING LEVELS IN ALL AREAS OF THE STATE

- The FY18 average regular caseload was 81 (down from 90 in FY17 and 96 in FY16) per worker.
- The FY18 average "weighted" caseload was 108 (down from 118 in FY17 and 121 in FY16) per worker.
- Caseloads decreased in all regions except for Cook.
- Caseloads are still higher than recommended by NAEYC but generally improved from previous years.

SECTION 4: QUARTERLY DATA ON THE FOLLOWING MEASUREMENTS

Disposal of New Applications

- The statewide average percentage of new applications disposed-of within the 90 day timeframe decreased from 69.1% in FY17 to 58.75% in FY18.
- The report notes that background check clearance delays are the most significant factor in disposition timeliness.
- The chart in the FY18 report does not include breakdowns by facility type; including the facility type data would be helpful in identifying ways to improve, as each facility type has different requirements for applications.

License Renewals

- The statewide annual average percentage of licenses renewed on time decreased significantly between FY17 and FY18 (from 53.3% to 30.21%).
- The report notes that again, background check clearance delays have heavily impacted the renewal process. The Department is addressing the issue by increasing staff in the background clearance unit and is giving priority status to renewal applicants because they are already serving children. The report notes that delays should improve over time, as once currently-licensed facilities are clear, the volume will decrease.
- The chart in the FY18 report does not include breakdowns by facility type; including the facility type data would be helpful in identifying ways to improve, as each facility type has different requirements for applications.

Annual Facility Visits

- In FY18, there was continued improvement in completing unannounced licensing visits (Statewide rate of completion in FY18 was 77.33% vs. 74.5% in FY17).

Requests for Supervisory Review

- The number of supervisory reviews offered increased from 4042 (FY17) to 4185 (FY18).
- The number of reviews requested increased slightly, continuing an upward trend from FY16 (32 in FY16 to 36 in FY17 to 40 in FY18).
- 82 reviews were conducted in FY17; the discrepancy between those requested by licensees and those conducted reflect requests for review made by the Department. The number of reviews conducted decreased from FY17 (112).

Progress on Key Indicators System

- Eligibility for key indicator monitoring remains between 45-50 percent of licensees
- The second full year of implementation provided fewer challenges for representatives and supervisors
- The number one reason for being ineligible continues to be because the licensee has not been previously renewed, meaning they had less than 3 years of history being licensed.
- Only about 10-15% of licensees move from key indicator monitoring to full monitoring due to cited violations. None of the licensees receiving the key indicator visit have been the subject of enforcement action.
- The most significant reductions in time spent on monitoring are for centers, averaging 45-60 minutes saved with key indicator monitoring.
- No region reports experiencing an increased number of complaints due to abbreviated visits and none report increases in number or seriousness of violations at renewal after receiving key indicator monitoring.
- Key indicator monitoring has been built into the mobile monitoring application.

Disposal of Complaints

- The total number of complaints received increased from 803 (FY17) to 1509 (FY18)
  - Licensing only: 678 in FY18 vs. 374 in FY17
  - Concurrent: 580 in FY18 vs. 212 in FY17
  - Unlicensed: 251 in FY18 vs. 217 in FY17
- The percentage of complaints completed within 30 days has increased slightly from 53.03% (FY17) to 55.27% (FY18).
- Anecdotal reports from supervisors indicate that the dramatic increase in complaints may be due to social media and a single post can generate multiple complaints on the same facility.

- For concurrent investigations, less than 1/3 were completed within 30 days of the initiation of the complaint, which highlights the impact and heavy workload on the Division of Child Protection.

Licensing Orientations for Applicants

- Applicants typically wait no more than 30 days to participate in an orientation, as group orientation sessions are held monthly, depending on interest.
- In FY18, there were 297 in person orientation sessions available for applicants; this is an increase from 227 orientations offered in FY17.
- 4,539 online day care home orientation users initiated the training, with 2,474 completing the training.

Department Trainings

- The number of early childhood professionals receiving online mandatory reporter training increased from FY 17 (118,917) to FY18 (141,054). 128,701 professionals completed the training.
- DCFS continues to work closely with INCCRRA to develop and promote resources and trainings
- In-person "Provider Forums" continue to be considered successful and DCFS plans to continue them regularly.

SECTION 5: EFFORTS TO COORDINATE WITH IDHS AND ISBE ON PROFESSIONAL DEVELOPMENT, CREDENTIALING ISSUES, AND CHILD DEVELOPMENT, INCLUDING TRAINING REGISTRY AND QRIS

Cross-agency collaboration

- DCFS day care staff and management report working with multiple state agency partners; see page 23 for details.
- Pages 23 and 24 highlight several collaborative projects, including work on prek expulsion/suspension, credentialing alignment, CCDBG implementation, among others.

CCDBG reauthorization impact updates:

- Rule changes remain pending to consider aligning all licensees with the CCBDG requirements for pre-service training on 10 health and safety topics required by CCDBG, establishing a grace period for homeless children to provide the medical examination and immunization record, and increase the scope of background checks. This reported status on pending rule changes is identical to what was reported in the FY17 report.
- The requirement for FBI background checks continues to strain DCFS resources and cause delays, but these issues are being addressed by temporarily increasing background clearance unit staff.

Technology Upgrades for Day Care Licensing

- The online application project was tabled due to the adoption of the coming CCWIS (Comprehensive Child Welfare Information System); expending resources to modify the current system, which will soon become obsolete, was determined to be inappropriate.
- RTT funds were used to purchase tablets used by DCLRs in the field. DCFS entered into a contract to develop a mobile monitoring application for the tablets in 2016, and in December of 2017, a cadre of "Super Users" were trained and have been testing the application. The Department is implementing a statewide rollout at this time.
- Due to 2018 legislation, the Department was required to add additional information to the DCFS Sunshine provider look-up feature. An ad hoc workgroup reviewed the Sunshine site in mid-2018 and developed suggestions for changes and additional information to provide even more resources. The recommendations are still under review.