



# CHILD CARE PROGRAM ANNUAL REPORT

FISCAL YEAR 2003-04



Jeb Bush, *Governor*

Jerry Regier, *Secretary*

Deborah Russo, *Director*



[www.myflorida.com/childcare](http://www.myflorida.com/childcare)

Protect the Vulnerable \* Strengthen Families \* Promote Personal and Economic Self-Sufficiency

## TABLE OF CONTENTS

<b>Executive Summary.....</b>	<b>3</b>
<b>2003-04 Accomplishments.....</b>	<b>5</b>
<b>2004 Legislative Summary.....</b>	<b>7</b>
<b>Child Care Budget.....</b>	<b>8</b>
<b>Statewide Data.....</b>	<b>9</b>
<b>2004-05 Initiatives.....</b>	<b>14</b>

## EXECUTIVE SUMMARY

---

**Department Mission:** The Department of Children and Families is committed to working in partnership with local communities to ensure safety, well-being and self-sufficiency of the people we serve.

**Program Mission:** The mission of the Child Care Program is to ensure the health, safety and well-being of children while in care through licensing and regulatory activities.

---

The past fiscal year proved to be another great year for the Department of Children and Families' Child Care Program Office—one filled with both challenges and successes.

The trend of reduction in local licensing authority again continued this year; with the state assuming responsibility for child care regulatory activities that were previously conducted by the Leon County Public Health Unit. The assumption of additional responsibilities, without an increase in resources, always poses a challenge. So far, the challenge is one that we have been able to accommodate through information system enhancements designed to streamline the inspection process while enabling our licensing staff to be more efficient.

One of the successes of which we are very proud is that the Department's Child Care Information System (CCIS) has been recognized by the United States Government Accountability Office as being one of the most innovative and technologically advanced in the nation. According to a recent report entitled: "Child Care: State Efforts to Enforce Safety and Health Requirements" (GAO-04-786), "Florida [is] the state with the most complete, integrated, and up-to-date technology system of the states...visited." "Florida [has] used technology to streamline its licensing and enforcement processes and to manage parent and provider information particularly effectively."

As described in detail in the following report, during FY 2003-2004 the child care program undertook the following regulatory activities and child care quality initiatives:

- ▶ **Licensure and regulation** of approximately **6,794** child care facilities and family day care homes in 60 of the 67 counties in Florida.
- ▶ **Registration** of approximately **2,724** family day care homes not required by law to be licensed.
- ▶ **Training** of child care provider staff through collaboration with 15 Training Coordinating Agencies (TCAs) throughout the state. In FY

2003-04, a total of **80,216** instructor hours were provided to approximately **191,013** child care personnel.

- ▶ **Gold Seal** certificates awarded to approximately **2,073** child care facilities and family day care homes in Florida.

We believe that the parents of Florida's children deserve to feel safe and secure in the knowledge that:

- Florida's child care standards are consistently enforced in those child care settings over which the department has regulatory authority;
- Child care licensing staff are provided with the tools and knowledge to carry out these vital regulatory duties with professionalism and accuracy; and
- The Child Care Program supports and engages in initiatives to improve the quality of child care in Florida.

The Child Care Program Office of the Department of Children and Families has provided unified leadership and guidance towards achieving these goals.

In Fiscal Year 2004-05, additional growth is anticipated with the possible assumption of more local licensing agency responsibilities, implementation of voluntary universal prekindergarten, and population growth. The Child Care Program continues to work diligently to meet expansion needs and is committed to building on the solid foundation that has been developed over the last several years.

## 2003-04 ACCOMPLISHMENTS

---

### Child Care Information System (CCIS)

- Initiated development of a department-wide background screening database that centralizes three unique systems and fourteen stand-alone databases.
- Developed and deployed Version 5.0, enhanced software for the licensing component of the CCIS to include a web portal for data entry, additional forms for efficiency, tracking of educational components for child care personnel as well as training and screening information.
- Deployed second phase of the training component of the CCIS to include on-line registration, course transcripts, certificates of completion as well as administrative reports and tools.
- Averaged over 40,000 visitors to the child care web site *monthly*.
- CCIS recognized by the US Government Accountability Office as being one of the most innovative and technologically advanced in the nation.

### Davis Productivity Award

- Recipient of a 2004 Davis Productivity Award for the development and implementation of the automated Child Care Policy System, designed to help meet timely and consistent distribution and includes accountability features.

### Licensing

- Developed a statewide enforcement policy for the director credential requirement, which included the issuance of provisional licenses for a 6-month period ending July 2 prior to the start of revocation actions. Ninety-six percent of the facilities statewide were in compliance by the end of the 6-month period.
- Successfully transitioned back to the department the statutorily mandated licensing and regulatory functions for Leon County, formerly a local licensing agency, without additional staff or funding resources.
- Promulgated amendments to chapters 65C-20, Family Day Care Homes; 65C-22, Child Care Facilities; and 65C-25, Mildly-Ill Facilities of the *Florida Administrative Code* to include substantive changes to school-age programs, child development associate equivalency credentials, and consistency between rules for like arrangements.

**Performance Measures**

- Exceeded targets for every Child Care performance measure required by the General Appropriations Act (GAA).

<b>Performance Measure</b>	<b>GAA Standard</b>	<b>Actual Performance</b>
Number of licensed facilities and homes	5,940	6,794
Percent of licensed child care facilities and homes with no class 1 (serious) violations during their licensure year	98%	98.88%
Number of instructor hours provided to child care provider staff	53,600	80,216

**Training**

- Designed and launched the Child Care Program’s first on-line training course, “Early Literacy for Ages Birth to Three”, which includes critical hands-on information, a study guide, closed captioning, video and audio capabilities, as well as ease of access for providers.
- Reduced the number of training coordinating contracts from 23 to 15 to streamline the administrative process for the implementation of the competency testing to ensure security protocols as well as the validity and reliability of the exams and the examination process.
- Established (in January 2004), a centralized exam call center for scheduling competency exams for all child care personnel.
- Developed and implemented competency examinations for nine required training modules consisting of at least three versions for each module and administered over 24,000 exams from January through June 2004.
- Distributed more than 10,000 early literacy books and over 5,000 SIDS videos entitled “*Crying... What Can I Do? (Never Shake A Baby)*” to child care providers to support current legislation.

**Universal Prekindergarten (UPK)**

- Actively served on the Department of Education’s UPK Steering Committee.

**Quality Assurance**

- Redesigned the Quality Assurance monitoring system (including updated standards, revised monitoring tools, and new monitoring strategies) to ensure consistency statewide.
- Conducted 11 regional training sessions for all child care licensing field staff on background screening, training and inspection requirements, and complaint investigations. This training was led by the Child Care Quality Assurance Team and derived from monitoring activities completed in fiscal year 2002-03.

## 2004 LEGISLATIVE SUMMARY

---

**Bill:** CS/SB 1572, by Senator Fasano (Chapter No. 2004-49)

**Subject:** Child Care Personnel Training

**Summary:** Revises child care personnel training requirements to specify that the 40-clock-hour introductory course shall include training in recognizing and preventing shaken baby syndrome, preventing sudden infant death syndrome, and understanding early childhood brain development.

**Impact:** Because the 40-clock-hour introductory course already includes the required topics, this will not result in an additional workload for the department or have an impact on providers.

**Effective Date:** Upon becoming a law.

---

**Bill:** HB 1835, by Appropriations and Representative Kyle (Chapter No. 2004-268)

**Subject:** General Appropriations Act

**Impact:** **Child Care Regulation and Information** – funding and positions were maintained at their current level (aside from a shift of \$ in General Revenue to the “Program Management and Compliance Budget” relating to the director credential).

**Director Credential** – Because the 40-clock-hour introductory course already includes the required topics, this will not result in an additional workload for the department or have an impact on providers.

**Effective Date:** July 1, 2004 or upon becoming a law, whichever occurs later, except as otherwise provided.

---

**Bill:** HB 1837, by Appropriations and Representative Kyle (Chapter No. 2004-269)

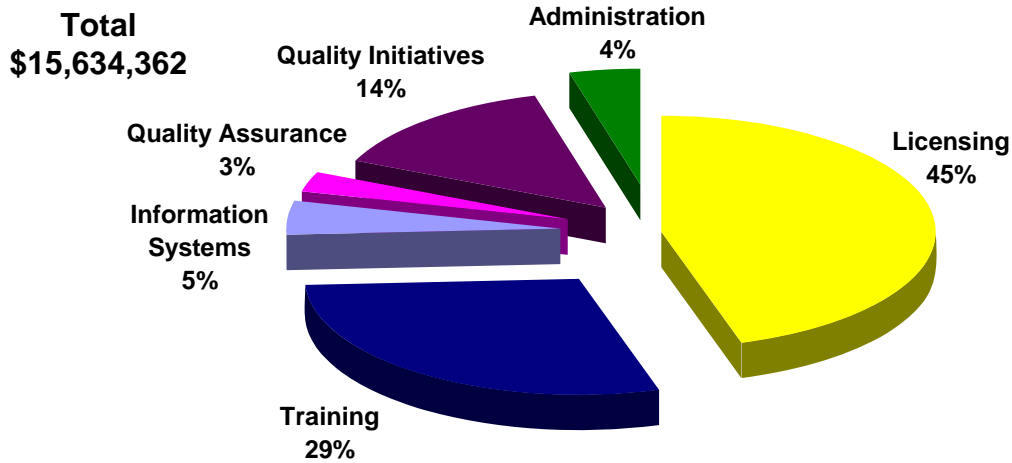
**Subject:** Appropriations Implementing Bill

**Impact:** Section 15 of the bill amends s. 402.305(2), F.S., to require that the department “provide at least one competency exam in Spanish during the 2004-2005 fiscal year.” (This provision will expire on July 1, 2005.)

**Effective Date:** July 1, 2004, except as otherwise provided.

## CHILD CARE BUDGET

### 2003-04 Child Care Budget



**Licensing:** \$7,064,222 supported regulatory activities statewide, the purchase of educational materials for providers and the public, supplemental funding for local licensing agencies, fact sheets and other public awareness publications, and technical assistance.

**Training:** \$4,543,311 allocated for contracts with training coordinating agencies to provide legislatively mandated training, curriculum and test development and the Florida Director's credential.

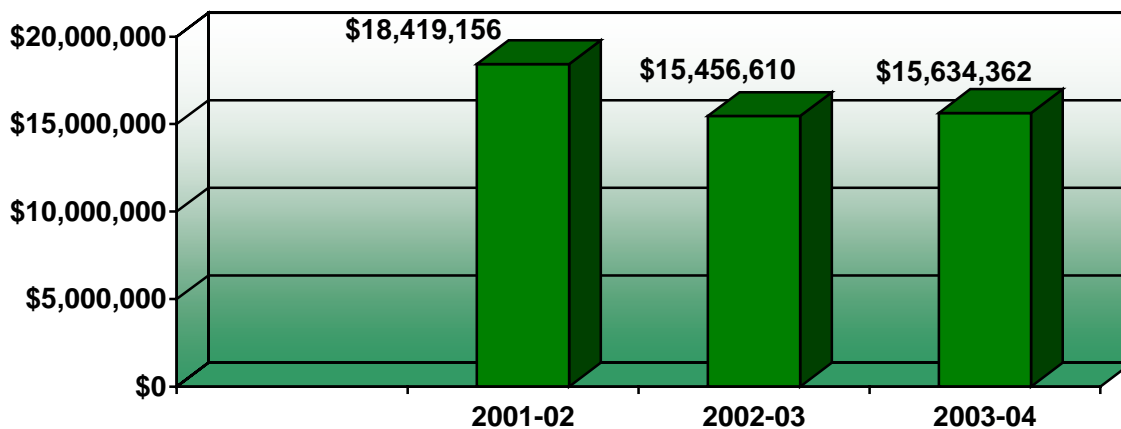
**Information System:** \$743,115 in funding for support, maintenance and enhancements to the child care information system including the onsite inspection process, data repository, background screening, training automated policy distribution and the child care web site.

**Quality Assurance:** \$435,197 supported QA monitoring, technical assistance, and data purification.

**Quality Initiatives:** \$2,187,210 allocated for public awareness, etc.

**Administration:** \$661,307 funding for salaries and benefits, Other Personnel Services (OPS), expense and operating capital outlay for administration. Funds support licensure and regulation and the statewide oversight of the Department's Child Care Program.

### Annual Child Care Budget Trend

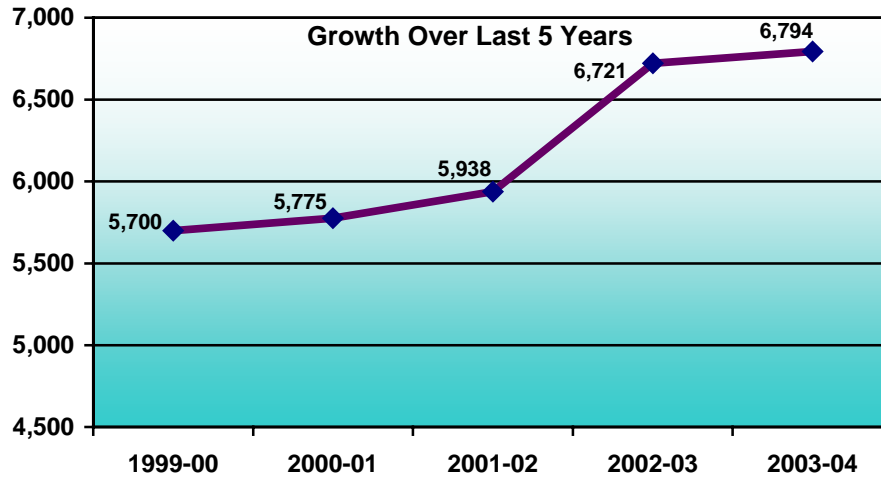


**Note:** The funding decrease from FY 2001-02 to FY 2002-03 was due to the Legislature transferring the \$3,000,000 Teacher Education and Compensation Helps Scholarship Program from the Department of Children and Families to the Florida Partnership for School Readiness.



**STATEWIDE DATA**

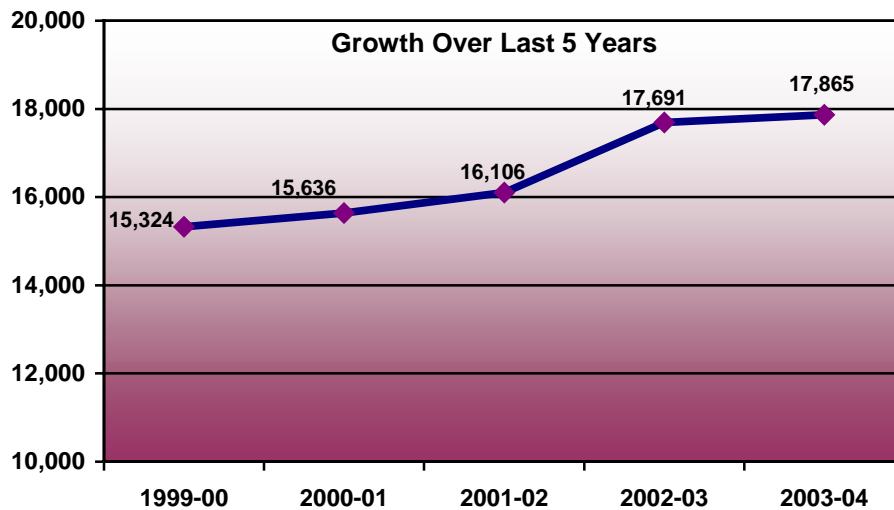
**GAA PERFORMANCE MEASURE:  
NUMBER OF LICENSED CHILD CARE  
FACILITIES & HOMES**



**Data Source:** Child Care Licensing Quarterly Reports and Child Care Licensing Information System

**Note:** The increased workload between FY 2001-02 and FY 2002-03 resulted from the department assuming the licensing responsibility for Polk County.

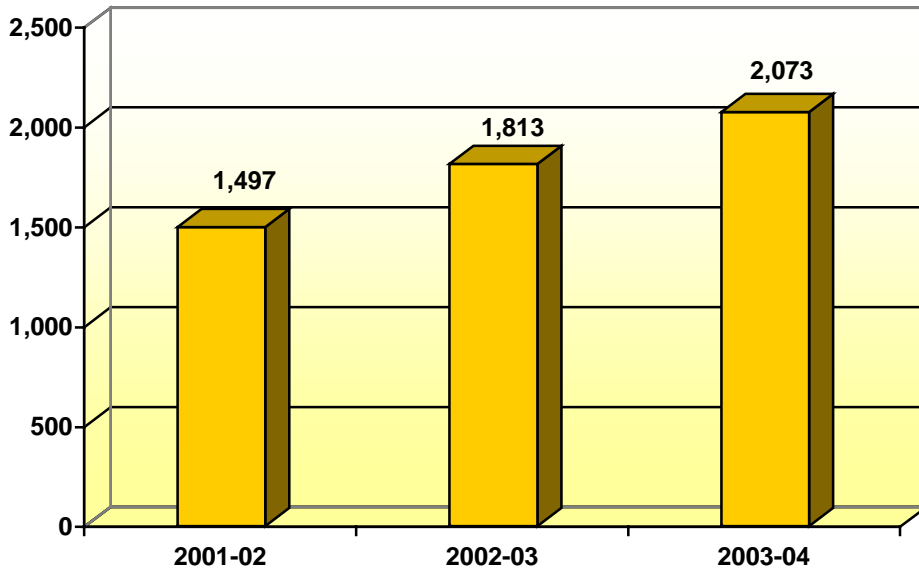
**NUMBER OF ANNUAL LICENSING  
INSPECTIONS CONDUCTED**



**Data Source:** CAPTS Reports and Child Care Licensing Information System

**Note:** The increased workload between FY 2001-02 and FY 2002-03 is attributed to assuming Polk County as well as several other counties passing county ordinances requiring licensure of family day care homes.

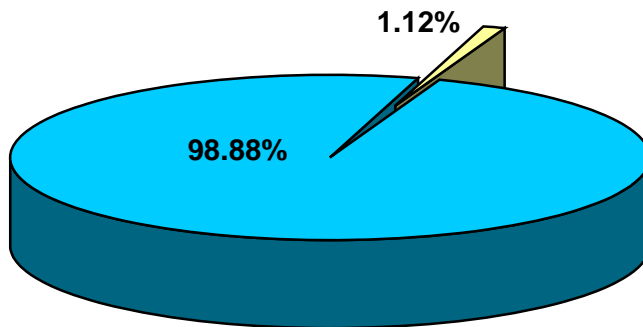
**NUMBER OF LICENSED CHILD CARE FACILITIES AND HOMES AWARDED GOLD SEAL CERTIFICATES**



Data Source: 2003-04 Gold Seal Summary Reports

Note: Data for the last several years reflects an industry trend toward quality. It is anticipated that this trend will continue with the Universal Prekindergarten initiative.

**GAA PERFORMANCE MEASURE:  
PERCENTAGE OF LICENSED CHILD CARE FACILITIES AND HOMES WITH NO CLASS 1 VIOLATIONS**

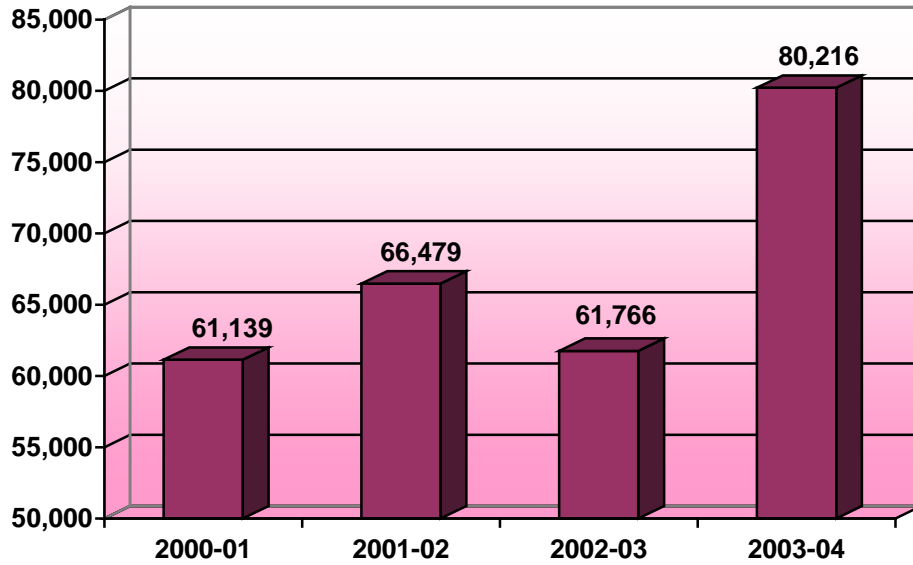


■ Percentage with No Class 1 Violations □ Percentage with Class 1 Violations

Data Source: 2003-04 Child Care Licensing Quarterly Report

Note: Class 1 violations are the most serious in nature and could result or do result in death or serious harm to the health, safety and well-being of a child and include overt abuse and negligence related to the operation and maintenance of a facility or home.

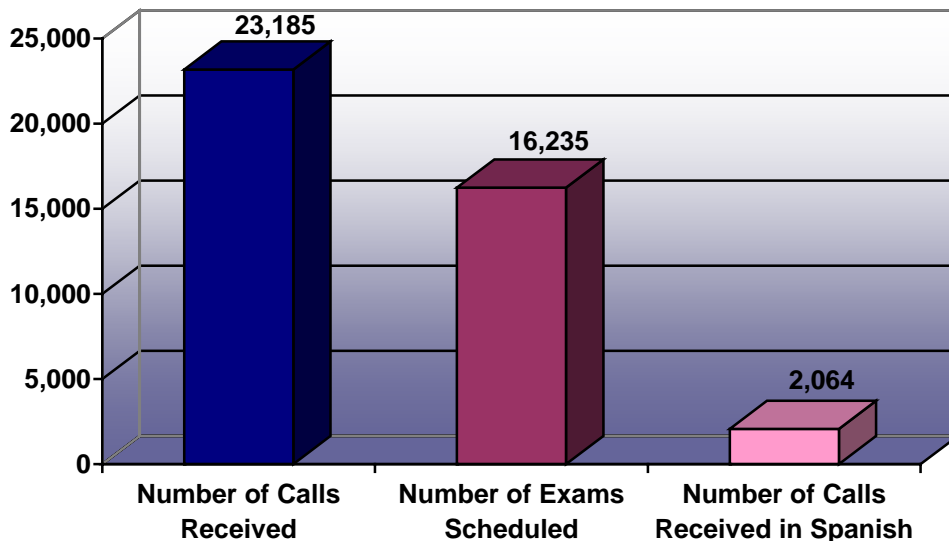
**GAA PERFORMANCE MEASURE:  
NUMBER OF INSTRUCTOR HOURS PROVIDED  
TO CHILD CARE PROVIDER STAFF**



**Data Source:** Child Care Quarterly Training Reports and Child Care Training System

**Note:** The increase in the number of instructor hours provided from FY 2002-03 to FY 2003-04 is attributed to the legislative requirement that all child care facility directors have a Director Credential by January 1, 2004.

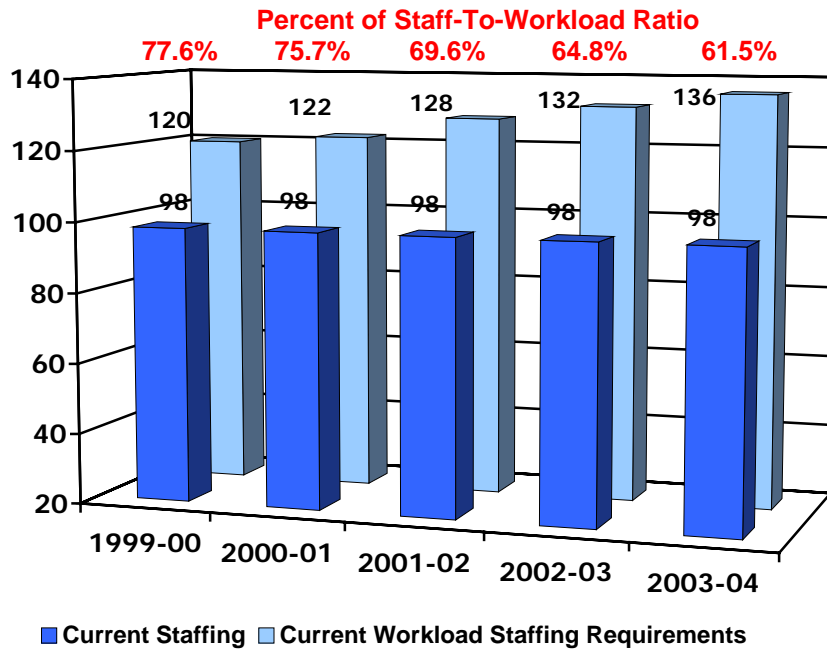
**CHILD CARE  
EXAM SCHEDULING CENTER  
WORKLOAD  
(January 1, 2004 – June 30, 2004)**



**Data Source:** Child Care Exam Scheduling Center reports (January 1, 2004 – June 30, 2004)

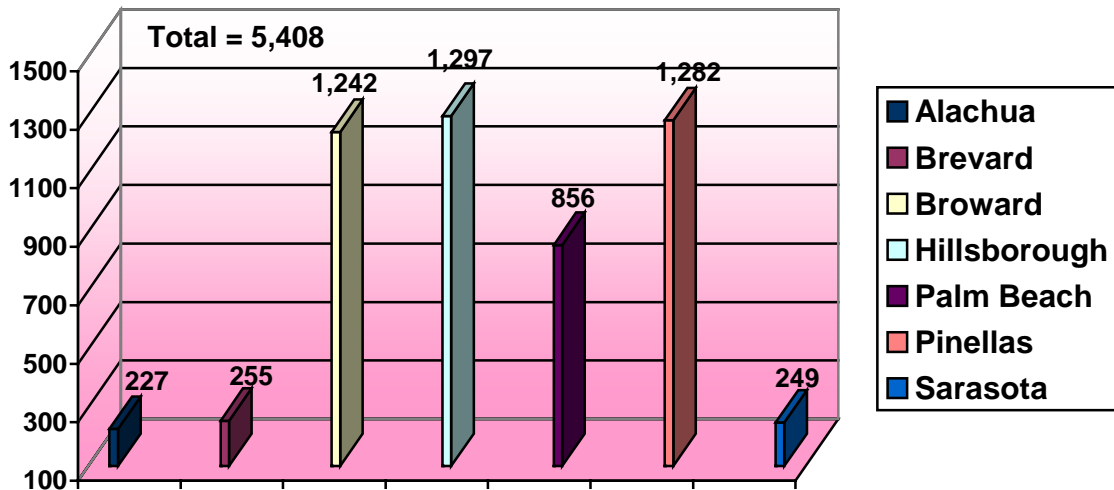
**Note:** The Florida Legislature required the passage of competency examinations by child care industry staff for mandated training courses effective January 1, 2004.

### CHILD CARE LICENSING STAFF



**Note:** Based on a national workload standard that includes a staff-to-family day care home ratio of 1:100 and staff-to-facility ratio of 1:50.

### NUMBER OF LOCALLY LICENSED CHILD CARE FACILITIES AND HOMES BY COUNTY



**Data Source:** Child Care Licensing Information System Reports (7/1/2004).

**Note:** The licensing regulatory authority for 7 of the 67 counties in Florida are administered by county government through ordinances that meet or exceed state standards.

**FAMILY DAY CARE HOMES'  
EVALUATION DATA**

Pursuant to Section 402.313(10), Florida Statutes, the Department is required on an annual basis to evaluate the licensure and registration of family day care homes. The following is a summary of the statewide evaluation data:

<b>Licensed Homes</b>	<b>Fiscal Year 2002-03</b>	<b>Fiscal Year 2003-04</b>
<b>Number of Licensed Family Day Care Homes &amp; Large Family Child Care Homes</b>	5,241	5,257
<b>Capacity To Serve Children</b>	44,046	45,088
<b>Number of Complaints Received</b>	31	11

Includes Local Licensing Data

<b>Registered Homes</b>	<b>Fiscal Year 2002-03</b>	<b>Fiscal Year 2003-04</b>
<b>Number of Registered Family Day Care Homes</b>	2,911	2,790
<b>Capacity To Serve Children</b>	28,810	27,760
<b>Number of Complaints Received</b>	1	4

Includes Local Licensing Data

<b>Training Activities</b>	<b>Fiscal Year 2002-03</b>	<b>Fiscal Year 2003-04</b>
<b>Number of Family Child Care 30-Hour Training Courses Held</b>	312	311
<b>Number of Family Child Care 3-Hour Training Courses Held</b>	256	250
<b>Number of Instructor Hours Provided to Family Day Care Home Provider Staff</b>	10,446	10,080

**Data Source:** Child Care Licensing Information System and Child Care Training System

**Note:** Specific information, such as dates of each licensure and registration are captured in the Department's Child Care Licensing Information System. In addition, this system captures the number of complaints received concerning family day care homes, the nature of the complaints, and the resolution of such complaints.

## 2004-05 INITIATIVES

---

### Child Care Information System (CCIS)

- Deploy the department's CCIS background screening centralized database component.
- Complete first enhancement of the 5.0 SansWrite software for the licensing component of the CCIS to include automated report routing, administrative action management, and data collection.
- Support Governor's Universal Prekindergarten (UPK) initiative through system enhancements that track onsite survey results for child care facilities by capturing the number of children enrolled by age group and teacher credentials.

### Licensing and Registration

- Develop and pilot a rated licensing system for child care.
- Revise the Child Care Licensing Core Curriculum for departmental staff.
- Develop and implement documentation verification procedures for registered family day care homes.

### Quality Assurance (QA)

- Complete comprehensive onsite QA monitoring of every child care licensing unit and local licensing agency.

### Training

- Develop competency testing in Spanish for child care facility personnel pursuant to legislative mandate.
- Oversee hosting and deployment of *Basic Guidance and Discipline* and *Computer Technology for Child Care Professionals* on-line training courses.
- Begin design and development of Phase II of the on-line early literacy course to cover ages 36 to 60 months in support of current legislation, "Just Read Florida" and the Universal Prekindergarten (UPK) constitutional amendment.
- Become a "Continuing Education Unit" (CEU) provider to allow students to apply credit for completion of the department's Child Care training modules towards their Child Development Associate credential or CDA Equivalency renewal.
- Restructure the current Child Development Associate Equivalency program in support of the Governor's veto language regarding the UPK legislation.
- Revise the department's 20-hour child care training modules to ensure consistency with Florida Partnership for School Readiness and Department of Education standards.



**Thank you for taking time to read the Child Care Program Annual Report. Any questions regarding the Program or the contents of this document may be directed to:**

**Florida Department of Children and Families  
Child Care Program  
1317 Winewood Boulevard, Building 6  
Tallahassee, Florida 32399-0700  
Phone: (850) 488-4900 Fax: (850) 488-9584**