
Child Care Program

Progress Report FY 2004-05 through FY 2005-06



Jeb Bush
Governor

Lucy D. Hadi
Secretary

Department Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency.



Program Mission: Ensure the health, safety and well-being of children while in care through licensing and regulatory activities.

Program Vision: Every community will provide safe child care environments that nurture children while in care.

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Message from the Director



Dear Colleagues:

The past two fiscal years have proven to be exciting for the Department of Children and Families' Child Care Program Office—filled with both challenges and successes.

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. We hope that you find the following report a useful source of information regarding our efforts, successes, and challenges during the past two years.

Sincerely,

A handwritten signature in black ink that reads "Deborah Russo". The signature is written in a cursive, flowing style.

Deborah Russo, Director
Child Care Program Office

2004-06 Accomplishments

Workforce Efficiencies

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 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."

- Enhancements were made to the training portion of the Child Care Information System that provide better support for the administrative functions of the child care training program. One of the new features includes on-line exam scheduling, which has allowed the Exam Scheduling Center to more effectively handle their increased workload.
- Additional tools (management reports) were created to assist child care staff in managing their workload and improving performance.

Customer Service

- Customer satisfaction for both the 2004-05 and 2005-06 fiscal years was over 90%. This is remarkable, given that the services provided to our external customers are regulatory in nature. Our internal customer satisfaction rating is 4.3 (out of 5), the highest of all of the department's programs.
- The Child Care Credentialing Unit received an Outstanding Performance Award from the Secretary of the department in recognition of their timely processing of child care credentials and exemplary customer service.
- The Exam Scheduling Center received a Circle of Excellence Award from Manpower in acknowledgement of their outstanding customer service and performance.
- The department's 30-hour introductory child care training modules were revised to combine training modules for topics that are the same for both child care facilities and family day care homes, which allows child care professionals more flexibility to qualify to work in either environment.
- Five on-line courses that can be completed to satisfy either basic training or inservice training requirements (or both) were launched through the program's web site. These courses have received significant positive feedback from the provider community, who have found the courses informative and convenient.
- Licensed child care providers and Voluntary Pre-Kindergarten providers are now able to advertise for qualified Directors and VPK instructors through the department's on-line "Employment Bulletin Board" at no cost to either party. In addition, child care professionals who have received their Director Credential or who have been issued a staff credential (national Child Development Associate (CDA), CDA Equivalency (CDAE), or formal education qualification) can view these ads from their Child Care Training Transcript.

- Other enhancements were made to the training portion of the Child Care Information System to better serve the child care provider community, including the ability to access and print exam appointment letters on-line and revisions to the Child Care Training Transcript.
- The Child Care Training Information Center (CCTIC) was created to promote consistency and improve training information statewide. The CCTIC interacts with the department's Exam Scheduling Center and Credentialing Unit to provide complete training information from assessment to completion of coursework/exams. The CCTIC received a 2006 Davis Productivity Award in recognition of the success of this endeavor in streamlining the delivery of child care training information.

Child Care Quality

- The program's quality assurance monitoring system was revised to provide more specific feedback to the districts regarding areas requiring improvement. Completed comprehensive, on-site monitoring of all 15 district licensing units and local licensing agencies. Deployed Program Analyst staff to District 11 and District 7 to facilitate the development and implementation of an overall corrective action plan, based on their monitoring results. Feedback from the District Administrators regarding the new monitoring system has been positive.
- "Desk audit" procedures for registered family day care homes were developed and implemented. Although the department's regulatory authority relating to registered homes is extremely limited, the intent of this documentation verification process is to provide child care licensing staff with a means of better ensuring the safety of children in registered care.
- A comparative analysis of the current Child Development Associate equivalent (CDAE) training programs was completed. Based on the results of the study, the department updated the standards for CDAE training programs and eliminated training programs that were unable to come into compliance after a "grace period". This has raised the quality of CDAE training programs statewide. Two CDAE Quality Assurance Specialists are responsible for ongoing program oversight.
- The Child Care Program Office became an approved "Continuing Education Unit" (CEU) provider through the International Association for Continuing Education and Training (IACET). Training that meets the qualifications for the award of CEUs has met certain standards of trainer qualifications, curriculum design, and measurement of participant competency. This has further professionalized the inservice training provided by the Child Care Program to child care providers and child care licensing staff.
- The department's 30-hour introductory child care training modules were revised to ensure consistency with standards adopted by the Florida Partnership for School Readiness and the Department of Education.
- A comparative analysis of participating Gold Seal accrediting agencies was completed and used to evaluate and revise the approval process used to assess potential Gold Seal accrediting agencies. Based on the results of the study, the department updated standards for Gold Seal accrediting agencies and created a more formal approval process. This has enhanced the overall quality of the Gold Seal Quality Care program.
- Over 5,000 videos entitled "Back To Sleep Babies " (on SIDS) were distributed to all registered and licensed family day care homes.

- Over 2,500 early literacy books were provided to registered family day care home providers.

Cost Savings

- Competency based testing in Spanish for all child care facility and family day care home providers was successfully deployed without additional funding.
- A centralized administrative agency that is responsible for the administrative tasks of the training program statewide was created. The duties and contract amounts of the regional Training Coordinating Agencies were reduced accordingly, and the department was able to realize approximately \$83,171 in annual cost savings.

Voluntary Pre-Kindergarten (VPK)

- The Child Care Program Office collaborated with the Agency for Workforce Innovation to enhance the DCF Child Care Information System to include information regarding VPK providers. This provided AWI with a streamlined, user-friendly means of providing the “provider profiles” required by the VPK law. Parents are now able to search the department’s on-line child care database to find information about participating VPK providers.
- The Child Care Program Office also enabled the Department of Education to deliver its VPK Early Literacy course as on-line training through the DCF Child Care Information System—a delivery system that has proven to be very cost effective and user-friendly.
- Finally, the Child Care Program Office collaborated with the Department of Education to develop and implement the new Voluntary Pre-Kindergarten Director Credential. In order to streamline the credentialing process for providers and effectively utilize existing resources, the Child Care Credential Unit will be responsible for processing VPK Director Credential applications and updating providers’ training transcripts to include the new VPK Director Credential endorsement.

Program Performance

General Appropriations Act (GAA) Measures

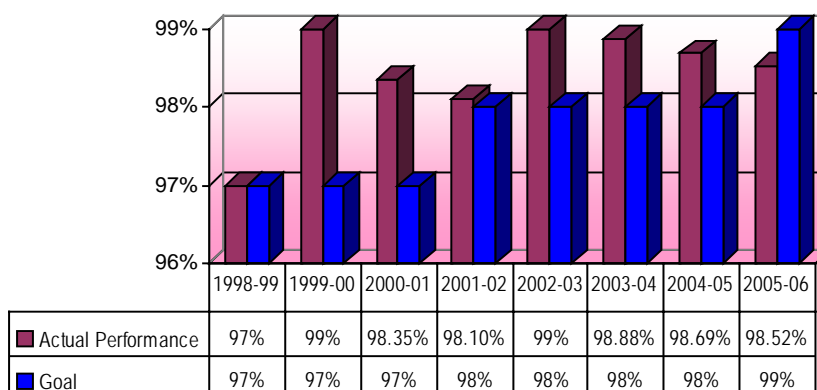
During the 2005-06 fiscal year, the Child Care Program exceeded the GAA target relating to child care training, but fell slightly short of the GAA goals relating to the number of Class 1 (serious) license violations and the number of facilities and homes licensed.

Performance Measures and Standards Approved by the Legislature for Fiscal Year 2005-06

Performance Measure	Approved Standard for FY 2005-06	Actual Performance for FY 2005-06
Percent of licensed child care facilities and homes with no Class 1 (serious) violations during their licensure year	99%	98.52
Number of facilities and homes licensed	6,868	6,349
Number of instructor hours provided to child care provider staff	62,810	73,757

The following charts show the historical performance of the Child Care Program for these GAA measures, beginning with the percent of licensed child care facilities and homes with no Class 1 (serious) licensure violations.

Percent of Licensed Child Care Facilities and Homes With No Class 1 (Serious) Licensure Violations



Source: Department of Children and Families Performance Measure Dashboard.

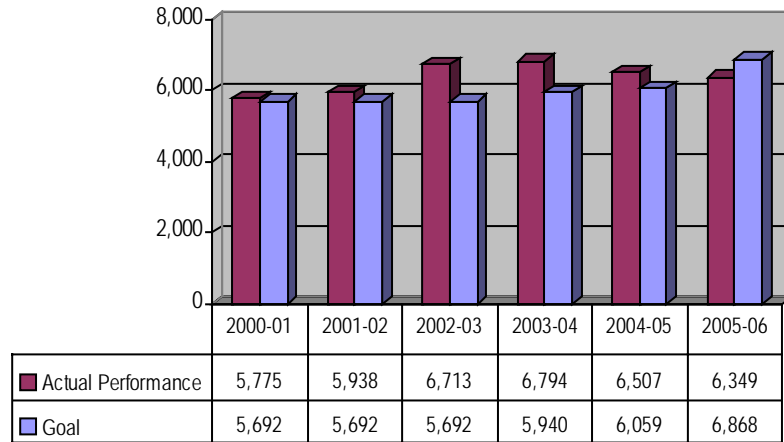
The Child Care Program Office has requested that this measure be eliminated, as it creates a disincentive for licensing staff to ensure the health and safety of children in care by *accurately* classifying serious licensure violations as Class 1. The Child Care Program has recommended the addition of the following measures (from the Secretary's Performance Dashboard) in place of this measure:

- Percent of child care facilities inspected in accordance with program standards (standard requested to be set for FY 06-07 at 95%).
- Percent of licensed family child care homes inspected in accordance with program standards (standard requested to be set for FY 06-07 at 90%).

These measures more accurately reflect actions taken to protect the health and safety of the children in care through ongoing and timely onsite inspections.

The following GAA performance measure is number of facilities and homes licensed. It is important to note that the recruitment of child care facilities and homes does not fall within the legislatively established purview of the Department of Children and Families. For this reason, this measure is actually an output measure, rather than a true performance measure.

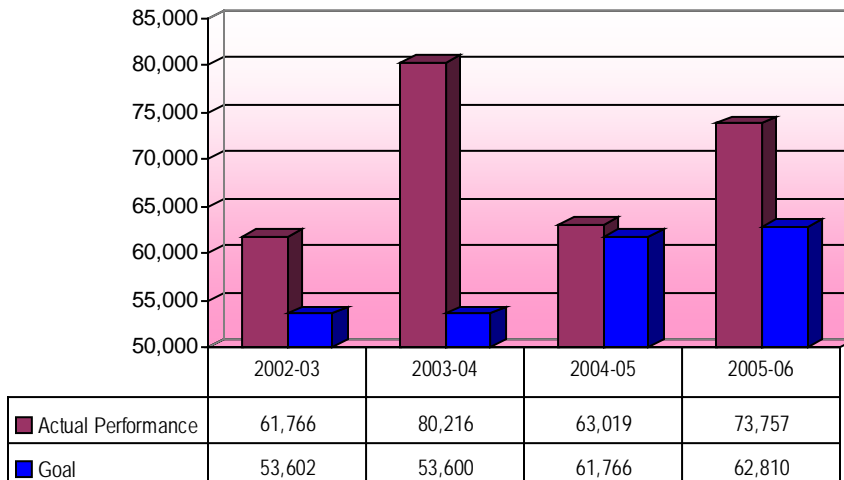
Number of Facilities and Homes Licensed



Source: Department of Children and Families Performance Measure Dashboard.

The final GAA performance measure – the number of instructor hours provided to child care provider staff – “spiked” in 2003-04 due to the implementation of the Director Credential requirement and again in 2005-06 with the release of multiple on-line courses with corresponding competency exams.

Number of Instructor Hours Provided to Child Care Provider Staff

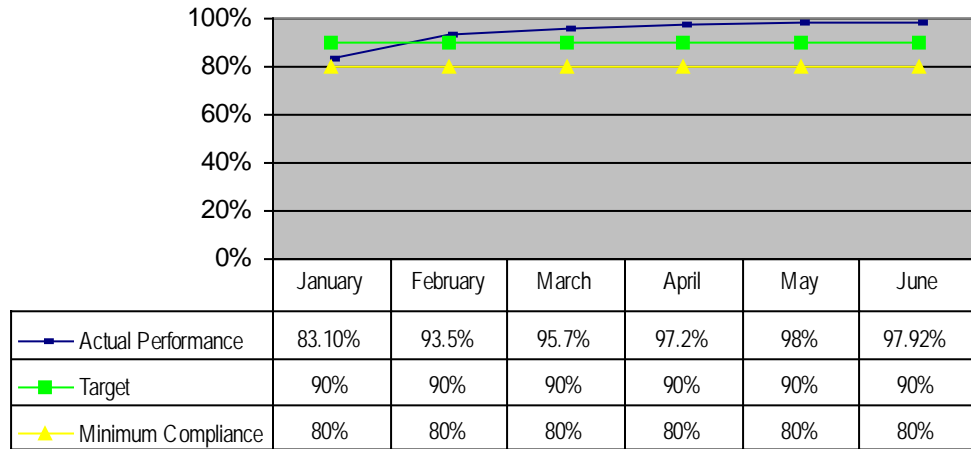


Source: Department of Children and Families Performance Measure Dashboard.

Internal Performance Measures

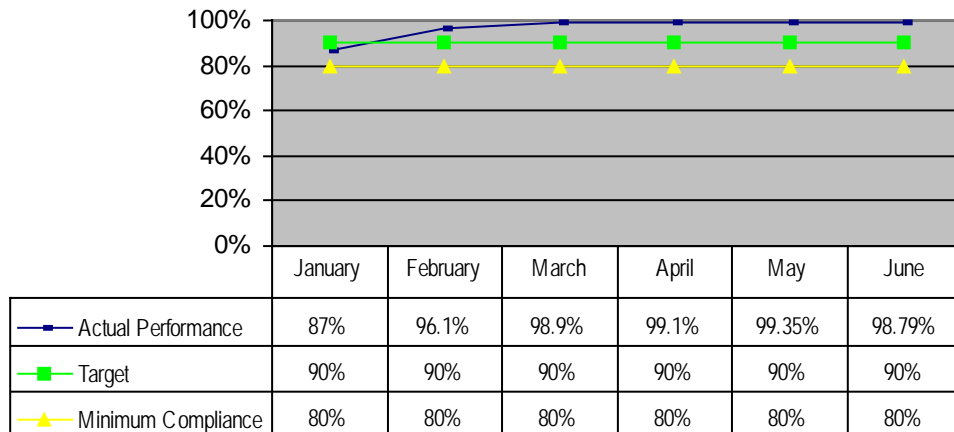
In November of 2005, the department launched a new performance tracking process entitled the Performance and Resource Teams (PaRTs) process. Each of the department's programs, including the Child Care Program, were required to establish program and budget performance measures and performance targets. Because the timely inspection of licensed child care providers (facilities, family day care homes, and large family child care homes) is essential to ensuring that children are not harmed while in out-of-home care, the Child Care Program chose this activity as its performance measure.

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Source: Child Care Information System.

Percent of Licensed Homes Inspected In Accordance With Program Standards



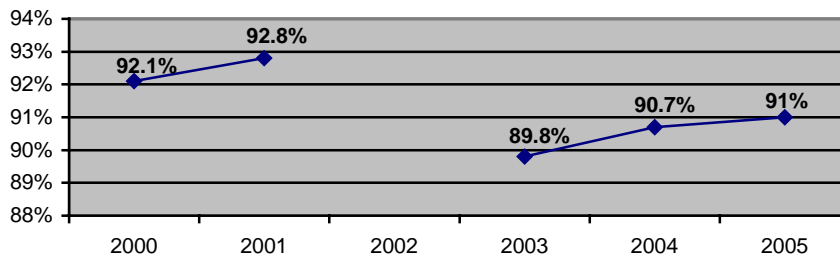
Source: Child Care Information System.

Since the inception of the PaRTs process (after the initial month), the Child Care Program has consistently met its performance targets in both facilities and homes. Due to the success of this process and the effectiveness of these performance measures in ensuring the safety of children in care, the Child Care Program has requested that these measures replace the existing GAA measure relating to Class 1 violations.

Customer Satisfaction

Since 1998 (excluding 2002), the Child Care Program has conducted an annual “customer satisfaction survey” of child care providers. The survey is distributed to a random sample of licensed child care facilities and family day care homes in counties subject to DCF regulatory authority, and is designed to determine the satisfaction of the provider community with the services provided by the department in the area of child care licensing. The results of the customer satisfaction survey are used to identify staff training needs and to evaluate the technical assistance needs of the child care provider community.

Customer Satisfaction 2000-2006



Source: Annual Customer Satisfaction Surveys.

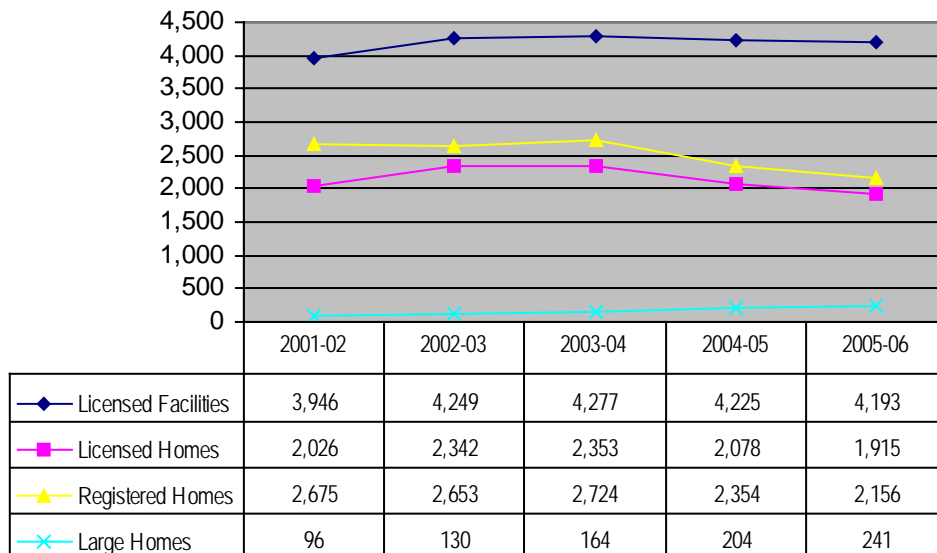
Historically, customer satisfaction has been consistently high—something of which the Child Care Program is very proud—especially given the regulatory nature of the program.

Licensing Data

Number of Child Care Settings

At the end of fiscal year 2005-06, there were 4,193 licensed child care facilities, 2,156 licensed homes (licensed family day care homes and large family child care homes), and 2,156 registered homes statewide. The following chart represents the growth/decline in the number of different types of child care settings since the launch of the Child Care Information system in 2001.

Child Care Industry Growth/Decline



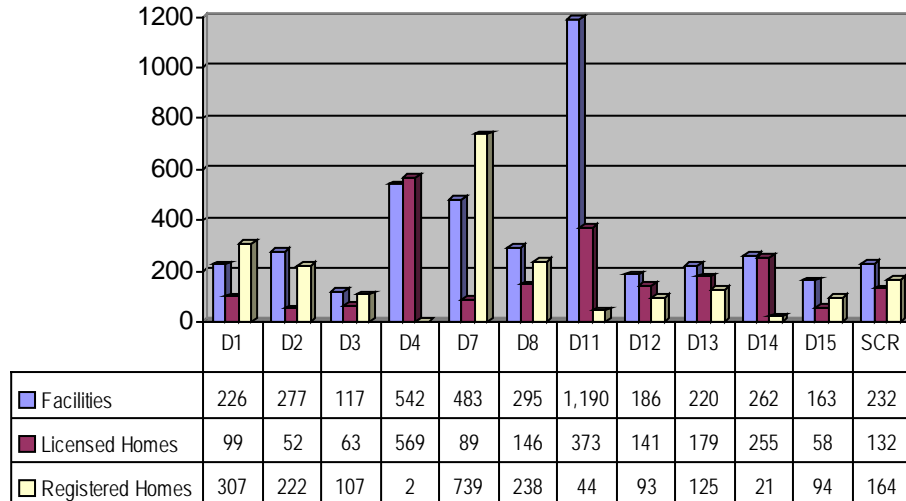
Source: Child Care Information System, DCF Master Facilities and Homes Data Summaries.

The downward trend in multiple provider types in recent years can be attributed to on-going data purification efforts aimed at reducing the number of duplicate records in the Child Care Information System. Additionally, the reduction in licensed family day care homes has a direct correlation to the increased number of large family child care homes, due to the requirement that a provider operate a licensed home for two years prior to becoming licensed as a large home provider.

The following chart shows the composition of the child care provider population, by district. Variations in the availability of different types of child care settings, by district, can be attributed to a number of factors:

- Rural areas often have a higher percentage of family day care homes than urban areas.
- Districts typically have more registered homes than licensed homes (due to the increased level of regulation of licensed homes), except those districts that include counties that *require* the licensure of family day care homes. Districts 4 (Clay, Duval, Nassau, and St. Johns), 11 (Miami-Dade), and 14 (Polk) are examples of such districts.

**Number of Settings Statewide (by district/type of provider)
2005-06**



Source: Child Care Information System.

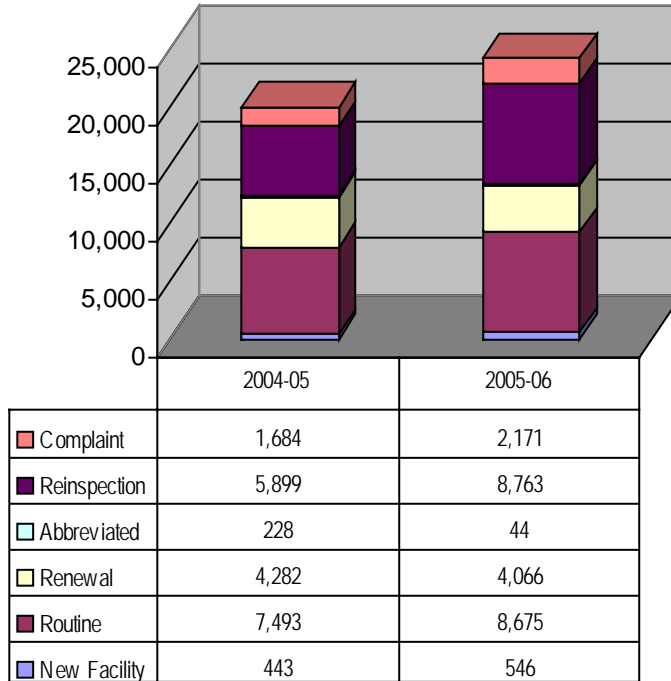
Inspection Data

Each child care facility is inspected three times per year. An on-site examination of the premises and records of the facility must be conducted prior to the issuance (“new facility” inspection) or renewal (“renewal” inspection) of a license. Two additional on-site inspections (“routine” inspections) are conducted during the licensure year. An “abbreviated” inspection, is an inspection of a limited number of items determined to be essential to the health and safety of children in care. In order to qualify for an abbreviated inspection, a child care facility must have two consecutive years with no Class 1 or Class 2 violations. “Reinspections” are conducted to ensure that items that were found out of compliance during a renewal, routine, abbreviated, or complaint inspection have been corrected.

The following chart represents the number and types of inspections conducted statewide during the last two years (2004-05 was the first year in which the Child Care Information System was able to report this type of data). Note that the total number of facility inspections has grown from 20,029

in 2004-05 to 24,265 in 2005-06 (4,236 inspections, or 2%) although the number of licensed child care facilities decreased slightly during that same period. We believe that this is in part due to the implementation of the new performance measure relating to the timely inspection of child care facilities.

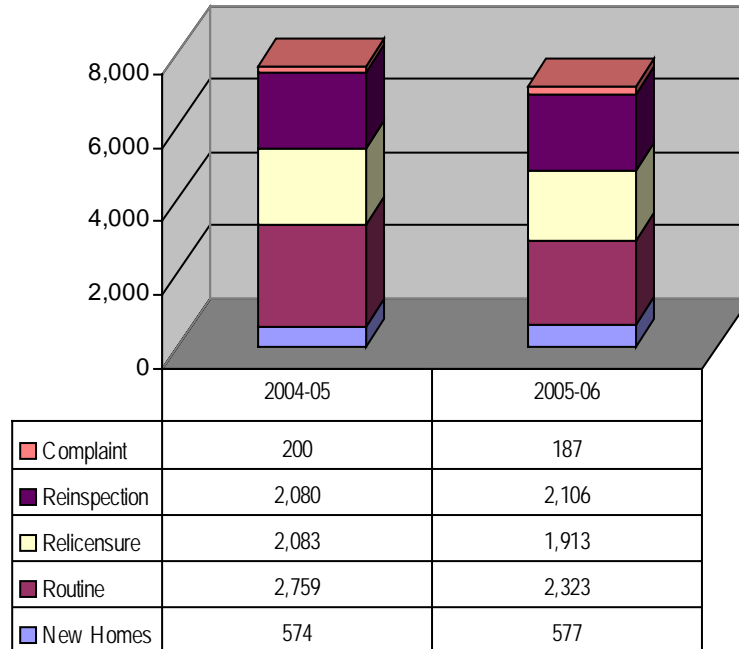
Number of Facility Inspections Conducted Statewide



Source: Child Care Information System (SansWrite).

Each licensed family day care home and licensed large family child care home is inspected twice per year. According to the following chart, the total number of home inspections decreased from 7,696 in 2004-05 to 7,106 in 2005-06 (590 inspections, or 7.7%). There was a 5.5% reduction in the number of licensed home-based care providers (licensed family day care homes and large homes) during the same period. This reduction may be in part due to data purification efforts, rather than a true decrease.

Number of Home Inspections Conducted Statewide



Source: Child Care Information System (SansWrite).

Family Day Care Home Evaluation Data

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

	FY 2004-05		FY 2005-06	
	Number of Homes	Capacity	Number of Homes	Capacity
Licensed Family Day Care Homes	2,078	19,622	1,915	18,491
Licensed Large Family Child Care Homes	204	2,443	241	2,878
Registered Family Day Care Homes	2,354	23,445	2,156	21,525

	NUMBER OF COMPLAINTS RECEIVED	
	FY 04-05	FY 05-06
Licensed Family Day Care Homes	198 103 of the 198 complaints were substantiated (noncompliance with at least one standard).	148 65 of the 148 complaints were substantiated (noncompliance with at least one standard).
Licensed Large Family Child Care Homes	29 11 of the 29 complaints were substantiated (noncompliance with at least one standard).	21 9 of the 21 complaints were substantiated (noncompliance with at least one standard).
Registered Family Day Care Homes	66 37 of the 66 complaints were substantiated (noncompliance with at least one standard).	54 30 of the 54 complaints were substantiated (noncompliance with at least one standard).

Training Activities	FY 2004-05	FY 2005-06
Family Child Care 30-Hour Training Courses Held	260	244
Family Child Care 3-Hour Training Courses Held	203	190
Instructor Hours Provided to Family Day Care Home Provider Staff	8,409	7,890

Child Care Training

Child Care Training Information Center (CCTIC)

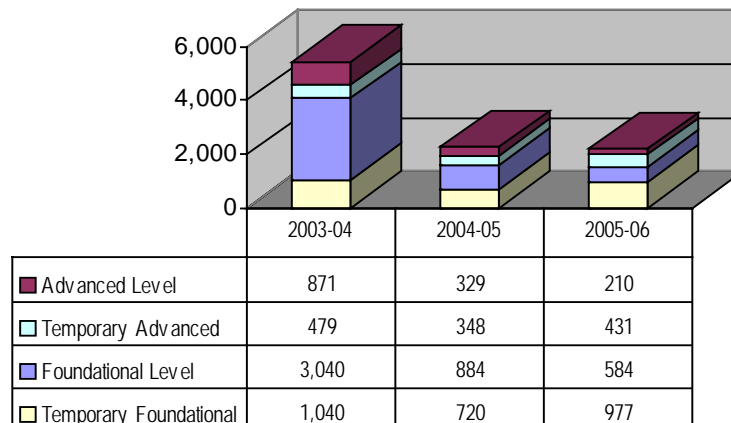
The Child Care Training Information Center (CCTIC) officially opened for business on July 1, 2005. The center is staffed with a team of specialists who are equipped to answer general questions about state-mandated child care training and child care credential requirements. These specialists also have the ability to update training records for individuals who have certificates that were received prior to the implementation of the Child Care Information System.

CCTIC Workload (FY 2005-06)	
Requests for Information	22,864
Training Records Updated	1,536
Total Phone Calls	19,217

Director Credential

Administering a child care program is a complex job - one that requires extensive skills and knowledge in both child development and program administration. The expectation that directors of child care programs be well-trained and credentialed is ever increasing. In keeping with this trend, in 1999 the Florida Legislature revised child care licensing standards to require directors of licensed child care facilities to have a Director Credential by January 1, 2004. This accounts for the spike in Director Credentials issued in 2003-04.

Number of Director Credentials Issued



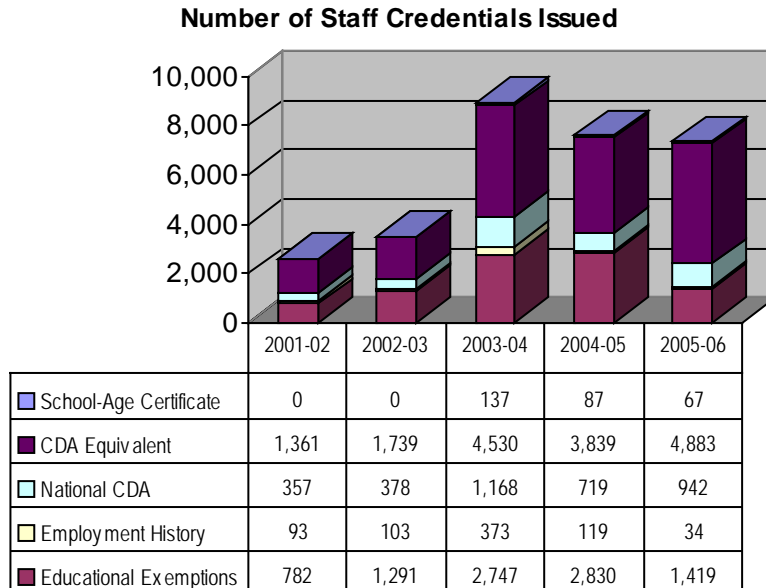
Note: A "temporary" credential is awarded when a candidate has met the educational portion of the credential requirements, but has not yet attained the required experience.

Source: Child Care Information System, Statewide Child Care Training Report.

The 2004 Legislature appropriated two positions to the department for the purpose of administering the Director Credential Program. The Child Care Program utilized these positions to form a “Credential Unit to process Director Credential applications, recruit and approve coursework providers, and provide technical assistance to child care providers. Prior to that time, the department contracted with the Florida Children’s Forum to perform some of these functions.

Staff Credentials

The total number of staff credential verifications processed by the Credential Unit of the Child Care Program has risen from 2,593 in 2001-02 to a high of 8,955 in 2003-04. The marked increase in 2003-04 is related to the implementation of the Director Credential requirement that same year. (Having a valid staff credential is a requirement of earning a Director Credential.)



Note: “CDA” means “Child Development Associate” credential.
Source: Child Care Information System, Statewide Child Care Training Report.

The number of Employment History verifications issued has declined sharply since 2003-04. This is attributed to a decreased demand for this type of credential (it does not qualify as a VPK staff credential) and the elimination of this type of credential as an option to meet licensing requirements after June 30, 2006.

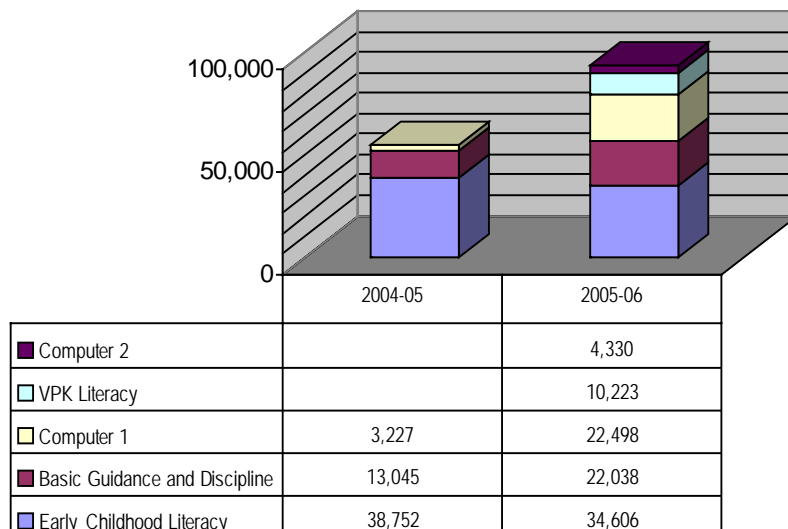
On-line Training

In July of 2004, the Child Care Program released its first on-line training course: “Early Literacy for Children Birth to Three,” which can be taken (at no charge) to fulfill the early literacy training requirement. By the end of FY 2005-06, more than 73,358 child care professionals have completed this training course.

Based on significant positive feedback from the provider community, four additional on-line course offerings have been made available, all of which can be taken to satisfy either basic training requirements or towards the annual inservice training requirement (10 hours annually). Current on-line course offerings are as follows:

- **Early Literacy for Children Birth to Three** (launched July 2004). This important course introduces the student to the elements critical to the development of early literacy skills, such as: responsive communication, interaction with others, music, playing and pretending, and positive experiences with books. Through this course, the student learns how to develop this early literacy foundation through daily activities.
- **Voluntary Pre-Kindergarten (VPK) Emergent Literacy for VPK Instructors** (launched November 2005). The goal of this five-hour course is to provide participants with background information on emergent literacy and demonstrate instructional practices that can be used in VPK classrooms. This training is designed to follow the initial training on the new VPK Standards. The five components in the Emergent Literacy for VPK Instructors course are as follows: Emergent Literacy, Language, Emergent Reading, Emergent Writing, and the Learning Environment. This course is a collaborative effort with the Department of Education.
- **Basic Guidance and Discipline** (launched February 2005). This on-line module provides information regarding behavior management techniques that are appropriate for use in a child care setting. Resources provided include a “Discipline Toolbox”, which contains descriptions of behaviors with corresponding appropriate disciplinary practices.
- **Computer Technology for Child Care Professionals or “Computer 1”** (launched May 2005). This training module teaches basic computer skills that can be helpful both in the classroom, and for child care center management. As a basic introduction to computers, this on-line course provides hands on experience with routine job tasks, such as creating and printing letters and notes, signs, and schedules. It also teaches the participant how to use the Internet to access child care professional development training and for email communication.
- **Computer Learning Centers in Early Childhood Environments or “Computer 2”** (launched May 2006). This course focuses on helping child care professionals establish and utilize computer learning centers in a developmentally appropriate manner.

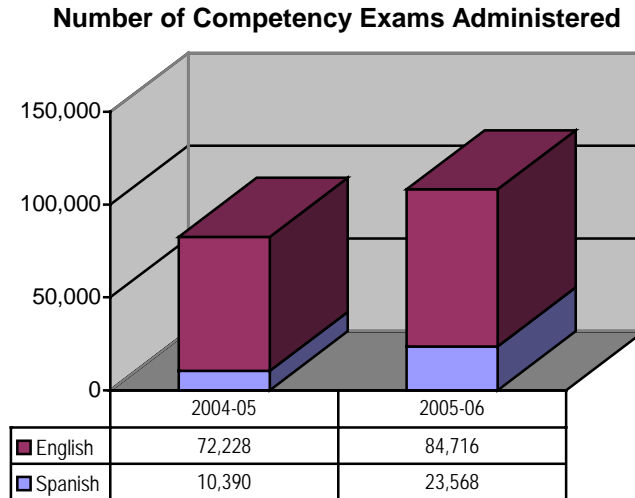
On-Line Course Completions



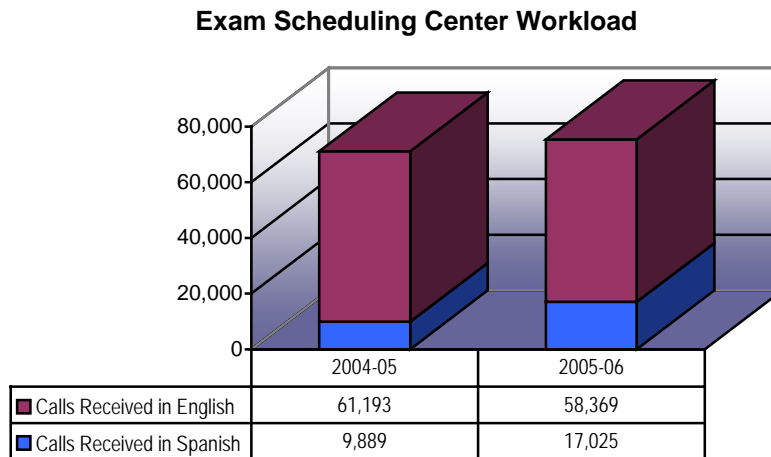
Source: Child Care Information System, Statewide Child Care Training Report.

Competency Exams

Effective January 1, 2004, child care providers were required to pass competency exams in order to satisfactorily complete the mandated training required for employment in the child care industry. Additionally, the Child Care Program began administering competency exams in Spanish on December 15, 2004 (pursuant to legislative directive).



Competency exams may be scheduled online, or through the Exam Scheduling Center, a centralized call center located in Tallahassee. The Exam Scheduling Call Center receives approximately 1,500 calls per week, with approximately 22.8% of them in Spanish.



Quality Initiatives

Gold Seal Quality Care Program

In 1996, the Florida Legislature established the Gold Seal Quality Care program to acknowledge child care facilities and family day care homes that are accredited by nationally recognized agencies whose standards reflect quality in the level of care and supervision provided to children. In addition, the Legislature established provisions for Gold Seal providers participating in the

publicly-funded child care programs (School Readiness and Early Learning) to receive a higher reimbursement rate per child than providers not receiving a Gold Seal designation.

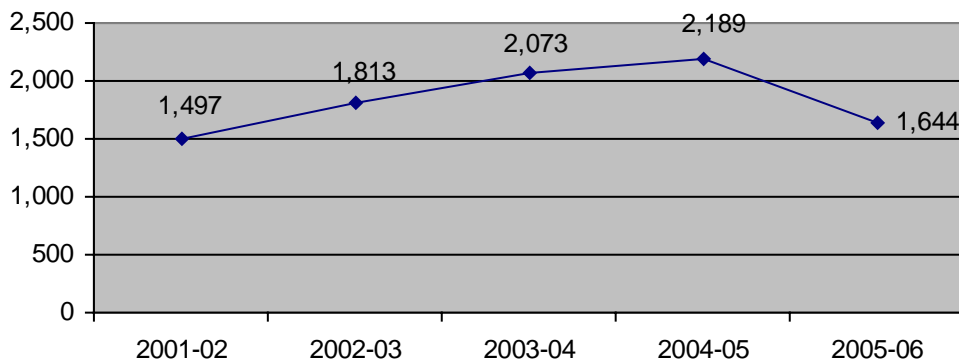
The Gold Seal Quality Care Program is not a set of independent standards. Rather, it is a level of care that exceeds the minimum child care licensing standards established by the Florida Statutes and the Florida Administrative Code by meeting the higher standards of the approved accrediting agencies. The Child Care Program Office is tasked with:

- Ensuring that the accrediting agencies approved for participation are of sufficient variety to meet the needs of all child care providers. (i.e., faith-based, school-age, Montessori, school-based, private, etc.).
- Approving accrediting agencies for participation in the Gold Seal Quality Care Program. These accrediting agencies must meet or exceed the National Association for the Education of Young Children (NAEYC) standards, the standards of the National Association of Family Child Care, or the standards of the National Early Childhood Program Accreditation Commission.

In 2005, the Credentialing Unit conducted an evaluation of participating Gold Seal Accrediting agencies to compare their accrediting standards to those of the National Association for the Education of Young Children (NAEYC), the National Association of Family Child Care (NAFCC), and the National Early Childhood Program Accreditation Commission (NECPA) as required by the Gold Seal statute (s. 402.281, Florida Statutes). As a result of the findings of this analysis, each participating Gold Seal Accrediting Agency will undergo an extensive review process using a new, objective, and detailed review tool during their next 5 year renewal.

Child care providers who are accredited by one or more of the approved agencies, are issued a Gold Seal certificate by the Child Care Program Office recognizing their achievement. The program is voluntary and the benefits of participation include, but are not limited to: a positive marketing tool for parents, sales tax exemptions, increased reimbursement rate for children participating in school readiness, and participation in the VPK program.

Number of Gold Seal Providers Statewide



Source: Gold Seal Quarterly Report.

Prior to July 2006, Gold Seal data was gathered and maintained manually, rather than as part of the Child Care Information System, and was reported on a quarterly basis. It was determined that the method by which the accrediting associations submitted data and the method by which the data was summarized and reported resulted in exaggerated Gold Seal numbers due to duplicate provider records and issues associated with the timing of Gold Seal provider “counts”. The Child

Care Information System has now been enhanced to include a Gold Seal Data Tracking module, in order to provide more detailed, accurate, “real-time” data regarding Gold Seal providers.

Child Development Associate Equivalent (CDAE) Training Programs – Comparative Analysis

The 2004 Legislature directed the Child Care Program to conduct a comparative analysis of existing Child Development Associate Equivalent (CDAE) training programs and provided the program with funding for two quality assurance specialists for ongoing program management. When this project began, there were approximately 99 approved CDAE training providers. Among these programs were found to be duplicate programs and programs that were no longer in operation. The elimination of these programs reduced the number of programs included in the analysis to 80.

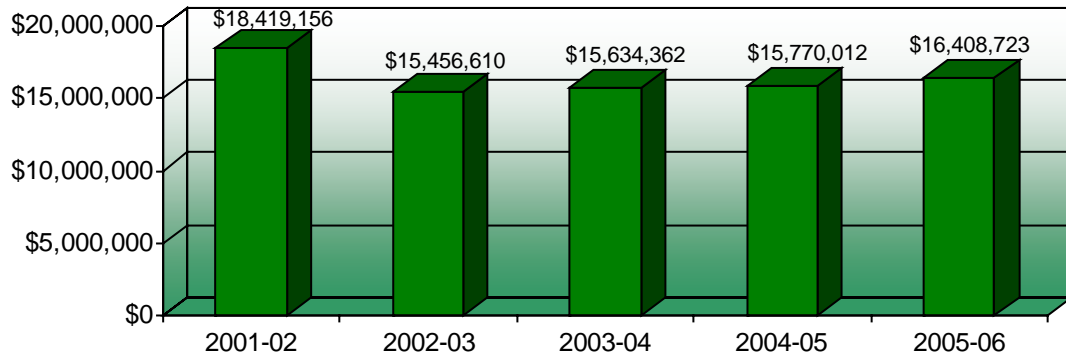
By July 2006, the number of approved training programs was further reduced to 52. This reduction was due to the elimination of additional duplicate programs and programs that were no longer in operation, the elimination of programs that were not in compliance with CDAE program standards, and the transfer of responsibility for fifteen Department of Education programs to that agency.

This project and the ongoing quality assurance provided by the CDAE quality assurance specialists have had a significant impact on the quality of CDAE training offered in Florida. In fact, the study revealed that Florida’s current CDAE training programs generally exceed the quality of training taken for purposes of obtaining a National Child Development Associate credential.

Child Care Program Budget

The primary source of the Child Care Program Budget is the federal Child Care Development Fund (CCDF). Although the state's CCDF allocation has increased over the last few years, the Department of Children and Families has not received a proportionate share of this increase to accommodate workload increases.

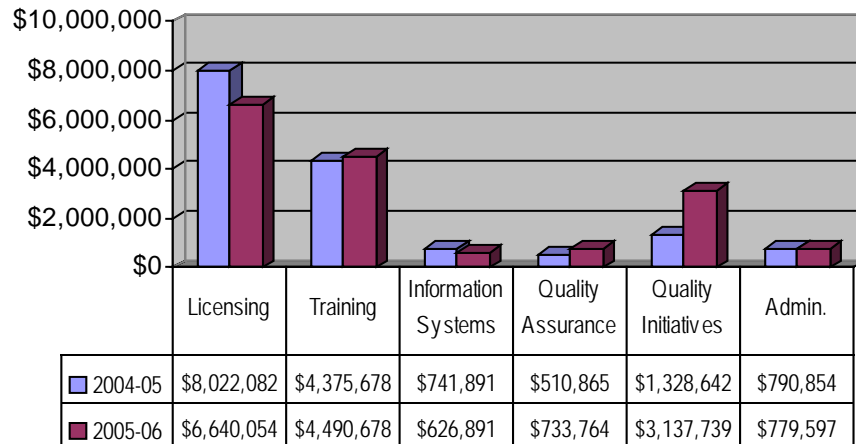
Child Care Budget Trend



Source: General Appropriations Act.

Funding received for the 2004-05 and 2005-06 fiscal years was expended as follows:

Child Care Budget - Major Initiatives



Source: General Appropriations Act.

- Licensing:** Regulatory activities statewide (salaries and expenses for licensing counselors and supervisors, the purchase of educational materials for providers and the public, and supplemental funding for local licensing agencies).
- Training:** Contracts with training coordinating agencies to provide legislatively mandated training, with Florida State University for curriculum and exam development, and the Florida Children's Forum to operate the Child Care Training Information Center (CCTIC).

- **Information System:** 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:** QA monitoring, technical assistance, and data purification activities.
- **Quality Initiatives:** Public awareness campaigns, literacy initiatives, fact sheets and other public awareness publications, and technical support for accreditation, etc.
- **Administration:** Salaries and benefits at central office, 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. Less than 5% of the program's budget is spent on administration, annually.

2006-07 Initiatives

Child Care Information System (CCIS)

- Enhance the Child Care Licensing Information System to include more robust data storage and management and increased historical data reporting capabilities for trend analysis, and to streamline counselor and supervisor activities performed within system. These enhancements are vital to the growing needs of the Child Care Program and our partner agencies.

Quality Initiatives

- Begin an extensive review process of participating Gold Seal Accrediting Agencies using the new, objective, and detailed review tool.
- Contract with an independent agency to evaluate applications for the following two specialized programs: applications from accrediting bodies that are seeking to be listed as an approved accreditation for the Gold Seal Quality Care program, and applications from educational groups that apply to offer Child Development Associate Equivalency training programs. Under the guidance of our credential unit, the assessments and recommendations from this independent service provider will enhance our abilities to maintain high programmatic standards.

Licensing Training

- Complete a comprehensive revision of the Child Care Desk Reference that is used both as course materials during the Child Care Licensing Pre-Service Training for departmental staff and as a reference manual for daily work activities.

Quality Assurance

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

Training

- Develop and implement a system that allows students to make on-line payments for child care competency exams and courses.
- Web-enable the newly revised 30-hour introductory child care training courses to offer child care providers further flexibility to complete the mandated training.

District Profiles

District 1

Counties: Escambia, Santa Rosa, Okaloosa, and Walton

Contact Information: Roger Thompson – Licensing Supervisor
 160 Governmental Center
 Pensacola, FL 32502
 Phone (850) 595-8142 (SC 695-8142)
 Fax (850) 595-8511 (SC 695-8511)

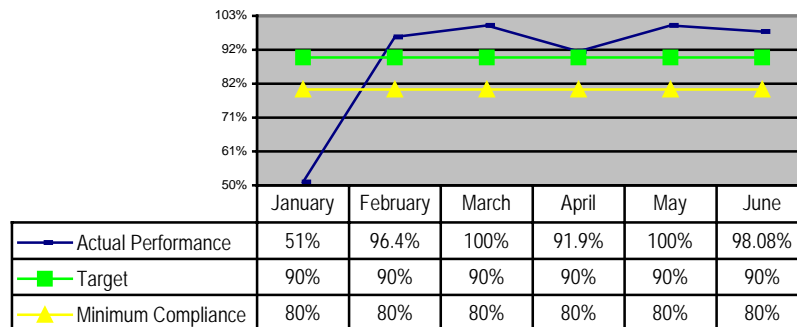
District Demographics (as of 6/30/06):

Child Care Settings

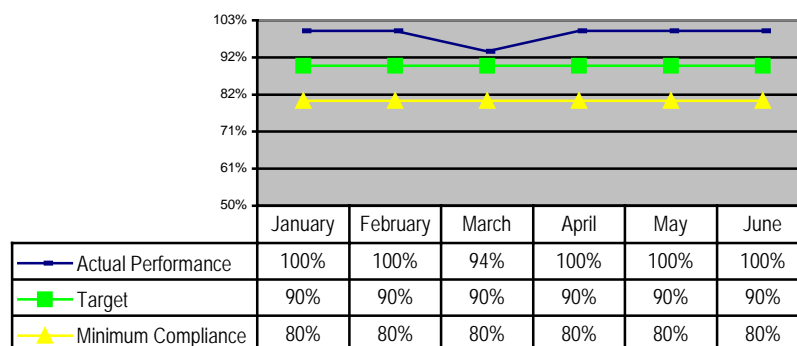
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	226	19,387
Licensed Family Day Care Homes	84	840
Licensed Large Family Child Care Homes	15	171
Registered Family Day Care Homes	307	3,070
Religious Exempt Programs	27	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 2

Counties: Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, and Washington

Contact Information: Joe Alexander – Licensing Supervisor
 2639 N. Monroe St., Ste100-A
 Tallahassee, Florida 32399
 Phone (850) 922-6454 (SC 292-6454)
 Fax (850) 922-6403 (SC 292-6403)

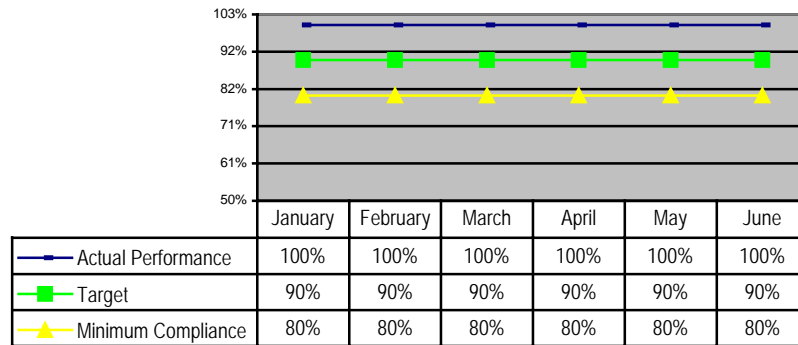
District Demographics (as of 6/30/06):

Child Care Settings

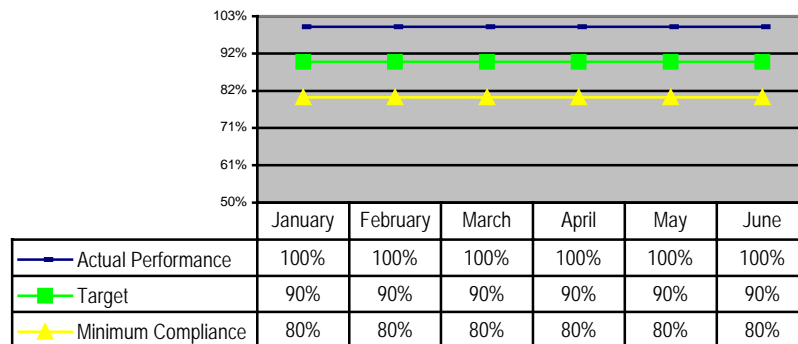
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	277	21,315
Licensed Family Day Care Homes	44	440
Licensed Large Family Child Care Homes	8	96
Registered Family Day Care Homes	222	2,220
Religious Exempt Programs	22	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 3

Counties: Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, and Union

Contact Information: Sandy Looney – Licensing Supervisor
 1389 W. US Highway 90, Suite 110
 Lake City, Florida 32055
 Phone (386) 758-1510 (SC 885-1510)
 Fax (386) 758-1514 (SC 885-1514)

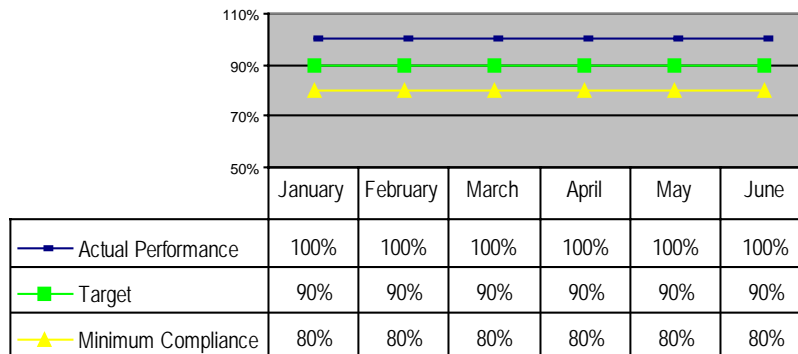
District Demographics (as of 6/30/06):

Child Care Settings

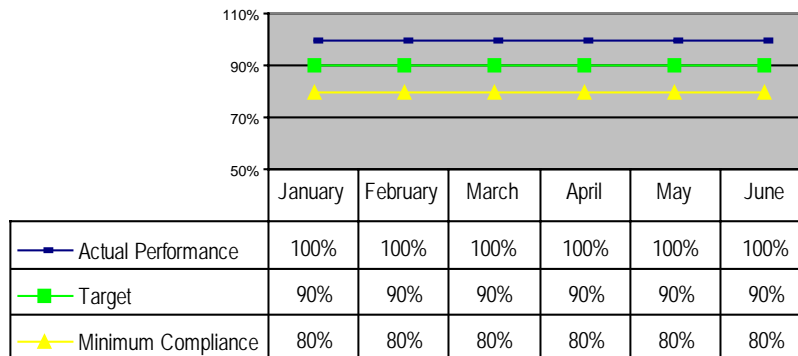
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	117	8,642
Licensed Family Day Care Homes	60	600
Licensed Large Family Child Care Homes	3	36
Registered Family Day Care Homes	107	1,070
Religious Exempt Programs	16	101

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 4

Counties: Baker, Clay, Duval, Nassau, and St. Johns

Contact Information: Teresa Lussier – Licensing Supervisor
 Pam Buckham – Licensing Supervisor
 5920 Arlington Expressway
 Jacksonville, Florida 32231
 Phone (904) 723-2064 (SC 841-2064)
 Fax (904) 723-5315 (SC 841-5315)

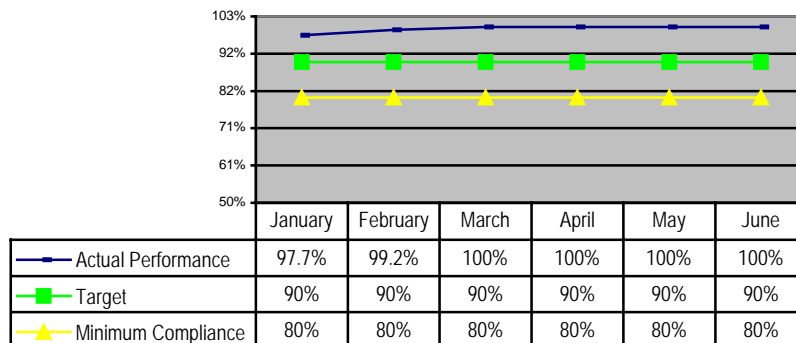
District Demographics (as of 6/30/06):

Child Care Settings

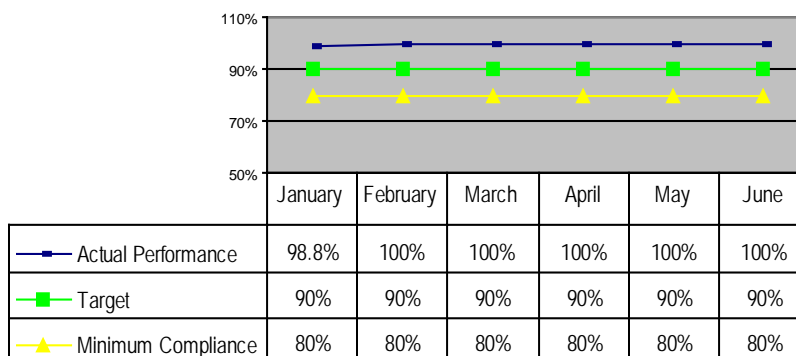
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	542	48,289
Licensed Family Day Care Homes	541	5,365
Licensed Large Family Child Care Homes	28	336
Registered Family Day Care Homes	2	15
Religious Exempt Programs	56	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 7

Counties: Orange, Osceola, and Seminole

Contact Information: Ivette Garcia – Licensing Specialist
 3165 McCrory Place, Suite 200
 Orlando, Florida 32803
 Phone (407) 228-6062 (SC 342-6062)
 Fax (407) 228-6032 (SC 342-6032)

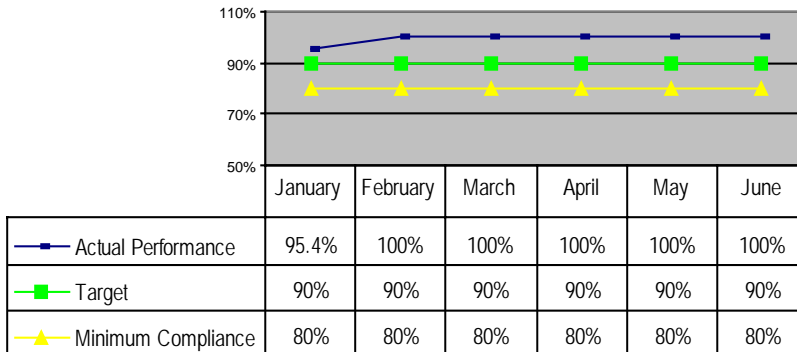
District Demographics (as of 6/30/06):

Child Care Settings

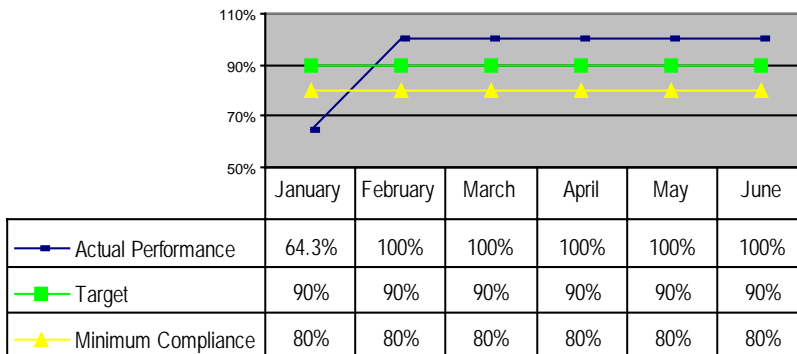
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	483	51,624
Licensed Family Day Care Homes	87	870
Licensed Large Family Child Care Homes	2	24
Registered Family Day Care Homes	739	7,401
Religious Exempt Programs	57	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 8

Counties: Charlotte, Collier, Glades, Hendry, and Lee

Contact Information: Alice Parrish – Licensing Supervisor
 P.O. Box 60085
 2295 Victoria Avenue
 Ft. Myers, Florida 33906
 Phone (239) 338-1341 (SC 722-1341)
 Fax (239) 338-1287 (SC 722-1287)

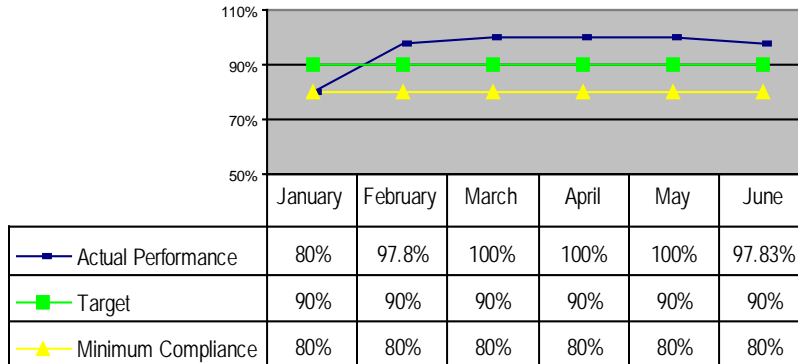
District Demographics (as of 6/30/06):

Child Care Settings

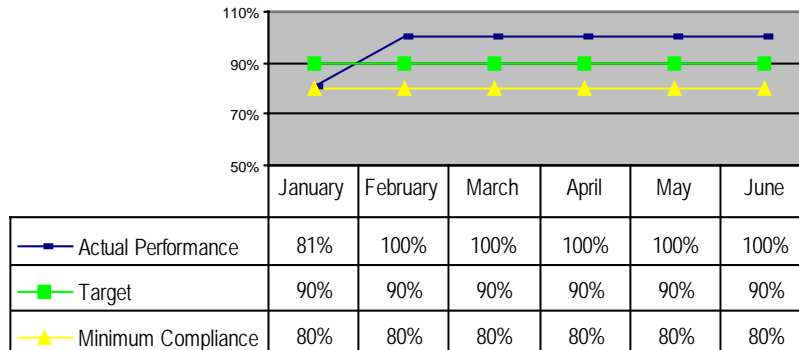
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	295	27,779
Licensed Family Day Care Homes	129	1,290
Licensed Large Family Child Care Homes	17	204
Registered Family Day Care Homes	238	2,370
Religious Exempt Programs	38	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 11

Counties: Dade (11A) and Monroe (11B)

Contact Information (11A): Suzette Frazier – Licensing Specialist
 401 NW 2nd Avenue – Suite N.221
 Miami, Florida 33128
 Phone (305) 377-5509 (SC 452-5509)
 Fax (305) 377-7230 (SC 452-7230)

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	1,166	139,138
Licensed Family Day Care Homes	254	2,031
Licensed Large Family Child Care Homes	118	1,413
Registered Family Day Care Homes	0	0
Religious Exempt	9	n/a

Contact Information (11B): Lisa Barry-Toth – Licensing Counselor
 1111 12th Street, Suite 310
 Key West, FL 33040
 Phone (305) 293-1689 (SC 464-1689)
 Fax (305) 292-6809 (SC 464-6809)

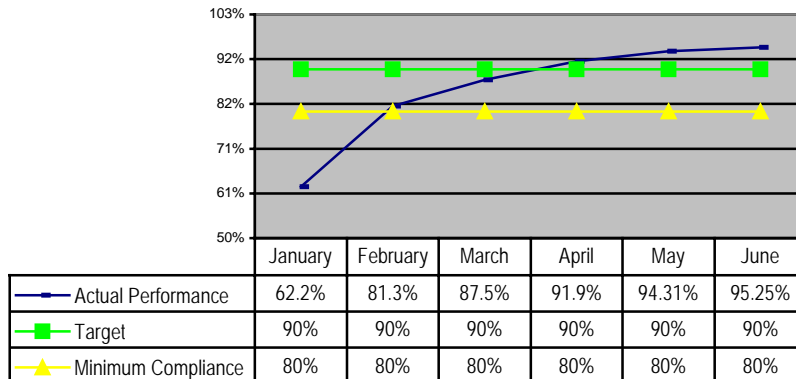
District Demographics (as of 6/30/06):

Child Care Settings

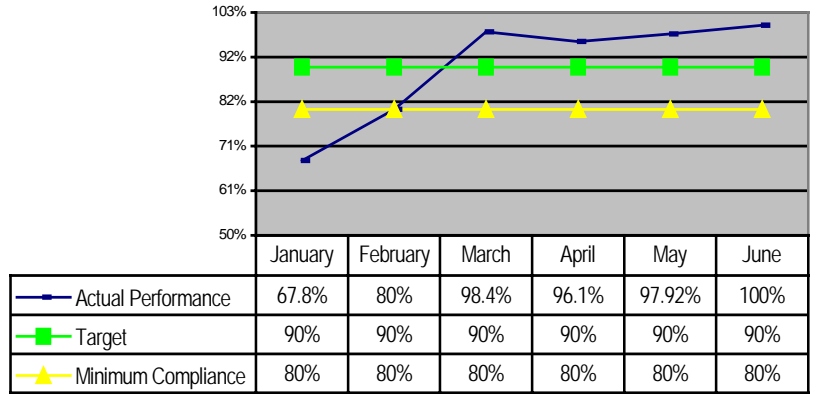
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	24	1,615
Licensed Family Day Care Homes	1	10
Licensed Large Family Child Care Homes	0	0
Registered Family Day Care Homes	44	435
Religious Exempt	3	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 12

Counties: Flagler and Volusia

Contact Information: Freneau ("Skeeter") Surguine – Licensing Supervisor
 210 North Palmetto Avenue Suite 451 J
 Daytona Beach, Florida 32114
 Phone (386) 947-4052 (SC 380-4052)
 Fax (386) 238-3187 (SC 380-3187)

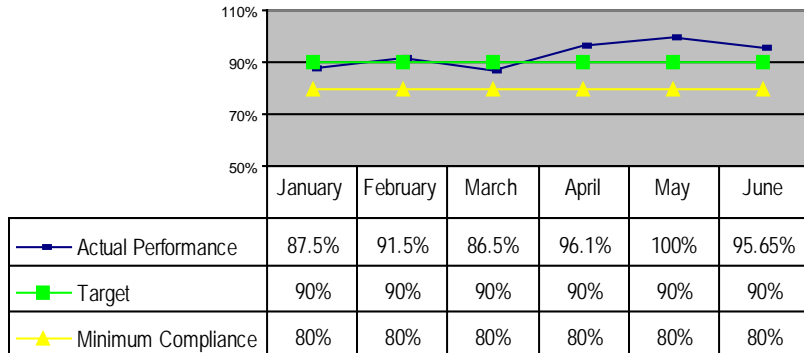
District Demographics (as of 6/30/06):

Child Care Settings

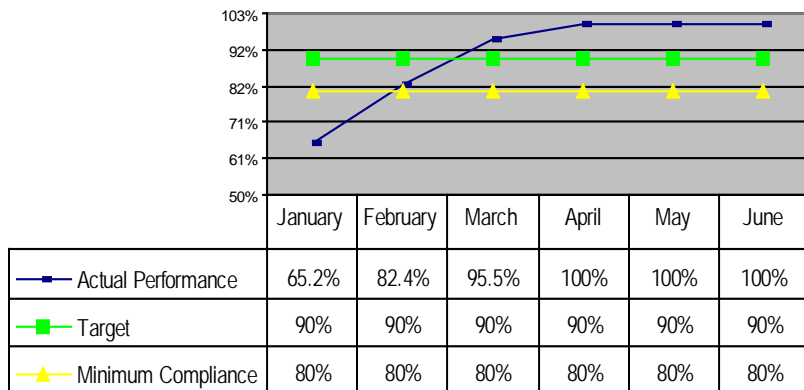
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	186	14,808
Licensed Family Day Care Homes	128	1,275
Licensed Large Family Child Care Homes	13	156
Registered Family Day Care Homes	93	920
Religious Exempt Programs	29	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 13

Counties: Citrus, Hernando, Lake, Marion, and Sumter

Contact Information: Diana McKenzie – Licensing Supervisor
 1601 W. Gulf Atlantic Highway, Box #80 C
 Wildwood, Florida 34785
 Phone (352) 330-2162, Ext. 4061 or toll-free (877) 464-2212
 Fax (352) 330-2760 (SC 895-2760)

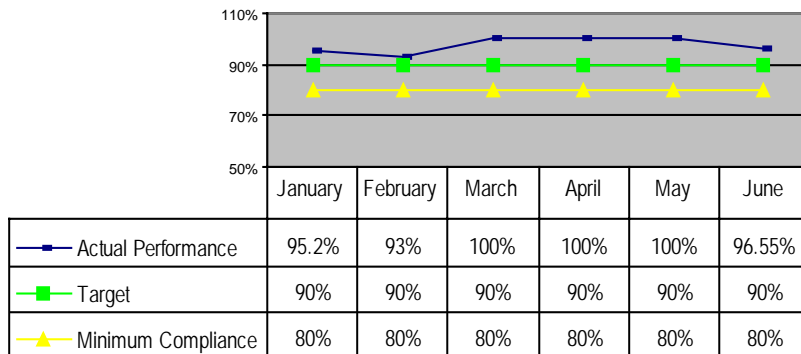
District Demographics (as of 6/30/06):

Child Care Settings

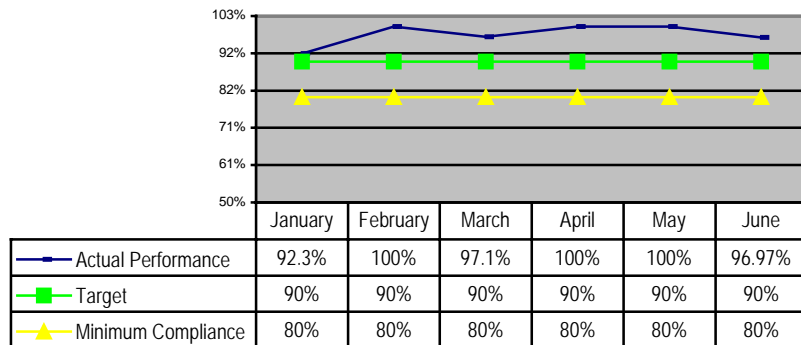
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	220	19,889
Licensed Family Day Care Homes	158	1,580
Licensed Large Family Child Care Homes	21	252
Registered Family Day Care Homes	125	1,250
Religious Exempt Programs	62	4,714

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 14

Counties: Hardee, Highlands, and Polk

Contact Information: Sheila Nobles – Licensing Supervisor
 4720 Old Highway 37
 Lakeland, Florida 33813-2030
 Phone (863) 619-4100 (SC 561-4100)
 Fax (863) 648-3349 (SC ?-3349)

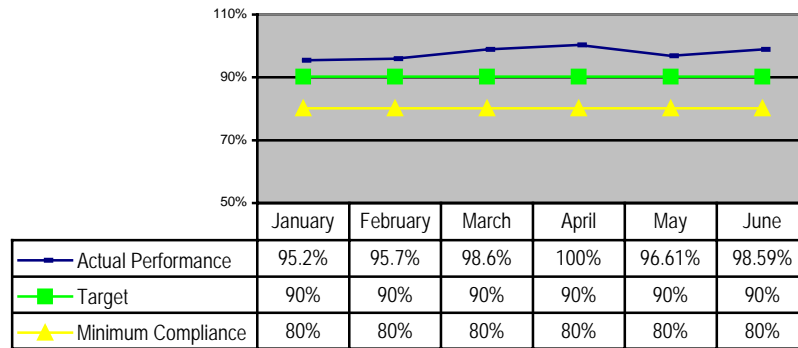
District Demographics (as of 6/30/06):

Child Care Settings

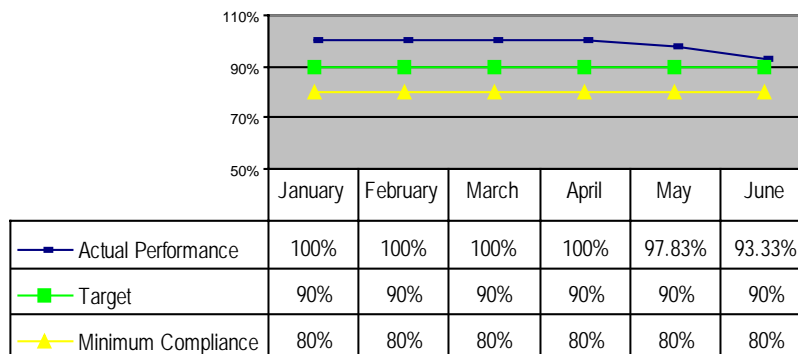
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	262	19,161
Licensed Family Day Care Homes	244	2,352
Licensed Large Family Child Care Homes	11	130
Registered Family Day Care Homes	21	202
Religious Exempt Programs	57	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 15

Counties: Indian River, Martin, Okeechobee, and St. Lucie

Contact Information: Tom Peer – Licensing Supervisor
 337 North US Highway 1, Suite A
 Fort Pierce, FL 34950
 Phone (772) 467-3177 (SC 240-3177)
 Fax (772) 467-3757 (SC 240-3757)

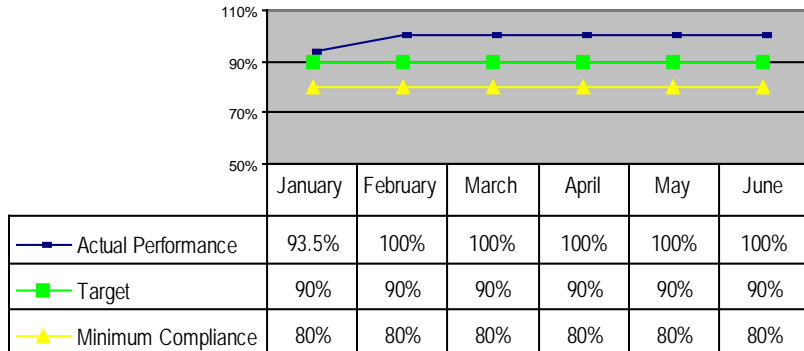
District Demographics (as of 6/30/06):

Child Care Settings

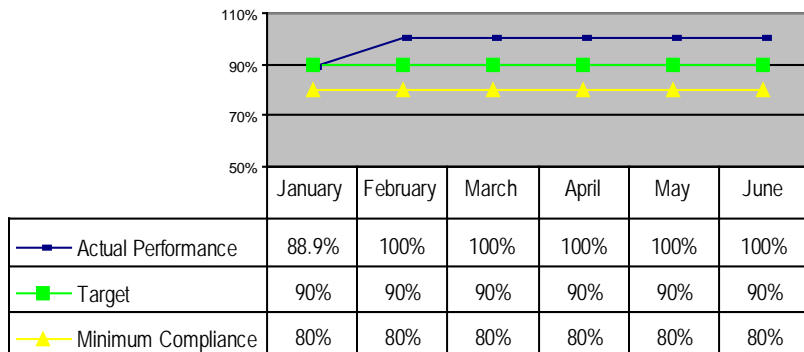
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	163	15,098
Licensed Family Day Care Homes	56	548
Licensed Large Family Child Care Homes	2	24
Registered Family Day Care Homes	94	940
Religious Exempt Programs	21	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



District 23 (SunCoast Region)

Counties: Desoto, Manatee, Pasco

Contact Info: Joyce West – Licensing Specialist
 9393 N. Florida Avenue–Ste. 100
 Tampa, Florida 33612
 Phone (813) 558-5650 (SC 514-5650)
 Fax (813) 558-1072 (SC 514-2909)

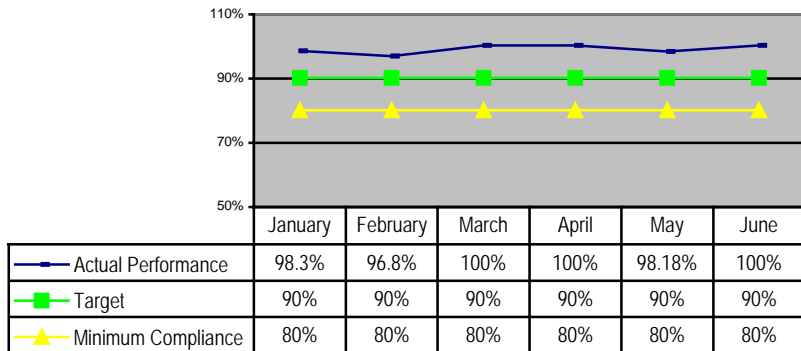
District Demographics (as of 6/30/06):

Child Care Settings

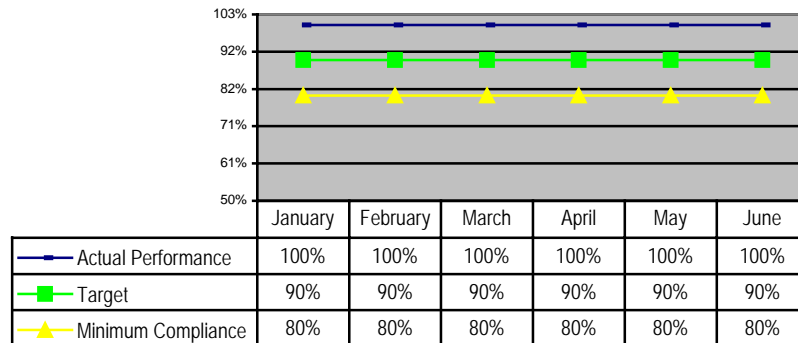
	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	232	21,057
Licensed Family Day Care Homes	129	1,290
Licensed Large Family Child Care Homes	3	36
Registered Family Day Care Homes	164	1,632
Religious Exempt Programs	24	n/a

District Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



Percent of Licensed Homes Inspected In Accordance With Program Standards



Local Licensing Profiles

Under the authority granted by s. 402.306, Florida Statutes, seven of Florida's sixty-seven counties have elected to designate a local licensing agency to regulate the licensing of child care arrangements in their area. These counties are: Alachua, Brevard, Broward, Hillsborough, Palm Beach, Pinellas, and Sarasota. The department's authority relating to these local licensing agencies is limited to ensuring that their licensing standards meet or exceed those established by state law and the Florida Administrative Code.

Some local licensing authorities have chosen to exceed state licensing standards in certain areas. For example, Broward, Hillsborough, Palm Beach, and Pinellas counties require some provider types that are not required to be licensed under state law, to be licensed or to substantially comply with licensure standards.

For complete information regarding local licensing standards, provider demographics, and statistical information, please use the following contact information.

Alachua County

Licensing Agency: Alachua County Health Unit

Contact Info: Andee Bowman
224 SE 24th Street
P.O. Box 1327
Gainesville, Florida 32602-1327
Phone (352) 334-7938 (SC 605-7938)
Fax (352) 334-7935 (SC 605-7938)

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	87	7,395
Licensed Family Day Care Homes	82	820
Licensed Large Family Child Care Homes	11	132
Registered Family Day Care Homes*	0	0
Religious Exempt Programs	14	n/a

* Alachua County requires that all family day care homes be licensed.

Brevard County

Licensing Agency: Brevard County Consumer Health Services

Contact Info: John R. Pierce
2725 Judge Fran Jamieson Way
Building A, Rm. 116
Viera, Florida 32940
Tel (321) 633-2100
Fax (321) 633-2163

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	191	16,854
Licensed Family Day Care Homes	98	750
Licensed Large Family Child Care Homes	7	84
Registered Family Day Care Homes*	0	0
Religious Exempt Programs*	0	n/a

Broward County

Licensing Agency: Broward County Child Care Licensing and Enforcement

Contact Info: Shawn Lamarche
2995 N. Dixie Highway
Ft. Lauderdale, Florida 33334
Phone (954) 537-2800, ext. 12806
Fax (954) 537-2922

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	572	84,043
Licensed Family Day Care Homes	205	2,050
Licensed Large Family Child Care Homes	11	132
Registered Family Day Care Homes*	0	0
Religious Exempt Programs	85	n/a

* Broward County requires that family day care homes providers be licensed and faith-based programs substantially comply.

Hillsborough County

Licensing Agency: Hillsborough County Child Care Licensing Program

Contact Info: Linda Stoller
8900 N. Armenia Avenue
Tampa, Florida 32231-0083
Phone (813) 272-6487
Fax (813) 903-3422

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	495	48,578
Licensed Family Day Care Homes	677	6,770
Licensed Large Family Child Care Homes	7	84
Registered Family Day Care Homes*	0	0
Religious Exempt Programs	42	n/a

* Hillsborough County requires that family day care home providers be licensed and faith-based programs substantially comply.

Palm Beach County

Licensing Agency: Palm Beach County Public Health Unit
Child Care Licensure Program

Contact Info: Dianne Strock
901 Evernia Street/P.O. Box 29
West Palm Beach, Florida 33402
Phone (561) 355-3023, ext. 1163 (SC 273-3023)
Fax (561) 355-3164

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	412	40,464
Licensed Family Day Care Homes	331	1,655
Licensed Large Family Child Care Homes	0	0
Registered Family Day Care Homes*	0	0
Religious Exempt Programs*	0	n/a

* Palm Beach County requires that family day care home providers be licensed and faith-based programs substantially comply.

Pinellas County

Licensing Agency: Pinellas County License Board

Contact Info: Linda Tamanini
6698 68th Avenue North, Suite C
Pinellas Park, Florida 33781
Phone (727) 547-5800
Fax (727) 547-5897

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity</u>
Licensed Child Care Facilities	414	39,224
Licensed Family Day Care Homes	687	3,431
Licensed Large Family Child Care Homes	31	370
Registered Family Day Care Homes*	0	0
Religious Exempt Programs*	0	n/a

* Pinellas County requires that family day care homes providers be licensed and faith-based providers substantially comply.

Sarasota County

Licensing Agency: Sarasota Environmental Health

Contact Info: Virginia Bess
1301 Cattlemen Road, Bldg. A
Sarasota, Florida 34232
Phone (941) 861-6650 (SC 549-6650)
Fax (941) 861-6152 (SC 549-6152)

District Demographics (as of 6/30/06):

Child Care Settings

	<u>Number</u>	<u>Capacity**</u>
Licensed Child Care Facilities	121	
Licensed Family Day Care Homes	121	
Licensed Large Family Child Care Homes	9	
Registered Family Day Care Homes*	0	
Religious Exempt Programs*	0	n/a

* Sarasota County requires that family day care homes providers be licensed.

** 5700 average total capacity.



This document produced by:

Child Care Program Office
Florida Department of Children and Families
1317 Winewood Boulevard
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Tallahassee, Florida 32399-0700
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