

**FY 2022 PERFORMANCE PLAN**

<b>Child Care Services</b>		<b>CFSD</b>	<b>Erika Gibson x1680</b>
<b>Program Purpose</b>	<ul style="list-style-type: none"> <li>• Ensure the health, safety and well-being of children in child care facilities licensed and inspected by Arlington County.</li> </ul>		
<b>Program Information</b>	<ul style="list-style-type: none"> <li>• Child Care Services (CCS) regulates and provides technical assistance to the following programs caring for children under 13 years of age for any portion of the day:               <ul style="list-style-type: none"> <li>○ <b>Family Child Care Homes:</b> Private homes providing care for nine or fewer children</li> <li>○ <b>Child Care Centers:</b> Commercial facilities providing care for 10 or more children – including Child Day Centers, Preschools, Cooperative Playgroups, and Parent’s Day Out programs</li> <li>○ <b>Private:</b> Commercial facilities that provide specialized training for more than four children (e.g. dance, martial arts)</li> </ul> </li> <li>• Certain facilities are exempt from Arlington child care licensing, such as State licensed summer camps and programs operated by religious institutions.</li> <li>• CCS operates under local ordinances, including: Chapter 52 - Child Care Center Regulations; Chapter 59 - Family Child Care Regulations; Chapter 16 - Private Schools Regulations.</li> <li>• CCS conducts three types of license-related reviews, which may require multiple inspection visits:               <ul style="list-style-type: none"> <li>○ Validation - initial assessment for new/expanding providers</li> <li>○ Renewal – annual review to renew license</li> <li>○ Monitoring – at least once during license year</li> </ul> </li> <li>• CCS completes complaint investigations based on complaint or Child Protective Services (CPS) investigation.</li> <li>• CCS provides and coordinates training and technical assistance (T/TA) to:               <ul style="list-style-type: none"> <li>○ Promote understanding and implementation of licensing standards</li> <li>○ Enhance health and safety practices</li> <li>○ Improve program quality</li> </ul> </li> <li>• CCS staff also recruit programs by conducting outreach activities (e.g., information sessions) and provide resource and referral information for parents seeking child care services in the County.</li> <li>• In addition to local ordinances, Child Care Centers and Family Child Care Homes serving 5 or more children are regulated by the Virginia Department of Social Services.</li> <li>• In FY 2019, the Arlington County Board adopted changes to the local childcare codes which incorporated most of the Virginia Department of Social Services Standards. The changes include key health and safety regulations that were not included in the previous codes.</li> <li>• Due to COVID, site visits continued using a virtual platform in FY 2021.</li> </ul>		
<b>Service Delivery Model</b>	<ul style="list-style-type: none"> <li>• In FY 2022, the majority of monitoring visits were completed remotely. In person visits were prioritized for new programs, complaint visits and initial visits.</li> <li>• Beginning September 2022, each program will receive at least 1 in person and 1 virtual inspection per year. In-person inspections will take place for renewals, complaints and to address other priorities.</li> </ul>		
<b>PM1: How much did we do?</b>			

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Staff	Total 5 FTEs: <ul style="list-style-type: none"> <li>• 1 FTE Child Care Supervisor</li> <li>• 4 FTEs Child Care Licensing Specialists (including 2 bi-lingual specialists)</li> </ul>
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Customers and Service Data	<b>Licensed Facilities / Capacity*</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
	Family Child Care Homes	138 / 751	133 / 810	129 / 815	128 / 796
	Child Care Centers, Cooperatives, Private Day Care, Parent's Day Outs, and Preschools	64 / 4,323	71 / 4,874	77 / 5,294	74 / 5,103
	<b>Total Number of Facilities / Capacity</b>	<b>202 / 5,074</b>	<b>204 / 5,684</b>	<b>206 / 6,109</b>	<b>202 / 5,899</b>

<b>License-Exempt Facilities / Capacity**</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
Public School Programs	24 / 1,222	24 / 1,095	28 / 885	28 / 1,079
Religious-Affiliated Programs	18 / 1,274	17 / 1,333	10 / 808	10 / 909
<b>Total Number of Facilities / Capacity</b>	<b>42 / 2,496</b>	<b>41 / 2,428</b>	<b>38 / 1,693</b>	<b>38 / 1,988</b>

<b>Number of Reviews and Trainings</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
Validation Inspection	23	12	15	18
Renewal Inspection	170	179	126	181
Monitoring Inspection	87	121	202	160
Complaint Investigations	44	23	31	27
Training and Professional Development Opportunities - sessions / participants	22 / 615	12 / 256	17/276	N/A

\*Capacity represents the maximum number of children each provider is licensed to serve at the time the provider received an inspection. Some providers choose to serve a smaller number of children due to staff ratio requirements.

\*\*Due to state law, public school and religious-affiliated programs do not require licensure. While these programs are not licensed by the Arlington Child Care Office, capacity is included in this PMP for informational purposes. In FY 2021, several religious-affiliated programs sought and obtained licensure.

\*\*\*Effective FY 2022 direct training delivery is no longer a component of the child care licensing program.

**PM2: How well did we do it?**

2.1	Programs received the required number of inspections
2.2	Licenses renewed on time
2.3	Professional development effectiveness

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**PM3: Is anyone better off?**

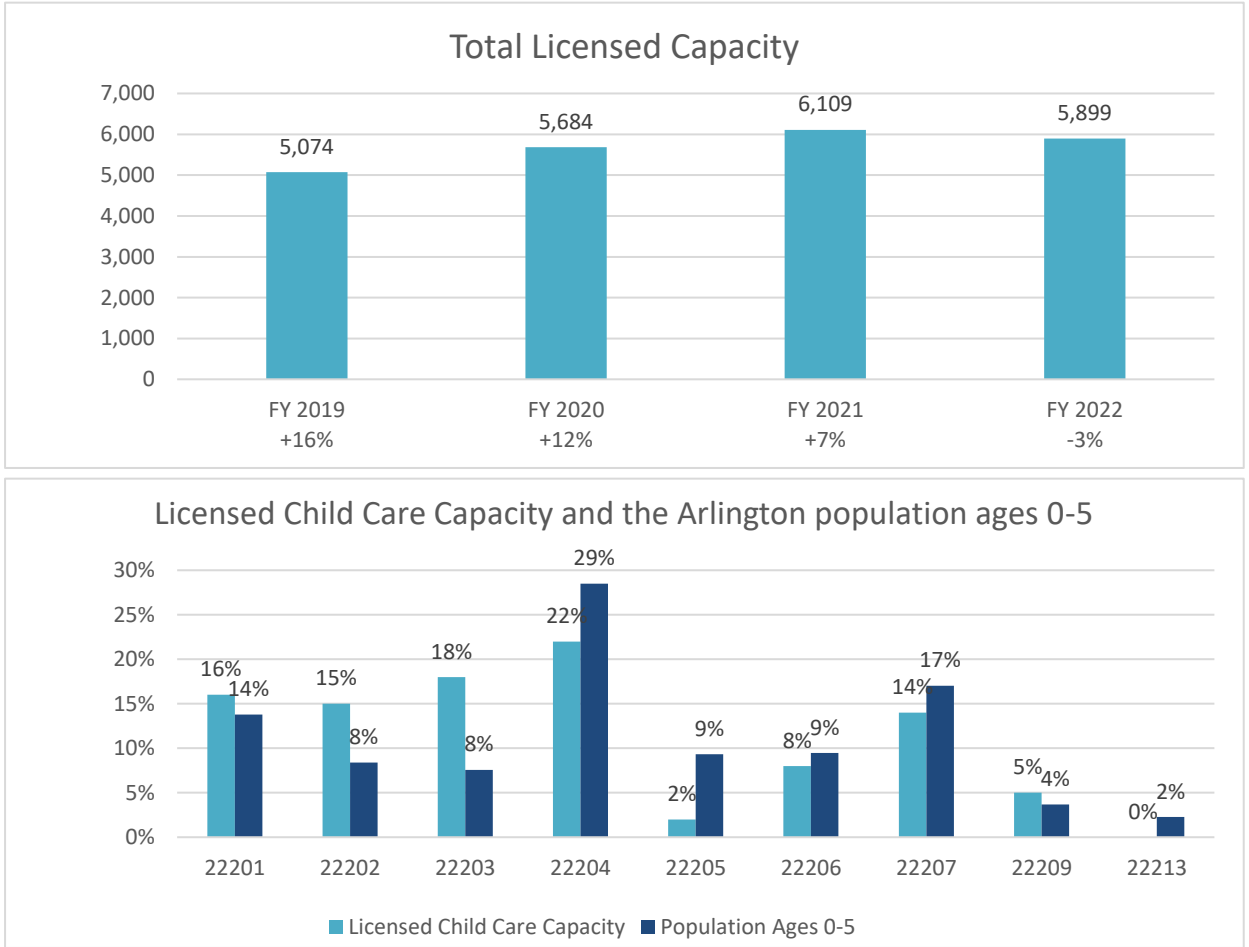
3.1	Health and safety compliance
3.2	Complaints regarding child care programs

FY 2022 PERFORMANCE PLAN

Child Care Licensing

Measure 1 Licensed Facilities' Capacity

Data



Data Summary

- Between FY 2019 and FY 2022, licensed capacity at childcare centers and family day homes increased by 16%.
- Licensed capacity in Arlington has the ability to serve 34% of the population of children ages 0-5.
- Licensed capacity is calculated from the Child Care Licensing SharePoint site. Arlington population ages 0-5 is reported from the American Community Survey table [B09001](#), 2020 5-year estimates.

What is the story behind the data?

- In FY 2022, 3 centers closed and 3 new centers opened. The total capacity for the 3 new centers is 179.
- FY 2022, 11 family day homes closed and 13 new family day homes opened. The total capacity for the 13 homes is 70.
- In FY 2021 and FY 2022, centers were able to stay open consistently throughout the pandemic. Many centers had to alter their operations based on safety necessities related to COVID.
- In FY 2022, many centers were able to return to pre-COVID operations.

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- In FY 2022 some of the reasons that family day homes closed included relocation and retirement. Three of the family day homes that closed were reopened.
- The proportion of licensed capacity in each zip code was calculated, along with the proportion of children ages 0-5. The proportion of slots exceeds the proportion of children in the metro corridor (22201 and 22203) and Crystal City (22202).
- The proportion of children exceeds the proportion of slots in 22204 and 22205.
- In 22204, a large proportion (31%) of capacity is at family day homes rather than child care centers. 50% of Arlington’s family day homes are located in 22204.
- 22204 has the lowest median household income in Arlington (\$92,198), 25% lower than Arlington’s overall median income (\$122,604).
- In 22204, 52% of the population identify as people of color.
- The median income for 22205 (\$184,375) is 60% higher than Arlington’s overall median income.
- In 22205, 20% of the population identify as people of color.

**Recommendations**

**Target Dates**

- Continue to work with potential providers to establish new centers/homes

- Ongoing

**Forecast**

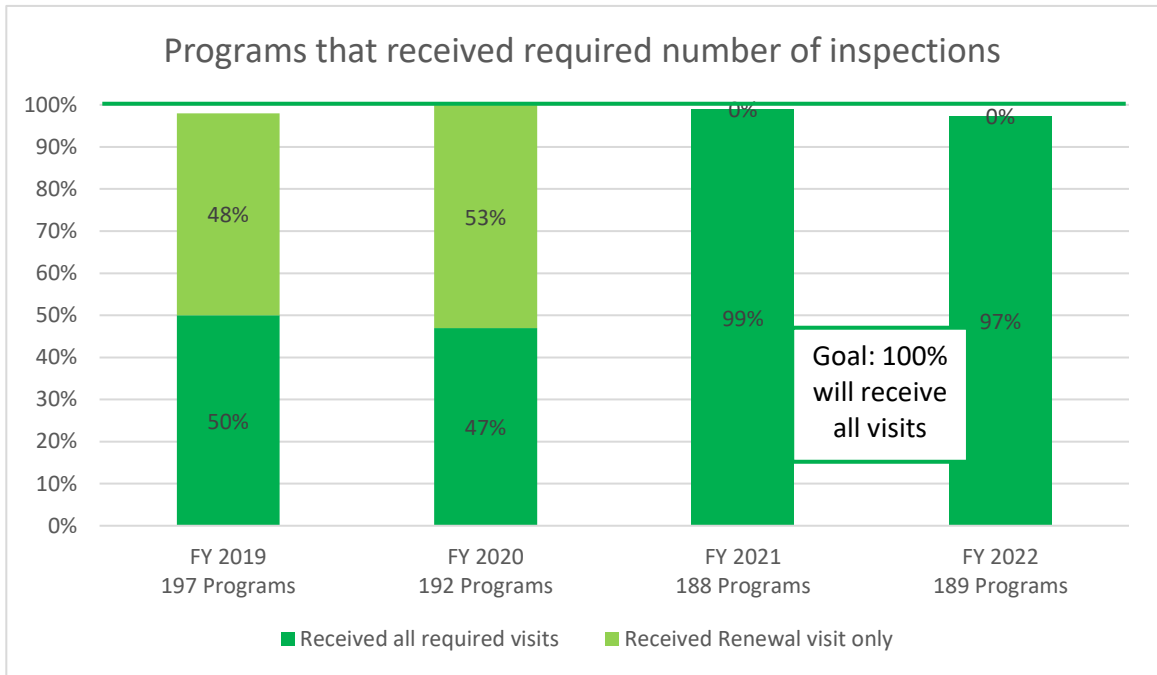
- For FY 2023, it is projected that total capacity will increase by 5%.

**FY 2022 PERFORMANCE PLAN**

**Child Care Licensing**

**Measure**      2.1      Programs received the required number of inspections

**Data**



**Data Summary**

- While one visit a year is mandated, the licensing office has set a standard of two inspections a year. Commonly, these inspections are a renewal inspection before the annual license is granted, and a monitoring inspection four to six months after the renewal to ensure adherence to licensure standards.
- If a program started in the last six months of the fiscal year, their initial validation visit is considered the only required visit for this measure.
- This data only includes providers that were open at the end of the fiscal year.
- Data is collected and maintained in SharePoint and Excel.
- In FY 2022, 184 of 189 facilities (97%) that were open at the end of FY 2022 had all inspection visits completed.
- 97% of the Family Child Care Homes (114/117) received all inspection visits in FY 2022, which is a slight decrease from 100% in FY 2021.
- 97% of the Child Day Centers, Cooperatives, Parent’s Day Outs, Private Schools and Preschools (63/65) received all inspection visits in FY 2022, which is consistent with FY 2021.

**What is the story behind the data?**

- In FY 2022, there were a few instances in which visits were not completed due to program closure related to COVID outbreak.
- In FY 2022, all licensed facilities received at least one inspection.
- In FY 2022, 2 child care center programs received 1 of 2 visits, 4 programs received only 1 visit due to partial closure, 1 program received 1 visit b/c program moved locations and required a new application for new location-counted in validation inspections).
- In FY 2022, 3 family day home programs received 1 of 2 visits, 9 programs only received 1 visit b/c they opened after January 1, 2022.

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- All visits are tracked by the Supervisor throughout the fiscal year to ensure that visits are occurring on time.
- As anticipated the number of renewal visits is slightly higher this year due the code change requiring that renewal visits only occur every two years.
- In FY 2022, a survey was conducted to assess the programs thoughts regarding in-person/hybrid monitoring visits. While many programs indicated that they did not have any concerns regarding the return to in-person visits, others stated that they were concerned that on-site visits would present a possible risk of COVID exposure.
- In FY 2022, a project manager was hired that provides oversight of the childcare management system project, to improve consistency and accuracy of data tracking.

### Recommendations

### Target Dates

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Continue to track monthly inspections to ensure that they are being completed on time.</li><li>• Review current Sharepoint site to fix data errors.</li></ul> | <ul style="list-style-type: none"><li>• Ongoing</li><li>• Fall FY 2023</li></ul> |
|---|--|

### Forecast

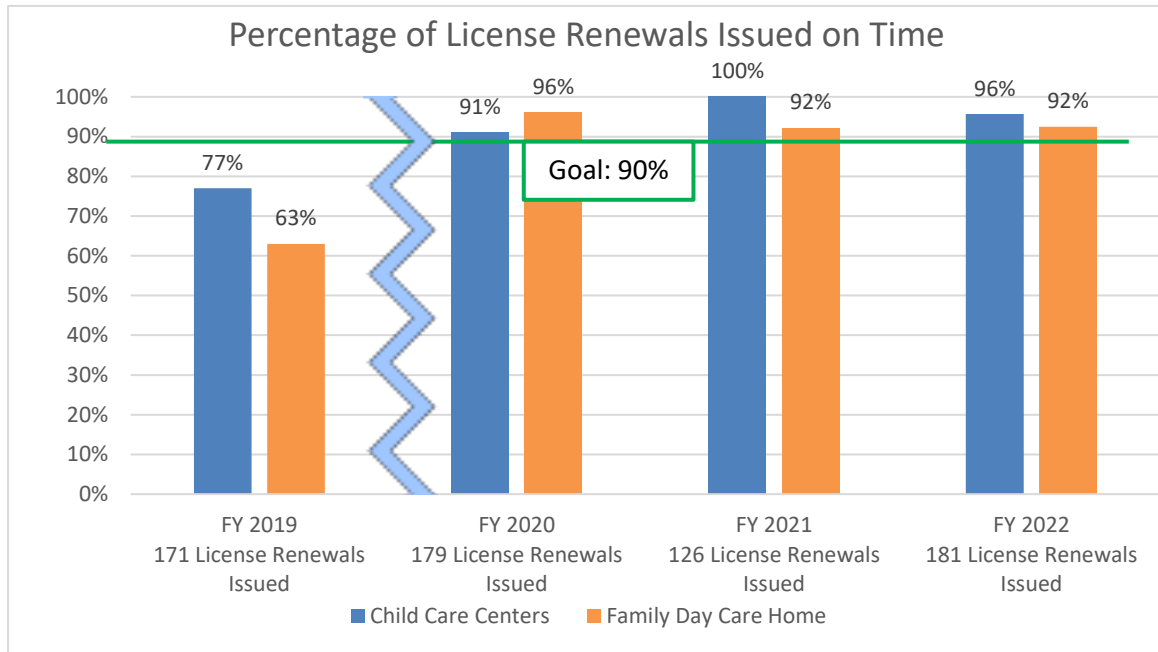
- In FY 2023, it is anticipated that 99% of required visits will occur.

**FY 2022 PERFORMANCE PLAN**

**Child Care Licensing**

**Measure**      2.2      Licenses renewed on time

**Data**



**Data Summary**

- In FY 2022, license renewals were issued on time for 96% (72/75) of childcare centers and 92% (98/106) of family day care homes. Licenses are issued on time if they are renewed prior to the expiration date of the current license.
- Data is derived from a SharePoint data system, in conjunction with a supplemental spreadsheet maintained by the supervisor.

**What is the story behind the data?**

- As anticipated, the decrease in the renewal timeliness is related to the number of centers that required renewal this year as the two year licenses issued in FY 2019 were set to expire.
- In FY 2022, 6 of the 75 child care centers renewed this fiscal year were private schools which continue to be renewed annually.
- In FY 2022, 4 of the 8 family day homes that did not receive a license on time were due to the provider’s late submission of required documentation.
- In FY 2022, some licenses were not issued timely due to staff waiting on non-essential documentation.
- Licenses are not issued prior to receiving background check information or the application.

**Recommendations**

- Continue prioritizing licensure renewal visits to ensure timeliness.
- Continue to follow up with programs when license applications and required documentation are not received on time.
- Document all reasons for late renewals.
- Train staff on license issuance expectations.

**Target Dates**

- Ongoing
- Ongoing
- FY 2023, Q1
- July 2022

**Forecast**



**FY 2022 PERFORMANCE PLAN**

- In FY 2023, it is expected that 95% of childcare centers and family day care homes have licenses issued on time.

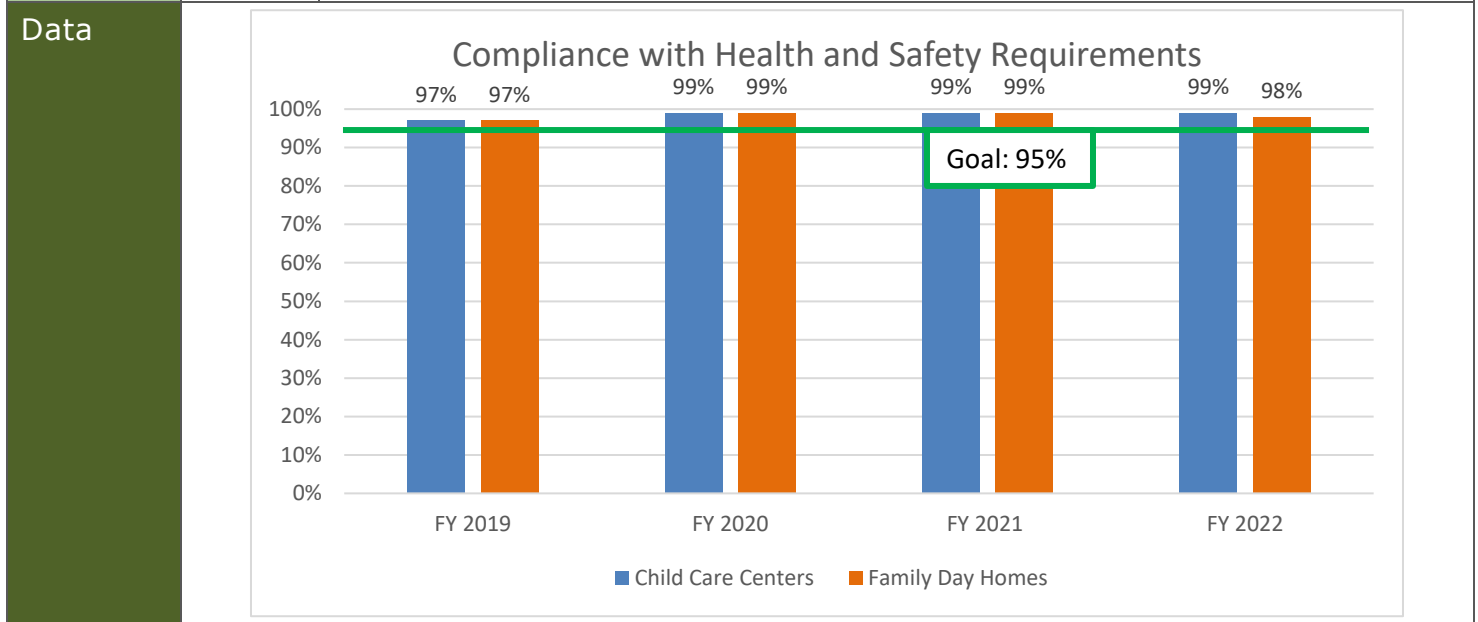
**FY 2022 PERFORMANCE PLAN**

<b>Child Care Licensing</b>																
<b>Measure</b>	2.3 Professional development effectiveness															
<b>Data</b>	<table border="1"> <caption>Respondents stating they will use strategies from training</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number of Responses</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>FY 2019</td> <td>428</td> <td>97%</td> </tr> <tr> <td>FY 2020</td> <td>88</td> <td>99%</td> </tr> <tr> <td>FY 2021</td> <td>No Surveys</td> <td>-</td> </tr> <tr> <td>FY 2022</td> <td>No Surveys</td> <td>-</td> </tr> </tbody> </table>	Fiscal Year	Number of Responses	Percentage	FY 2019	428	97%	FY 2020	88	99%	FY 2021	No Surveys	-	FY 2022	No Surveys	-
Fiscal Year	Number of Responses	Percentage														
FY 2019	428	97%														
FY 2020	88	99%														
FY 2021	No Surveys	-														
FY 2022	No Surveys	-														
<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• An evaluation is disseminated to each workshop participant assessing whether they plan to use the strategies that they learned from the trainings.</li> <li>• Survey consists of 8 rating scale questions and 3 open ended questions. Items evaluated include satisfaction, whether a provider learns a new skill, and whether they will incorporate new learning into their child care program.</li> <li>• Data was not collected in FY 2021 and FY 2022.</li> </ul>															
<b>What is the story behind the data?</b>																
<ul style="list-style-type: none"> <li>• In FY 2022, the majority of the trainings were facilitated by other stakeholders which prevents the department from collecting specific information regarding how well they are performing.</li> <li>• In FY 2023, the survey will be modified to assess satisfaction with the program as a whole. The survey will focus on questions related to technical assistance, communication and overall satisfaction. The survey will also provide the respondents the opportunity to provide open ended feedback which the department will use to assess for the need for programmatic improvements.</li> <li>• Distribution of the survey will coincide with the timing of the programs monitoring visit.</li> </ul>																
<b>Recommendations</b>	<b>Target Dates</b>															
<ul style="list-style-type: none"> <li>• Survey will be modified to assess for overall program satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2023 Q2</li> </ul>															
<b>Forecast</b>																
<ul style="list-style-type: none"> <li>• In FY 2023, it is projected that 90% of training respondents will demonstrate overall satisfaction with child care licensing services.</li> </ul>																

**FY 2022 PERFORMANCE PLAN**

**Child Care Licensing**

<b>Measure</b>	3.1	Health and safety compliance
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• For FY 2022, health and safety compliance was assessed for both child care centers and family day homes, using ratio and discipline/care of children measures.</li> <li>• In FY 2022, Child Care Centers achieved 99% compliance with health and safety requirements and Family Day Homes achieved 98% compliance.</li> <li>• The chart above reflects the average rates of compliance on health and safety requirements across all programs.</li> <li>• This data is collected and maintained in SharePoint, and calculated in a spreadsheet.</li> </ul>
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**What is the story behind the data?**

- In FY 2022 childcare centers were in 99% compliance and family day homes were 98% in compliance with the health and safety requirements measured.
- In FY 2022 the most common health and safety citations continued to be related to the record documentation.
- In addition to the health and safety requirements reported in this measure, inspections also include assessment of children’s health, welfare, and supervision.
- In FY 2022, the majority of all inspections continue to be conducted virtually and all documentation was submitted electronically.
- Child Care Supervisor continued to track and monitor specific COVID related data and the impact on childcare service provision.
- In Fall FY 2021, an electronic form for programs to report COVID exposure to the Child Care Licensing office was created and uploaded to the childcare website. While the form is no longer consistently used, it is still an available resource for programs.
- In September 2022, a hybrid inspection model will begin. Each program will receive at least one in person visit in the year.

**FY 2022 PERFORMANCE PLAN**

- In August 2022, all programs received protocols and expectations for the beginning of the hybrid inspection model.

**Recommendations**

**Target Dates**

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Continue monitoring for ongoing health and safety compliance.</li><li>• Continue to provide childcare programs with updated health and safety guidance related to COVID.</li></ul> | <ul style="list-style-type: none"><li>• Ongoing</li><li>• Ongoing</li></ul> |
|--|---|

**Forecast**

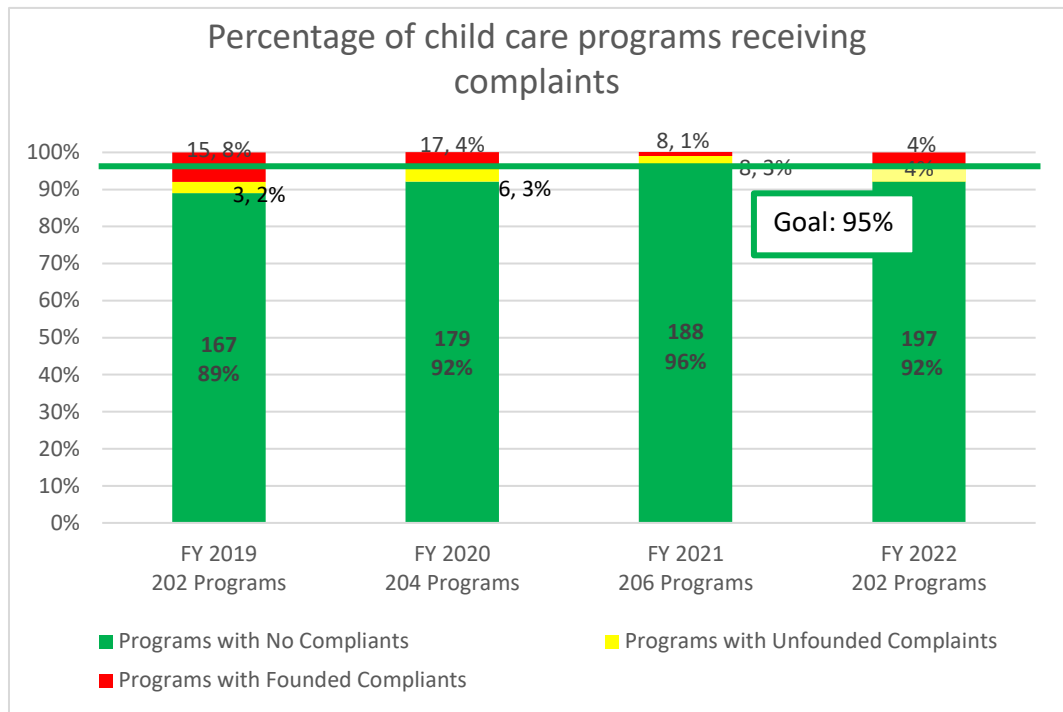
- In FY 2023, it is expected that child care programs will have 99% compliance with health and safety requirements.

FY 2022 PERFORMANCE PLAN

Child Care Licensing

Measure 3.2 Complaints regarding child care programs

Data



	FY 2019	FY 2020	FY 2021	FY 2022
Total Number of Complaints	43	23	12	16
Founded Complaints	30	11	4	9
Programs receiving 1 complaint	16	12	8	14
Programs receiving 2 complaints	3	2	0	2
Programs receiving 3+ complaints	4	2	1	0

Data Summary

- In FY 2022, 92% of childcare programs received no complaints. A total of 16 out of 202 programs (8%) received complaints.
- 10 of the 16 (63%) complaints were for Child Care Centers. The remaining 6 (37%) were for Family Child Care Homes.
- This data is collected and maintained in Excel.
- Complaints are deemed unfounded when childcare staff are not able to definitively determine that the violation occurred.

What is the story behind the data?

**FY 2022 PERFORMANCE PLAN**

- Of the 16 programs that received complaints in FY 2022, a total of 14 programs received one complaint. Two programs received 2 complaints.
- In FY 2022, there were no complaint investigations that involved Child Protective Services (CPS).
- Enforcement components have been added into the new childcare codes for accountability. Risk Assessment matrix and manual has been developed and is used when determining enforcement actions. In FY 2022, there was one enforcement action placed on a childcare center.
- Child care programs are aware that information that could lead to a complaint investigation must be reported immediately to the Child Care office. There is also an online complaint form that is easily accessible to the public.
- In February 2021, the child care program website was updated to provide easy access to COVID related resources, real time child care availability and other key information. A text notification system was implemented to inform programs when new resources were published.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Continue to provide ongoing training and technical assistance.</li> <li>• Continue to provide child care and quality related resources electronically to programs</li> <li>• Continue to enhance child care website with resources for programs and families.</li> <li>• Spreadsheet will be updated to include how complaint was reported.</li> <li>• Child care program website will be updated to reflect current COVID information.</li> <li>• Explore obtaining usage statistics on child care website.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• August 2022</li> <li>• FY 2023, Q2</li> <li>• FY 2023, Q1</li> </ul>

<b>Forecast</b>
<ul style="list-style-type: none"> <li>• In FY 2023, it is anticipated that 95% of programs will not receive any complaints.</li> </ul>