

# Child Care Program

Progress Report  
Fiscal Years 2008-09 through 2009-10



---

**Charlie Crist**  
*Governor*

---

**George H. Sheldon**  
*Secretary*

***This page intentionally left blank.***



**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 promote the social, emotional, and intellectual development of children while in care.

Child Care Program Office  
Deborah Russo, Director  
1317 Winewood Boulevard  
Building 6, Room 389A  
Tallahassee, Florida 32399-0700

---

# Child Care Program: Progress Report

## Fiscal Years 2008-09 through 2009-10

### Table of Contents

Message from the Secretary .....	1
Message from the Director .....	2
2008 – 2009 Accomplishments .....	3
2009 – 2010 Accomplishments .....	4
GENERAL APPROPRIATIONS ACT MEASURES .....	6
INTERNAL PERFORMANCE MEASURES .....	9
Licensing and Facility/Homes Inspection Data .....	10
NUMBER OF CHILD CARE SETTINGS .....	10
INSPECTION DATA .....	11
Child Care Facilities .....	11
Licensed Home Inspections .....	12
Family Day Care Home Evaluation Data .....	13
Child Care Training .....	14
CHILD CARE TRAINING INFORMATION CENTER (CCTIC) .....	14
DIRECTOR CREDENTIAL .....	14
STAFF CREDENTIALS .....	15
ONLINE TRAINING .....	16
COMPETENCY EXAMS .....	17
Quality Initiatives .....	18
GOLD SEAL QUALITY CARE PROGRAM .....	18
FLORIDA CHILD CARE PROFESSIONAL CREDENTIAL (FCCPC) TRAINING PROGRAMS .....	19
CONTINUING EDUCATION UNITS .....	19
INFORMATIONAL PACKETS FOR CHILD CARE PROGRAMS .....	20
Child Care Program Budget .....	22
Child Care Client Satisfaction Survey .....	24

2010-2011 Initiatives .....	34
PROGRAM PERFORMANCE AND ACCOUNTABILITY.....	34
PROGRAM EFFICIENCY .....	34
PROFESSIONAL DEVELOPMENT INITIATIVES .....	34
TRAINING INITIATIVES .....	34
As Child Care Looks to the Future.....	35
Region/Circuit Reports.....	36
NORTHWEST REGION (CIRCUITS 1, 2, AND 14) .....	36
NORTHEAST REGION (CIRCUITS 3, 4, 7, AND 8).....	39
CENTRAL REGION (CIRCUITS 5, 9, 10, 18, AND 19).....	42
SUNCOAST REGION (CIRCUITS 6, 12, AND 20).....	46
SOUTHERN REGION.....	49
CIRCUITS 11 AND 16.....	49
Local Licensing Agency Reports .....	51

## Message from the Secretary



It is my pleasure to provide you with the Child Care Program Office 2008-2010 Progress Report from the Florida Department of Children and Families (DCF). Our Child Care Program Office serves a critical role in protecting Florida children in child care. We know parents rely on and expect us to promote healthy, safe and nurturing environments for their children. Effective regulation of child care providers is an essential service for working parents particularly during these lean economic times.

Our strong commitment to meeting these expectations is exhibited every day throughout the state by our child care licensing staff. It is through the efforts of our hard-working professionals, the strong leadership of the Child Care Program Office, and our community partners that we will continue to create and improve quality child care environments through our regulatory services.

Working together we can make a difference in the lives of our young children, and we are committed to doing just that. Please enjoy our latest progress report and contact DCF Child Care Program Office with any questions at (850) 488-4900. Copies of the report may be downloaded from the Department's website at:  
[www.dcf.state.fl.us/childcare/pubs.shtml](http://www.dcf.state.fl.us/childcare/pubs.shtml)

Sincerely,

A handwritten signature in black ink that reads "George H. Sheldon". The signature is written in a cursive, flowing style.

George H. Sheldon  
Secretary

## Message from the Director

Dear Colleagues:

As in the previous reporting period, our goal during the last two years has been to make the most effective, efficient use of our limited resources while maintaining the highest quality of child care regulation services. This has required that we continually evaluate our priorities, streamline processes, and reduce waste where possible--a challenge indeed in a program that seems to have little to no waste, and no task that *isn't* a priority.

I am pleased to be able to report, however, that the challenge of diminishing resources has led to some innovative solutions and that the performance of the child care program has remained steadily above target and in some measures has even improved. During the past two years we:

Examined and evaluated all of our outside contracts to determine if there were efficiencies that were not being fully realized. This exercise led to the renegotiation of 14 Training Coordinating Agency contracts, which resulted in an annual cost savings over the next five years for our program.

Released information system enhancements that have already proven to contribute to the quality and productivity of our regulatory staff.

Collaborated with our Agency for Workforce Innovation Office of Early Learning and Early Learning Coalition partners to release additional system enhancements to improve the data collection capabilities relating to Early Learning Providers.

Maintained our priority of providing new online training opportunities for child care providers--a cost-effective, accessible means of enhancing the quality of child care services provided to Florida's families.

The performances of the Child Care Program Office and the Regional Child Care Licensing Units have been awarded a Davis Productivity Award 18 times during the 22 years since the inception of the award program. We are proud of this consistent level of achievement and look forward to continuing to grow and progress as we look to the future of child care in Florida.

Sincerely,



Deborah Russo, Director  
Child Care Program Office

## 2008 – 2009 Accomplishments

- Completed 6 monitoring visits for lowest performing districts and 3 lowest performing local licensing agencies providing additional technical assistance to improve performance in these areas through on site visits, corrective action plans and technical assistance.
- Conducted supervisor meeting to provide additional training for supervisors on how to use system reports for planning and performance improvement purposes.
- Transitioned the staff credentialing responsibilities to a third party vendor to consolidate contracts and create cost savings as part of the call center contract. Ensured transition was smooth through the creation of a manual and “how-to” guide.
- Released the online version of the Special Needs Appropriate Practices course making it available 24/7 for child care personnel to complete whether as part of their professional development or in-service requirements.
- Released Voluntary Prekindergarten (VPK) system modules to track statistical data for each of these programs as a collaborative statewide effort. The VPK module is utilized by the Early Learning Coalitions for entering program data on those VPK programs not regulated by DCF.
- Enhanced child care training transcript to quickly identify whether or not an individual meets the minimum licensing requirements by adding readily visible information with yes/no in green or red to identify if they have completed the 30 hour/40 hour/family day care home training. This is a tremendous support to the licensing staff as well as the individual student.
- Refined initial and renewal credential applications for staff and director credentials into one application to create less confusion and paperwork for the applicant. This is phase 1 of working toward on-line submission.
- Designed and developed Part 1 of the School Age curriculum in concert with the Florida Afterschool Alliance standards. This course is online and 8-hours in length and will be complemented with Part 2, which will include a hands-on assessment guide.
- Created an updated video to be used with child care licensing staff during pre-service training to emphasize and highlight what to look for during an inspection. This video used real counselors at a facility and highlighted both the good aspects and areas of concern identified during an inspection. It is used as a tool throughout the pre-service class and has been well received by the counselors.
- Worked in collaboration with the Council on Licensure, Enforcement and Regulation (CLEAR) to train 65 child care licensing staff to become National Certified Investigators. This training included a competency exam as part of the training.
- Updated pre-service training curricula and Desk Reference to ensure consistency and uniformity with policy and training. Restructured the three week training for better flow of information based on input from participants.



## 2009 – 2010 Accomplishments

- Successfully developed and conducted Self Study process and technical assistance protocols/forms for Florida Child Care Professional Credential Training Program Providers.
- Codified protocols and procedures for reviewing new and renewing accrediting associations applying for Gold Seal Quality Care.
- Implemented improved customer service protocol at child care competency examination sessions, including standard signage and electronic access to payment information.
- Implemented a Child Care Training Information Center within the Department.
- Implemented protocols to capture child care training information for child care staff not currently captured in the Child Care Training database.
- Purchased and disseminated 81 Notebooks and 53 printers for the Training Coordinating Agencies (TCA) to facilitate exam sessions and streamline the processes.
- Renegotiated TCA contracts for a savings of approximately \$145,000 annually over the next 5 years that was and will be reinvested in the child care programs.
- Completed IV and V security risk assessment with North Highlands which resulted in a success rating of over 90%.
- Revised 65C-22 to improve the fire and emergency preparedness requirements as a result of the death of a child in July 2009. Promulgated January 2010.
- Released Fire Safety and Emergency Preparedness training for child care providers to learn the value of practice, tips for successful preparation, and helpful tools.
- Created and released video on things to know when opening a child care facility. This video along with other pertinent information is available on our child care web page.
- Trained 61 staff through the National Certified Investigator Training (NCIT).
- Held annual Religious Exemption meeting in January 2010 to keep accrediting organizations and interested parties current on new rules and laws as well as what's coming up in the legislature.
- Revised the curriculum for 5 DCF training courses (Child Care Facility Rules and Regulations, Family Day Care Home Rules and Regulations, Health Safety and Nutrition, Child Abuse and Neglect, and Child Development.)
- Developed and distributed a flyer for Protective Investigators to assist in recognizing illegal child care arrangements.
- Created the ability for child care licenses to be printed from the SansWrite system rather than printed manually.

- Designed and developed Part 2 of the School Age curriculum in concert with the Florida Afterschool Alliance standards. This course is online and 8-hours in length and will complement Part 1 previously developed. With this course, school-age personnel now have access to 40 hours of school-age relevant training to complete their introductory training requirement.
- Received Davis Productivity Certificate of Commendation for the Child Care Resource Information Network Team.
- Conducted successful statewide meeting for licensing staff - providing a refresher on customer service, playground safety, and team building.
- Assisted Circuit 7 with inspections because of personnel changes and poor performance. Policy unit, internal unit and Program Analysts participated with this critical activity to ensure child safety. This included Location Solution in conjunction with the Department's Information Technology Services staff.
- Created an internal user Data Integrity Workgroup with our system developer (Outlier.) This group meets weekly to provide input, solutions and quality controls for any system enhancements.
- Initiated open and recurring communications with the Florida Association for the Education of Young Children (FLAEYC) and other community partners in an effort to stimulate a better understanding between Department of Children and Families (DCF) Child Care licensing and the providers we regulate and serve.
- Held two Pre-Service Training Sessions for new child care licensing staff on September 2009 through October 2009 and April 2010 through June 2010.
- Distributed critical and timely information three times during the year to over 8000 child care providers in March, July, and October, in addition to e-mail distribution of information. One distribution included critical influenza information for statutory compliance, which will continue to be available annually.
- Developed a Capacity Calculator for licensing counselors to assist in measuring programs for accurate capacity.
- Added release notes to the Administrative side of the Child Care Training System to keep staff fully apprised of changes, enhancements and updates.
- Released phase 1 of the New Child Care training platform. Including the "Tabbed Credential" pages and migrating training reports from the existing platform to the new one. This was a major effort to streamline the credentialing processes and protocols for more timely review and approval/notification.
- Deployed the Progressive Enforcement Matrix to capture, report, and accommodate all progressive enforcement actions to ensure accurate tracking and successful administrative actions.

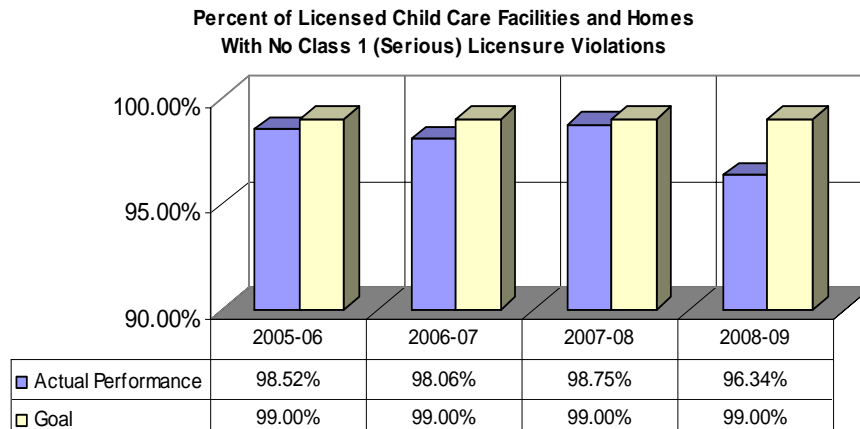
## General Appropriations Act Measures

During the 2008-09 and 2009-10 fiscal years, the Child Care Program exceeded the General Appropriations Act (GAA) target relating to child care training, but fell slightly short of the GAA target relating to the number of facilities and homes licensed. The GAA goal was met related to the number of Class 1 (serious) license violations (FY 2008-09). This measurement was removed from the program's performance measure in FY 2009-10 and was replaced with the percentage of facilities and licensed homes inspected in accordance with program standards.

### Performance Measures and Standards Approved by the Legislature for Fiscal Years 2008-09 and 2009-10

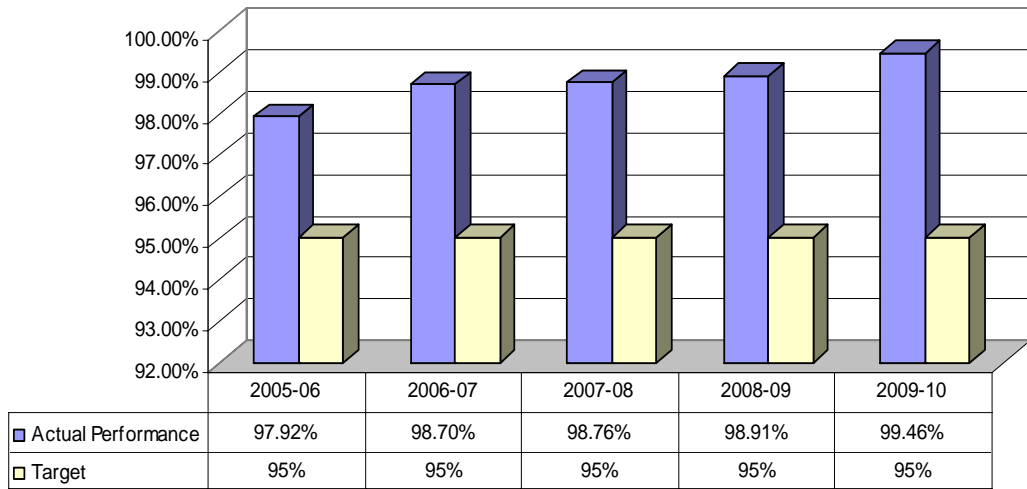
Performance Measure	FY 2008-09		FY 2009-10	
	Approved Standard	Actual Performance	Approved Standard	Actual Performance
Percent of licensed child care facilities and homes with no Class 1 (serious) violations during their licensure year	99%	96.34%	N/A	N/A
Percent of Licensed Facilities Inspected in Accordance With Program Standards	95%	98.91%	95%	99.46%
Percent of Licensed Homes Inspected in Accordance With Program Standards	90%	98.14%	95%	99.66%
Number of facilities and homes licensed	6,868	6,182	6,868	6,445
Number of instructor hours provided to child care provider staff	63,019	71,008	63,019	71,279

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.

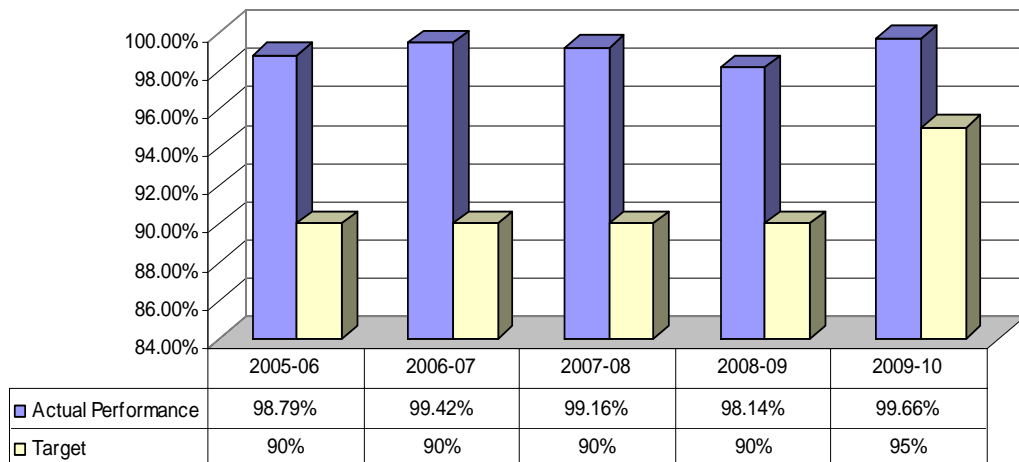


The timely inspection of licensed child care providers (facilities, family day care homes, and large family child care homes) is essential to ensuring that children are not harmed while in out-of-home care. The following charts show the historical compliance. The first chart covers facilities and the second the family day care homes.

**Percent of Licensed Facilities Inspected in Accordance With Program Standards**

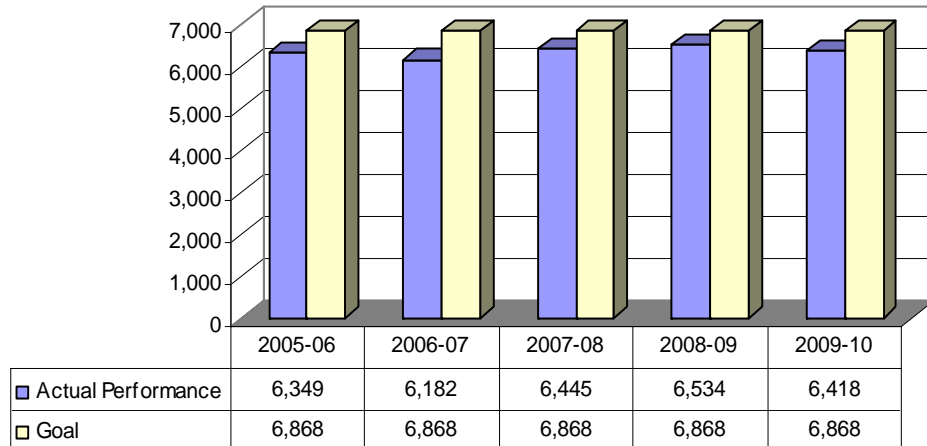


**Percent of Licensed Homes Inspected in Accordance With Program Standards**



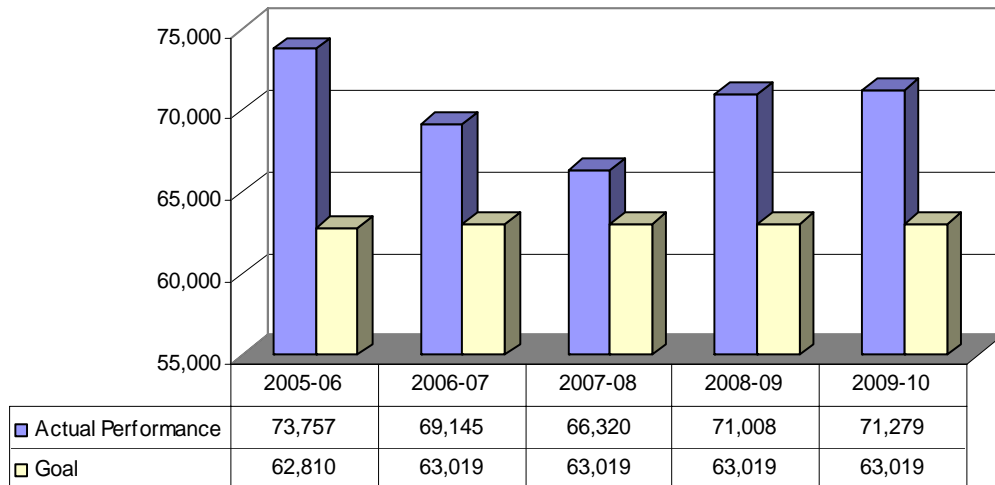
The following GAA performance measure is number of facilities and homes licensed. This measure is actually an output measure, rather than a true performance measure and is driven by market demands.

**Number of Facilities and Homes Licensed**



The following GAA performance measure is the number of training hours provided to child care provider staff. Training is a critical measure to ensure well trained and qualified child care personnel.

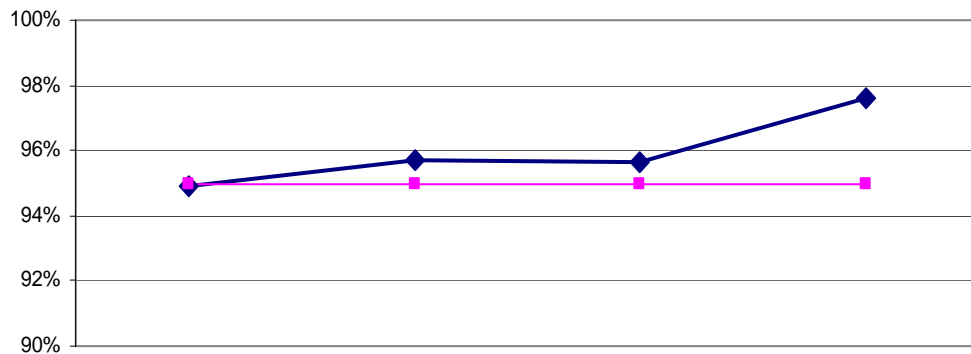
**Number of Instructor Hours Provided to Child Care Provider Staff**



## Internal Performance Measures

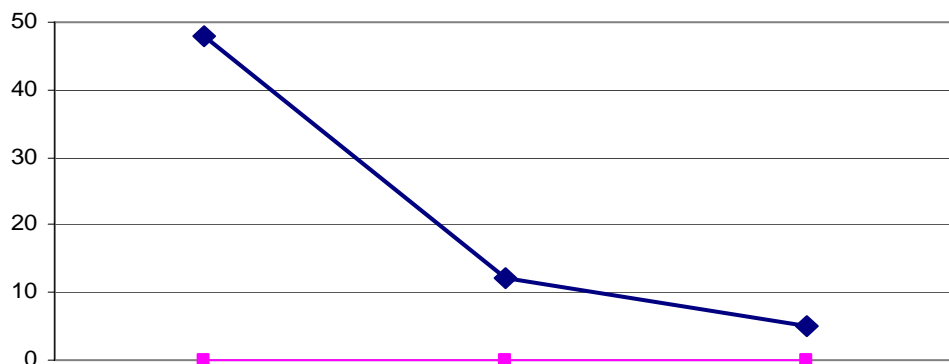
Internal performance measures and performance targets for each of the Department's geographic Regions are reviewed monthly to ensure compliance in accordance with program standards. These reviews include monitoring the timely inspection of licensed child care providers (facilities, family day care homes, and large family child care homes), and the number licenses that have expired.

### Percent of Inspections Archived Within 10 Days



	Jun-07	Jun-08	Jun-09	Jun-10
Actual Performance	94.92%	95.71%	95.62%	97.60%
Target	95%	95%	95%	95%

### Number of Licenses Not Renewed in Accordance with Program Standards



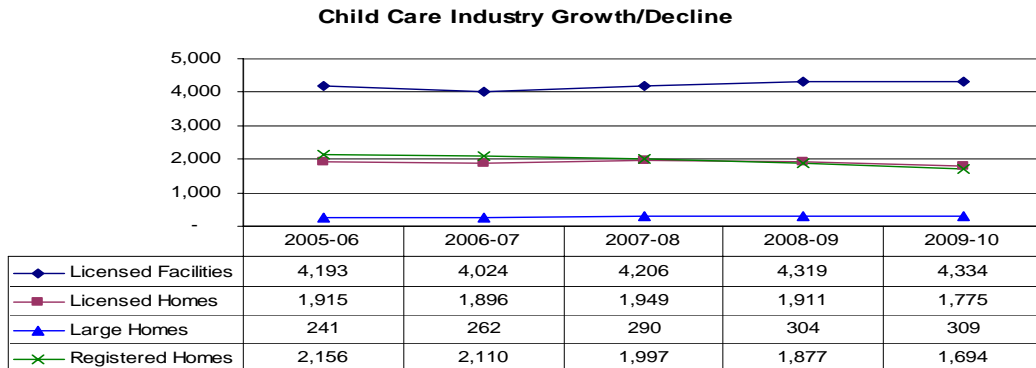
	Jun-08	Jun-09	Jun-10
Actual Performance	48	12	5
Target	0	0	0

## Licensing and Facility/Homes Inspection Data

### Number of Child Care Settings

At the end of fiscal year 2008-09, there were 4,319 licensed child care facilities, 2,215 licensed family homes (licensed family day care homes and large family child care homes), and 1,877 registered homes in the 61 counties where child care is regulated by the Department. For fiscal year, 2009-10, there were 4,334 licensed child care facilities, 2,084 licensed homes (licensed family day care homes and large family child care homes), and 1,694 registered homes in these same counties. The following chart represents the growth and decline in the number of different types of child care settings over the last five years.

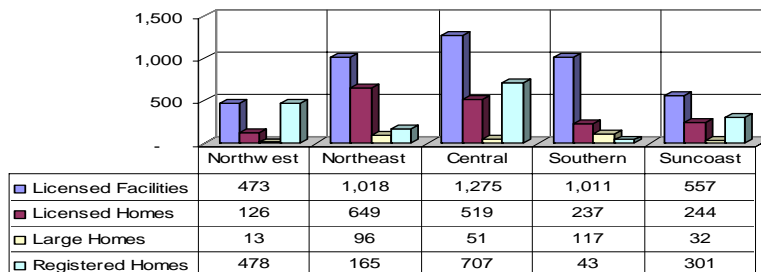
The downward trend in the variety of provider types in recent years can be attributed to recent economic events.



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

- Rural areas often have a higher percentage of family day care homes than urban areas.
- Regions typically have more registered homes than licensed homes (due to the increased level of regulation of licensed homes), except those regions that include counties that require the licensure of family day care homes. Southern Region (Miami-Dade) and Central Region (Polk) are examples of such regions.

**Number of Settings Statewide (by Region/Type of Provider)  
As of June 30, 2010**

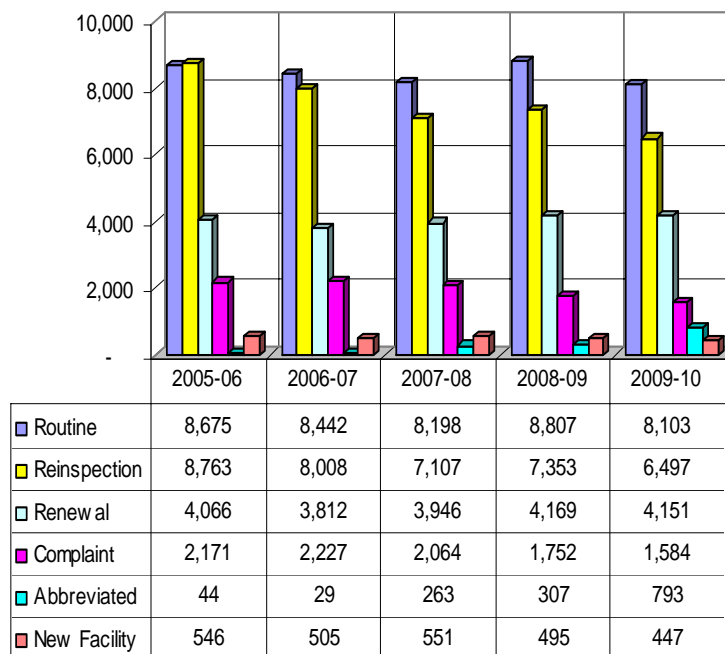


## Inspection Data

### Child Care Facilities

Child care inspections are conducted by licensing staff to ensure health and safety standards are in compliance with programs licensed and registered by the Department. Each child care facility is inspected a minimum of 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. A child care facility that has at least two consecutive years with no Class 1 or Class 2 violations is eligible for “abbreviated” inspections. 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. “Re-inspections” are conducted to ensure that items that were found out of compliance during a renewal, routine, abbreviated, or compliant inspection have been corrected.

**Number of Licensed Facility Inspections Conducted Statewide**



The total number of facility inspections decreased from 22,883 in FY 2008-09 to 21,575 in FY 2009-10 (5.7%). While there was a .3% increase in the number of facilities, the number of complaint inspections and re-inspections decreased by 11.2%. Additionally, the number of “abbreviated” inspections completed increased from 307 in FY 2008-09 to 793 in FY 2009-10. These are all positive signs that providers are showing a greater level of compliance over the course of the previous 2 years.

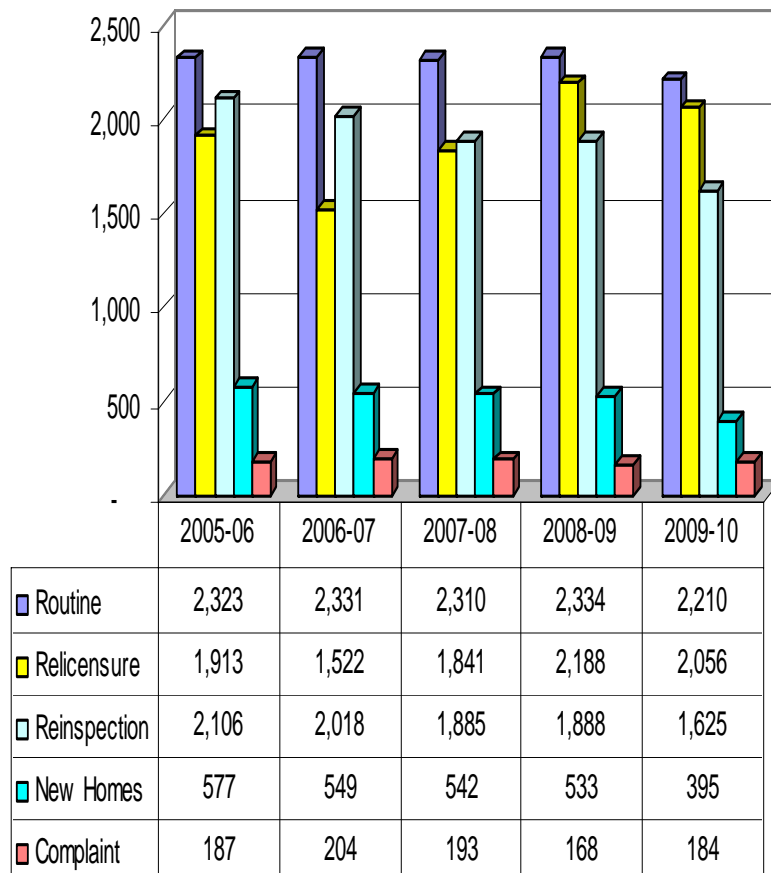


## Licensed Home Inspections

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 7,111 in FY 2008-09 to 6,470 in FY 2009-10 (641 inspections, or 9.0%). There was a .4% decrease in the number of licensed home-based care providers (licensed family day care homes and large homes) during the same period. Also, there was a decrease of 9.6% in the number of complaints received. Additionally, the number of complaint inspections decreased in FY 2008-09, but increased in FY 2009-10, by 16. The number of re-inspections increased in FY 2008-09, but decreased in FY 2009-10 by 263.

Trends are showing improved compliance.

**Number of Licensed Home Inspections Conducted Statewide**



## 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:

	NUMBER AND CAPACITY			
	FY 2008-09		FY 2009-10	
	Number of Homes	Capacity	Number of Homes	Capacity
Licensed Family Day Care Homes	1,911	18,391	1,775	17,016
Licensed Large Family Child Care Homes	304	3,543	309	3,619
Registered Family Day Care Homes	1,877	18,292	1,689	16,560

The number of licensed family day care homes decreased 7.1% during the reporting period. The number of licensed large homes increased 1.6% during the reporting period. The number of registered homes decreased 10.0% during the reporting period.

	COMPLAINT DATA					
	FY 2008-09			FY 2009-10		
	Received	Substantiated	%	Received	Substantiated	%
Licensed Family Day Care Homes	112	63	56%	120	73	61%
Licensed Large Family Child Care Homes	17	7	41%	29	16	55%
Registered Family Day Care Homes	37	20	54%	37	20	54%

The number of substantiated complaints increased 17.4% from FY 2008-09 to FY 2009-10. This increase is contributed to community partners, such as the Early Learning Coalitions and the USDA food program staff, visiting the family child care homes and reporting potential licensing violations. Parents also play an important role in reporting areas of concern.

Family Child Care Home Training Activities	FY 2008-09	FY 2009-10
Number of Rules Training Held	143	134
Number of Training Certificates Issued	2,186	1,985
Instructor Hours Provided to Provider Staff	858	804

The number of training hours decreased 6.3% during the reporting period.

## Child Care Training

### Child Care Training Information Center (CCTIC)

The Child Care Training Information Center (CCTIC) officially relocated to the Department in July 2009, as a result of required reductions in contract funding. The center is staffed with a team of specialists who are equipped to answer general questions about state-mandated child care training, course and competency exam registration, 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.

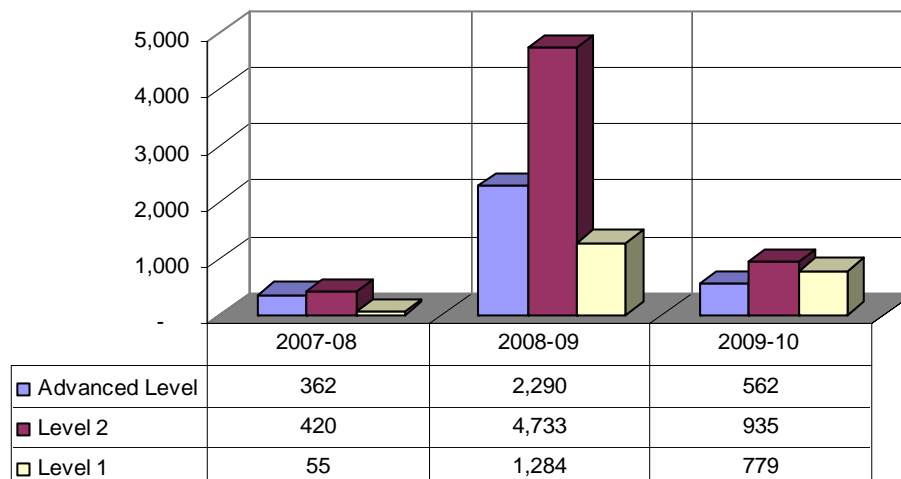
Child Care Training Information Center	
Inquires for:	FY 2009-10
Credentials	37,095
Gold Seal	1,426
Licensing	7,637
Training	116,171

### 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.

Beginning January 1, 2008, the first Director Credentials issued were eligible for renewal. Child care professionals are required to take additional training, as well as provide documentation of a professional contribution to the field of early childhood education. The Director Credential Renewal program is designed to encourage child care directors to share their knowledge and talents with other child care professionals.

**Number of Director Credential Renewals Issued**



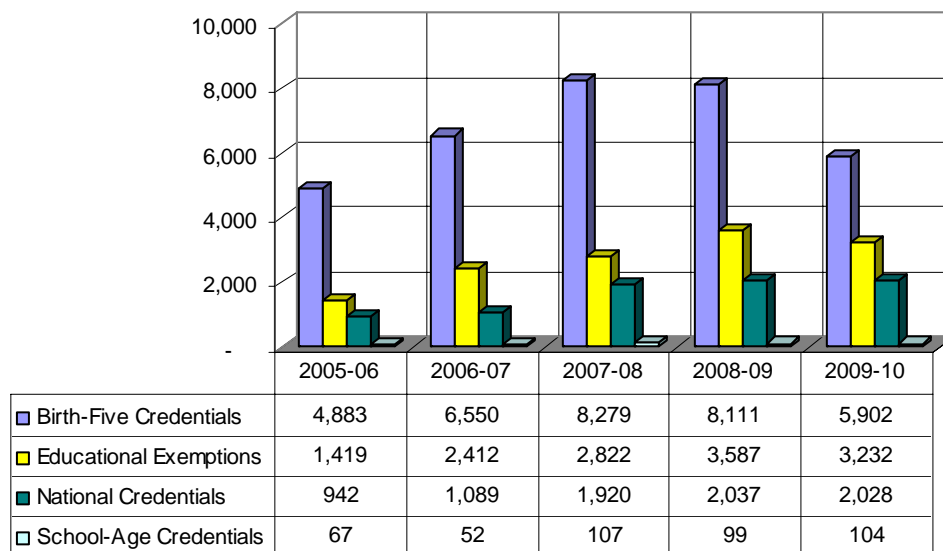
## Staff Credentials

Staff Credentials are issued to child care professionals who meet one of the following:

1. National Early Childhood Credentials, including the National Childhood Development Associate (CDA)
2. Birth Through Five Credentials, offered through approved training programs
3. School-Age Credentials, offered through approved training programs
4. Formal Education Qualifications, such as Early Childhood Education Associate degrees or higher, other similar degrees, or out-of-field degrees with early childhood education coursework and experience
5. Employment History Recognition, as of July 1, 2006, is no longer available

Staff Credentials are issued through the Child Care Credential Unit when child care professionals submit documentation of meeting one of the above credentials. The number of staff credentials verified continues to increase due to the emphasis on having credentialed staff for the purposes of licensing, VPK, accreditation and renewal activities.

**Number of Staff Credentials Issued**



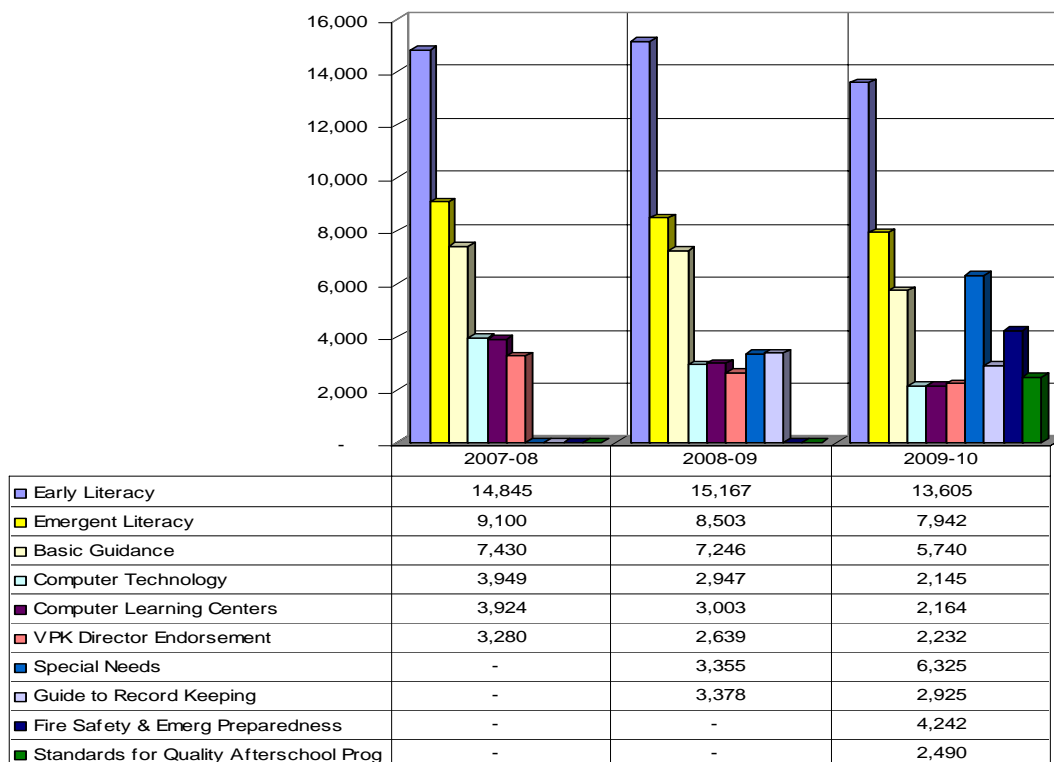
Beginning January 1, 2009, child care professionals who are counted in the staff credential ratio are required to have an *active* staff credential to meet the staff credential requirement. The National Credential, Birth through Five Credential, and School-Age Credentials all must be renewed to be active for licensing and VPK purposes. The other two credentials are considered active and do not require renewing. National Credentials are renewed by the original credential granting agency. The Birth through Five and School-Age Credential renewals require child care professionals to complete education and experience requirements. The Child Care Credential Unit is responsible for reviewing the documentation and issuing renewal credentials.

## Online Training

In July 2004, the Child Care Program released its first online training course: “Early Literacy for Children Birth to Three.” This course is one that satisfies the early literacy training requirement. Based on significant positive feedback from child care professionals, additional online course offerings have been made available, all of which can be taken to satisfy either basic training requirements or the annual in-service training requirement (10 hours annually). Current online course offerings are as follows:

- **Early Literacy for Children Birth to Three** (launched July 2004)
- **Basic Guidance and Discipline** (launched February 2005)
- **Computer Technology for Child Care Professionals** (launched May 2005)
- **DOE Emergent Literacy for VPK Instructors** (launched November 2005)
- **Computer Learning Centers in Early Childhood Environments** (launched May 2006)
- **DOE VPK Director Credential Endorsement** (launched February 2007)
- **Guide To Recordkeeping** (launched July 2008)
- **On-line Special Needs Appropriate Practices** (launched January 2009)
- **Fire Safety and Emergency Preparedness** (launched July 2009)
- **Standards for Quality After-School Programs** (launched July 2009)

Part II and Inservice Online Course Completions

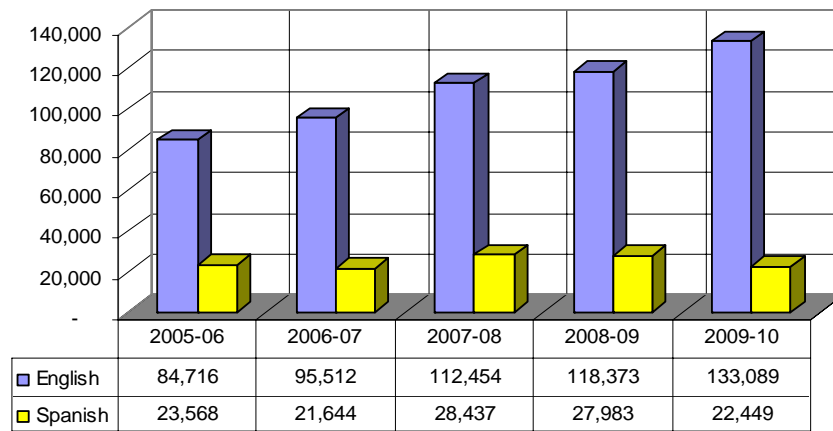


On July 16, 2007, the mandatory 30-hour introductory child care training modules were made available online, which allows child care professionals more flexibility and easy accessibility. This provides child care professionals the option to complete the mandatory training either through an instructor-led training course or online.

### Competency Exams

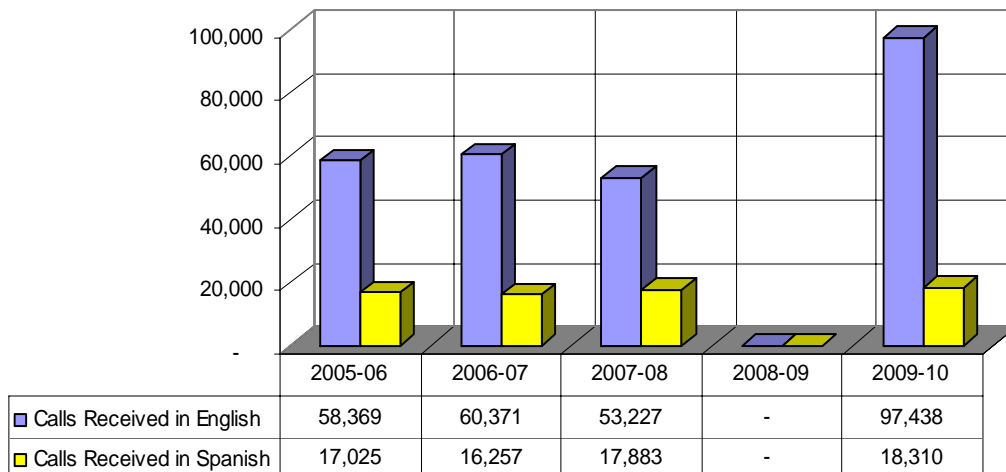
Effective January 1, 2004, child care providers were required to pass competency exams in order to satisfactorily complete the mandated training required for employment in the child care industry. Additionally, the Child Care Program began administering competency exams in Spanish on December 15, 2004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

**Number of Competency Exams Administered**



Competency exams may be scheduled online, or through the Child Care Training Information Center (CCTIC) a bilingual centralized call center located in Tallahassee. The CCTIC receives approximately 2,226 calls per week, with approximately 15.8% of them in Spanish.

**Child Care Training Information Center Workload**



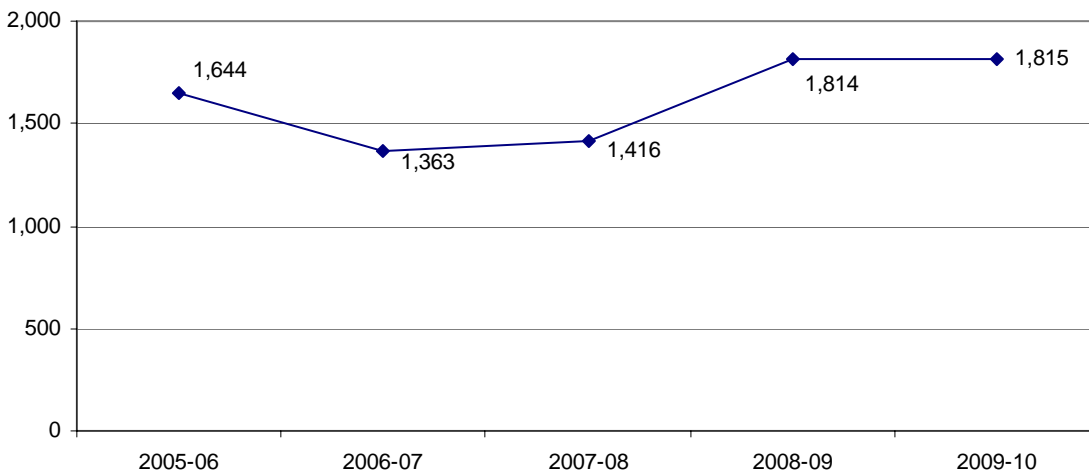
During Fiscal Year 2008-09 specific data not maintained as the Child Care Training Information Center was contracted to a private provider.

## 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, Voluntary Pre-Kindergarten and Early Learning) to receive a higher reimbursement rate per child than providers not receiving a Gold Seal designation.

**Number of Gold Seal Providers Statewide**



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 now receives an extensive review using a new, objective, and detailed review tool during their next five (5) year renewal.

Child care providers that 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 the Volunteer Prekindergarten Program.

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.

#### Florida Child Care Professional Credential (FCCPC) Training Programs

The Florida Child Care Professional Credential (FCCPC) program is steadily growing and to date there are thirty six (36) FCCPC Training Program Providers recognized and approved by the Department of Children and Families. The FCCPC providers are monitored by Program Analysts to ensure the guidelines are being carried out, as outlined on the application. To ensure the FCCPC programs were operating in compliance with standards, all of the FCCPC programs were required to resubmit their applications and attest to their program compliance and must hold independent licensure or accreditation from one of the national or regional accreditation organizations recognized by the United States Department of Education or licensed by the Florida Commission for Independent Educations. In order to protect the integrity of the program monitoring, the Department has contracted with the Children's Forum to manage the review and approval of training provider applications and annual attestations, thus separating the monitoring activities from the approval activities.

#### Continuing Education Units

The Department of Children and Families became an authorized provider of Internal Association of Continuing Education and Training (IACET) Continuing Education Units (CEUs) on July 25, 2005, and has applied for the renewal of the authorization. The designation of the IACET CEUs provides evidence of the level of standards the Department meets in training activities. IACET CEUs promote a high level of quality and consistency, and effective practices in learning events. IACET CEUs are recognized by organizations throughout the state, nation, and internationally. By providing CEUs for child care training events, child care professionals may use the courses to renew national early child credentials, as well as state credentials. Beginning October 20, 2008, the Department of Children and Families released a new process for earning CEUs for the DCF child care training courses. Child care professionals have the ability to earn CEUs for completion of the course with 100% attendance prior to completing the assessment, complete the training course evaluation survey and passage of the CEU assessment for specific training course with a score of at least 80% or higher.



## Informational Packets for Child Care Programs

In order to ensure child care programs are current on topics affecting their child care programs, the Department (DCF) coordinates tri-annual mail outs and email notifications by collaborating with the Department of Education Office of Early Learning (DOE), Agency for Workforce Innovation Office of Early Learning (AWI), Department of Health (DOH) and other applicable entities. Information recently disseminated included the following:

Urgent Notification: Abuse and Neglect Reporting Requirements

Special Needs Appropriate Practices (DCF)

What's Happening in VPK? (DOE)

Training Management System Announcement (DOE)

Coping with Crying for Child Care Staff (DOH)

The Life Cycle Series – from Birth through Childhood Tax Benefits and Credits Brochure (DCF in collaboration with Department of the Treasury/IRS)

Expand Your Business (AWI)

Family Day Care Home New Playground Requirements (DCF)

Fire Emergency and Emergency Preparedness Course (DCF)

Standards for Quality Afterschool Programs Course (DCF)

Influenza Virus Information (DCF)

Influenza Virus Brochure (new licensing requirement) (DCF)

Checklist for Crib Safety (DOH)

Food Safety Information (4 documents) (DOH)

Child Care Food Program Child Care Centers (DOH)

My Pyramid for Pre-Schoolers (DOH)

Introducing New Foods to Young Children in the Child Care Setting (DOH)

Florida Child Care Food Program (DOH)

Pet Turtles: A Common Source of Salmonella brochure (DCF in collaboration with U S Department of Health and Human Services/Food & Drug Administration)

Florida's Early Learning and Developmental Standards (AWI)

Environmental Control of Norovirus in Child Care Facilities (DOH)

Coping with Crying brochure and (DOH)

Are You Passing Tooth Decay to Your Baby? (DOH)

Are you Spoon Feeding Tooth Decay? (DOH)

Are Window Coverings Safe? CPSC Safety Alert (DCF)

Chapter 65C-20 Family Day Care Standards and Large Family Child Care Homes Rules and Chapter 65C-22 Child Care Standards Rules (DCF)

Pinwheels for Prevention Packet (Ounce of Prevention & DCF)

Background Screening Law Change (DCF)

Child Care Program Regulation – 2010 Legislative Changes (DCF)

Important Vaccination Revisions – ACIP Recommendation to Replace PCF-7 with PCF-13 (DOH & DCF)

Agency for Workforce Innovation Rules (AWI)

All Babies Need a Safe Place to Sleep (DOH)

Emergent Literacy Course for VPK Instructors (DOE)

Florida Kindergarten Readiness Screener (FLKRS) DOE

Voluntary Prekindergarten (VPK) Provider Kindergarten Readiness Rate (DOE)

One Set of Standards for Florida's Four-Year-Olds (AWI)

Introducing...Florida's Core Competencies for Early Care and Education (AWI)

Don't Let Your Child Die Because You Weren't Paying Attention (National Safety Council)

Coping with Crying – Soothe, don't shake, your baby. (DOH)

CPSC Safety Alert – Are Your Window Coverings Safe? (U.S. Consumer Product Safety Commission)

Quality Self-Assessment and Improvement for Afterschool Programs (DCF)

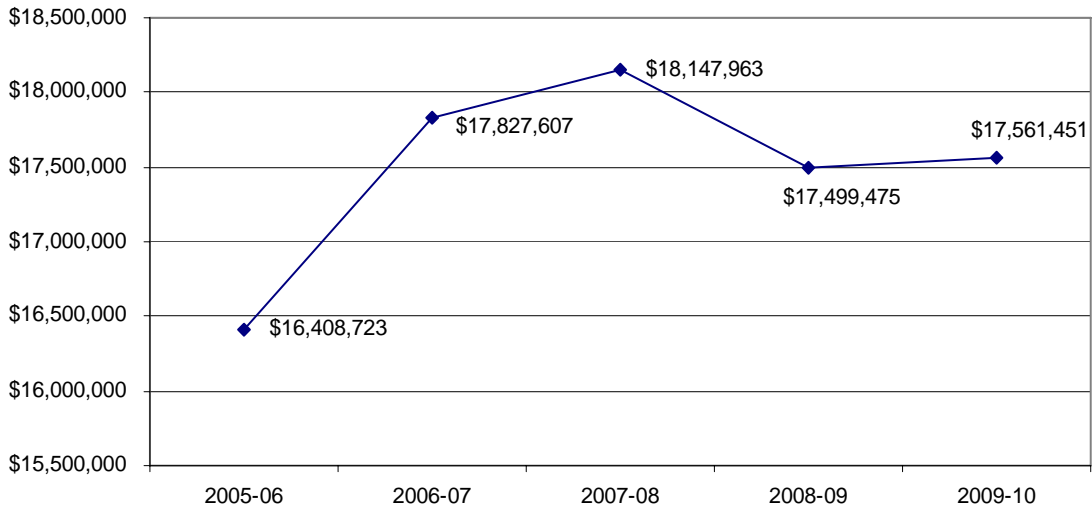
Enhancing Our Minds....in 2010 (Florida Family Child Care Home Association)

Quality Indicators – Christian Early Childhood Programs (Child Development Education Alliance)

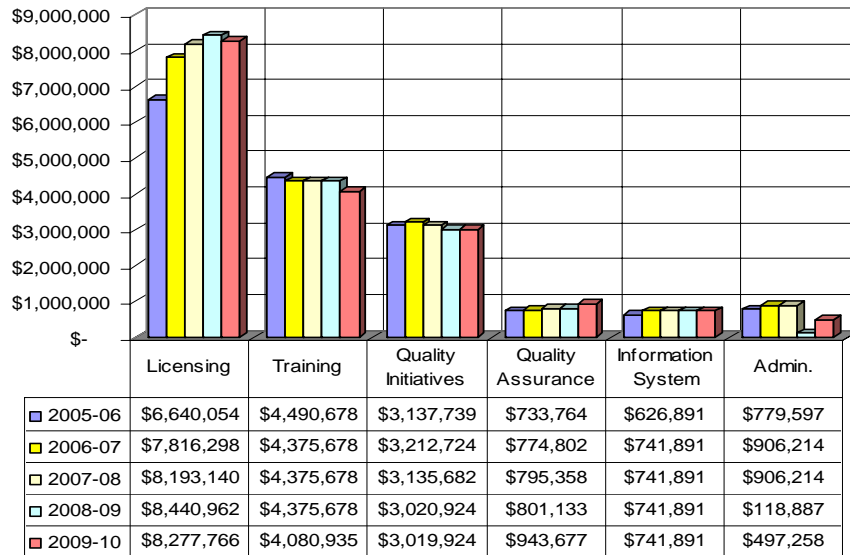
## Child Care Program Budget

The primary source of the Child Care Program funding is the federal Child Care Development Fund (CCDF), which makes up 57.5% of the program's overall budget. The remaining funding comes from General Revenue, Operations and Maintenance Trust Fund and Social Services Block Grant Trust Fund.

**Child Care Funding Trend**



**Child Care Budget - Major Initiatives**



Funding received for the 2008-09 and 2009-10 fiscal years was expended as follows:

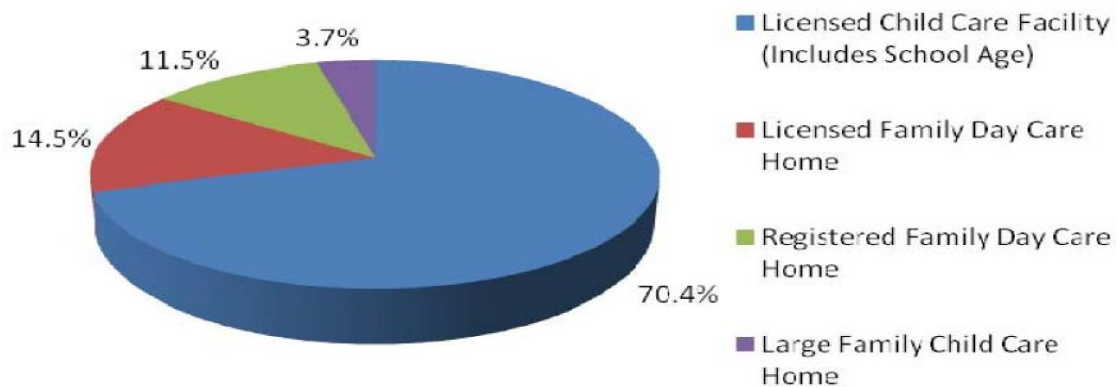
- **Licensing:** Regulatory activities statewide (salaries and expenses for licensing counselors and supervisors, the purchase of educational materials for providers and the public, and supplemental funding for local licensing agencies).
- **Training:** Contracts with training coordinating agencies to 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:** Program Analyst 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.

## Child Care Client Satisfaction Survey

The Child Care Program Office has conducted a statewide survey of child care providers to determine customer satisfaction with the regulatory process since 1998. The purpose of the survey is to gather information regarding the performance of the Child Care Program (including the Regional Licensing Units) with respect to the Department's licensure, registration, inspection, and technical assistance processes. This survey enables the Child Care Program to provide better customer service by providing valuable information on positive practices that should be continued, as well as aspects of the regulatory process that are opportunities for improvement.

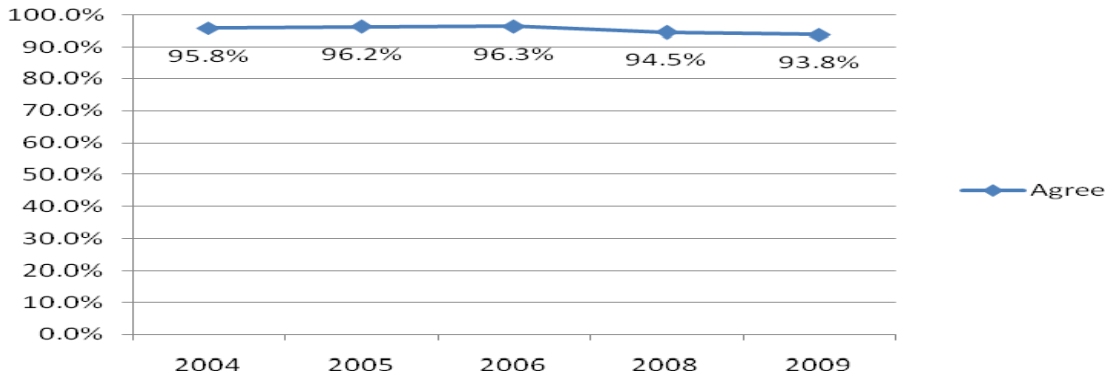
The first six questions in the survey were designed to collect demographic information regarding the survey respondents and their child care programs. The response rate of each provider type was fairly representative of the distribution of program types statewide. For example, licensed child care facilities make up the largest portion of the child care provider industry statewide, and represented the highest response rate to the survey (see figure below).

### Survey Responses by Type of Provider

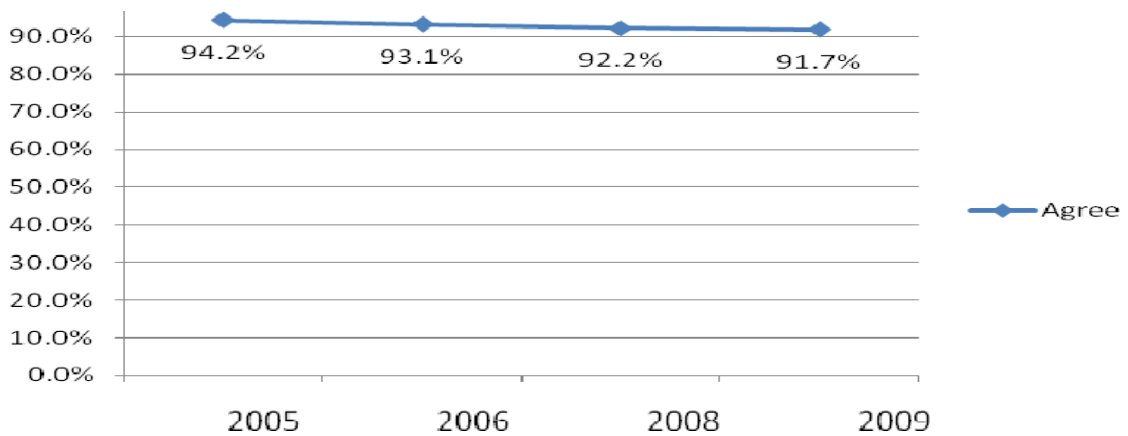


The survey included eight statements for the respondents to score (“Strongly disagree” “Strongly agree”) concerning the licensing counselor’s conduct and professionalism during the inspection process. Licensing counselors have consistently received high ratings for their service and conduct during the inspection process, which is quite an achievement for a regulatory program. For the 2009 survey period, the respondents scored all aspects of the inspection process with a **90% or higher approval rating**. The results of each survey statement are as follows:

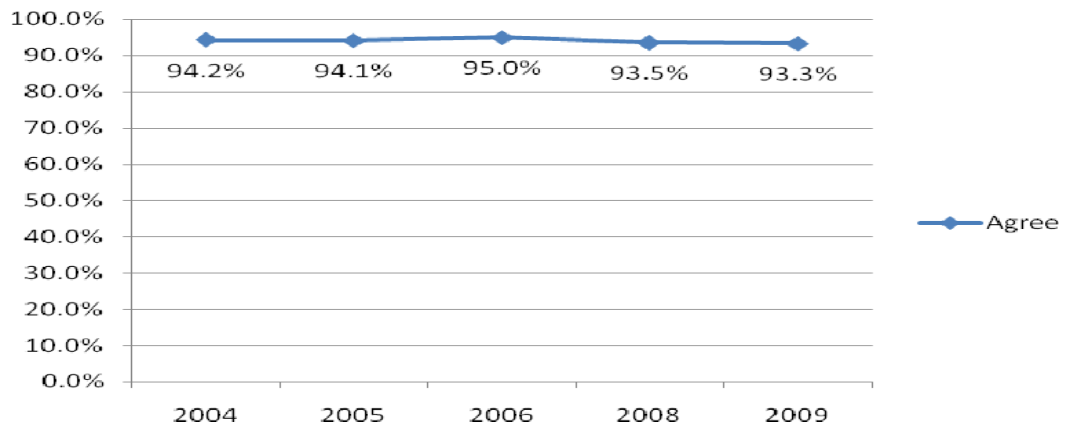
**1. The licensing counselor conducted the on-site inspection at my child care program in a professional and thorough manner.**



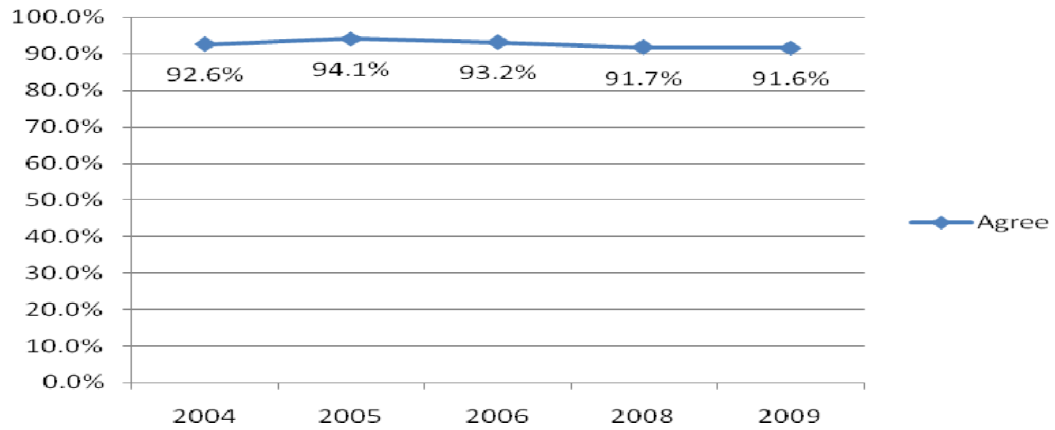
**2. The licensing counselor fairly applied the state's laws, rules and regulations in conducting the inspection.**



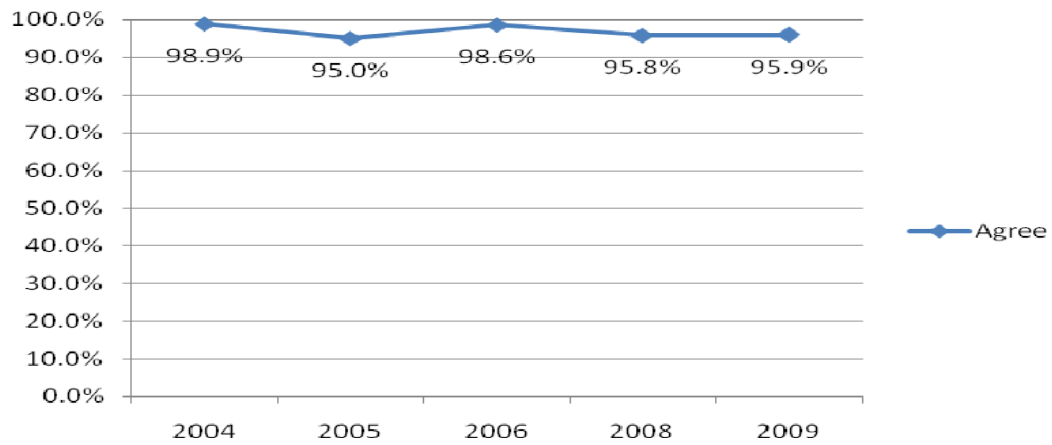
**3. The licensing counselor respected the routine of my child care program during the inspection.**



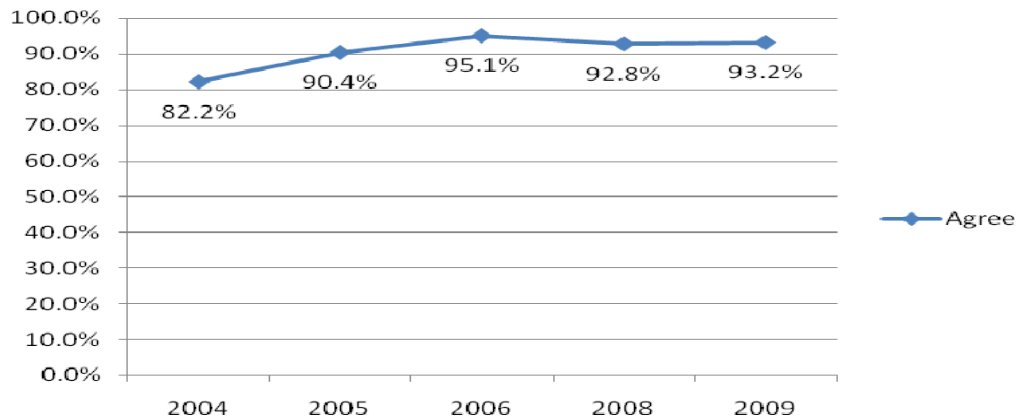
**4. The licensing counselor was helpful when I requested assistance or information.**



**5. If noncompliance issues were found, were the findings of noncompliance explained and documented clearly by the licensing counselor?**



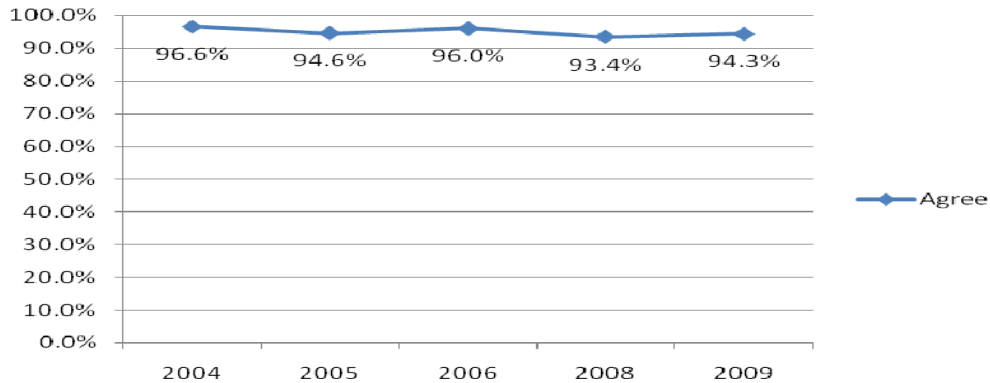
**6. If noncompliance issues were found, did the licensing counselor provide adequate technical assistance to correct the noncompliance?**



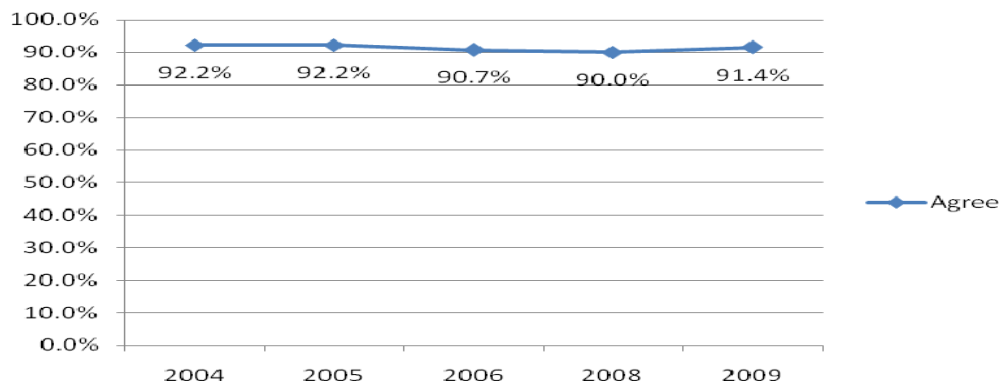
## The Licensure/Registration Process

The survey also provided an opportunity for respondents to provide feedback about the licensure/registration process.

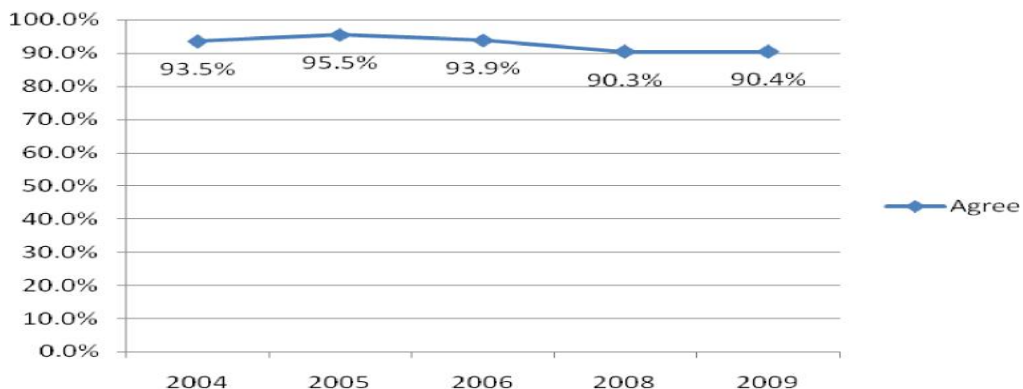
### 1. I was treated with courtesy and respect during my interaction with the child care licensing staff/unit.



### 2. I received information from the child care licensing staff/unit that was clear and easy to understand.

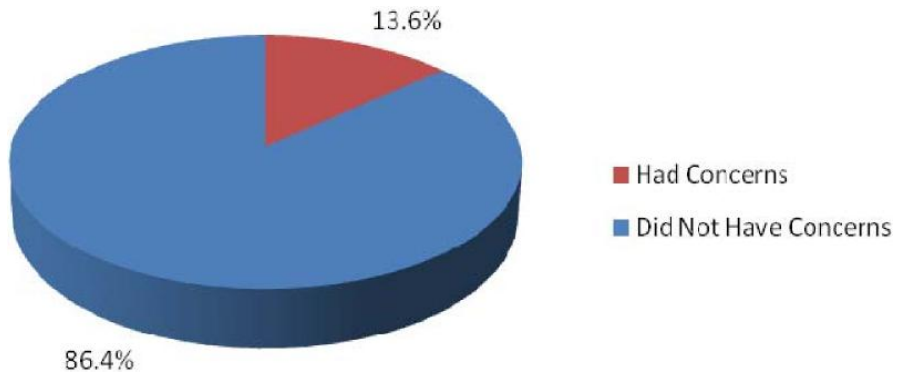


### 3. At the time of initial application or renewal, I was given the appropriate information about my child care program.

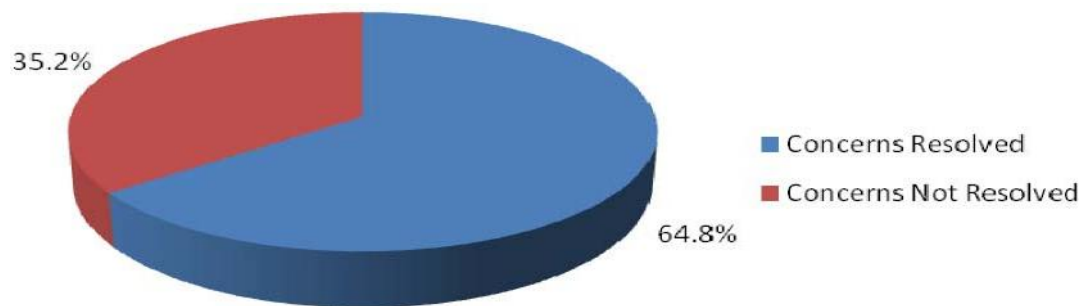




Respondents were asked whether or not they had any concerns about the licensing or registration process. If there were concerns, the respondents were asked if they had voiced those concerns to their local Child Care Licensing Office. Of the 1,305 providers who responded to the 2009 survey, a very limited number reported that they had concerns with the licensing/registration process:



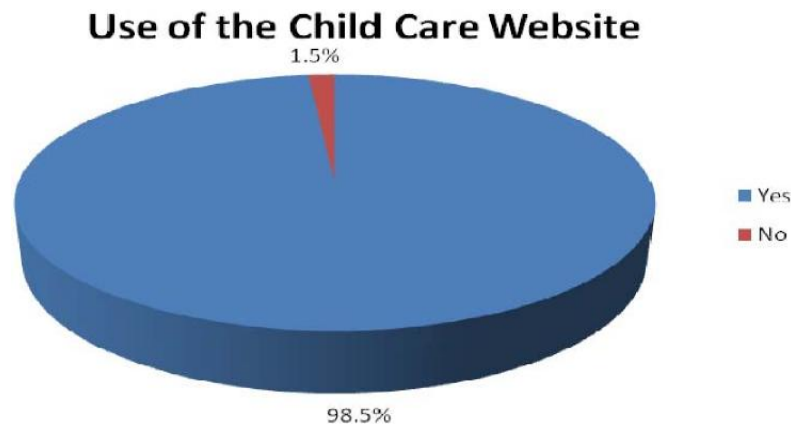
Of the concerns reported to the licensing office, the majority were resolved to the client's satisfaction.



## The Child Care Website

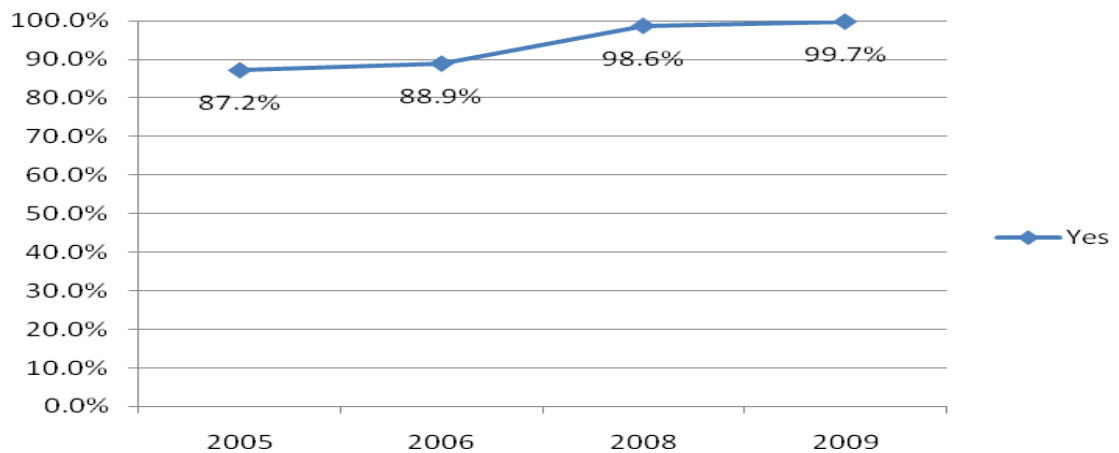
The Child Care Program maintains a public website which is intended to serve as a resource for child care providers. The survey included questions regarding the usefulness and accuracy of the information on the website.

Of the providers surveyed, the majority have visited the Child Care Program's website at [www.myflorida.com/childcare](http://www.myflorida.com/childcare):

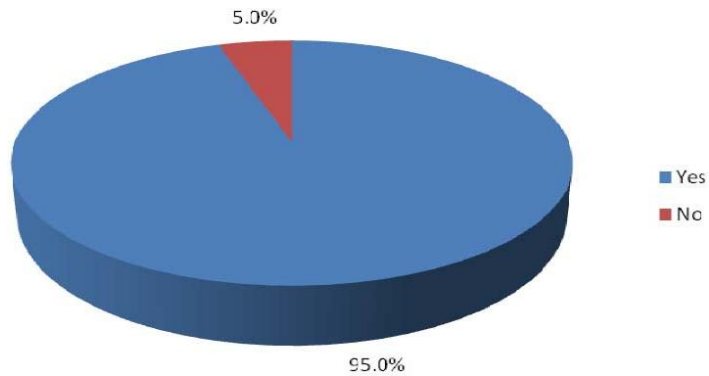


Providers were asked questions regarding their perceptions of the usefulness and accuracy of the information/data on the Child Care Program's website.

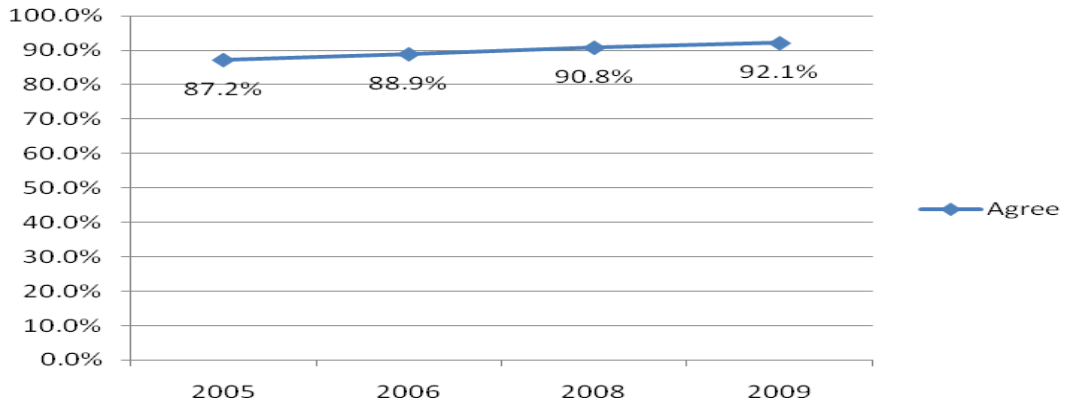
### 1. Was the information on the website useful and/or informative?



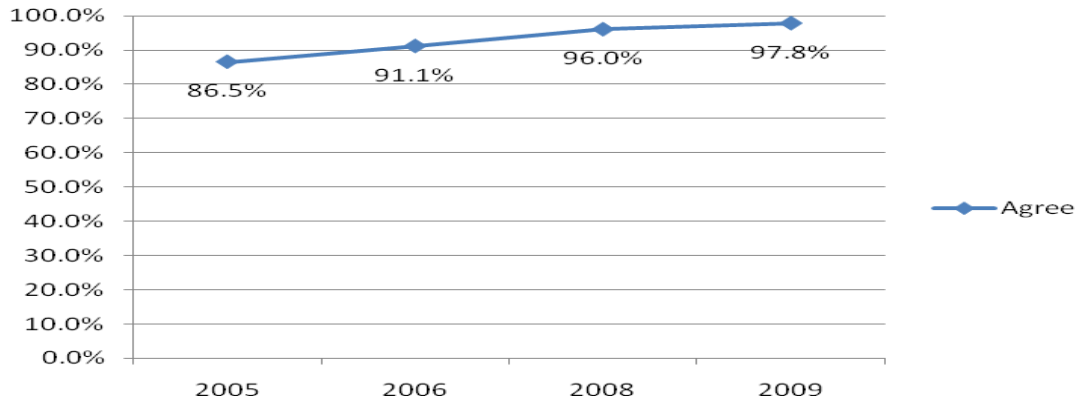
**2. Did you find the information you were looking for on the website?**



**3. Was your provider profile information displayed accurately on the website and consistent with your records?**



**4. Were your inspection reports displayed accurately on the website and consistent with your records?**



## Summary

The Child Care Program Office is pleased with the overall results of the survey, which represent a high level of satisfaction with the regulatory process. Staff continue to garner high marks from providers, which is quite an accomplishment in a regulatory program. Staff strive to provide a balance of regulation, expertise and technical assistance toward their ultimate goal of protecting children in all child care settings. For the 2009 survey period, the respondents scored all aspects of the inspection process with a 90% or higher approval rating. The survey form also provided space for the respondents to give details regarding any concerns. Most respondents did not note any concerns; however, of those that did, the specific comments have been provided to the regions for response and handling. Providers were also asked questions regarding their perceptions of the usefulness and accuracy of the information/data on the Child Care Program's website and received an all-time high score of 99.7%

We are, however, interested in addressing those concerns voiced by the respondents as well as analyzing the potential causes of certain downward trends. Child Care Program staff, in coordination with Regional Licensing staff, evaluated each of the concerns and potential trends to determine if they represented:

- A systemic problem related to the regulatory process;
- An isolated event that has been (or needs to be) addressed; or
- An issue that has already been appropriately addressed or is beyond the control of the Department.

As needed, resolution or follow-up on these issues included, but was not limited to face-to-face contact, policy revisions, course development and staff training.

## 2010-2011 Initiatives

### Program Performance and Accountability

- Continue to streamline Child Care Training operations in conjunction with modification to the Child Care Website.
- Assess the development of an electronic assessment system of Staff and Director Credential application submission.
- In partnership with the Agency for Workforce Innovation Office of Early Learning assist in the development of health and safety rules for exempt providers to include development of standards, training for AWI, and coalition staff as well as providers.

### Program Efficiency

- Work in collaboration with AWI in the development of an enhancement to Child Care Training Application to include a statewide training registry and professional development lattice, and thus reduce the duplication of services by partnering agencies.
- Develop protocols on the review of Gold Seal Quality Care Accrediting Associations based on changes in 2009 Statute.

### Professional Development Initiatives

- Develop on-line training tool kit for programs serving children with special needs with particular emphasis on autism spectrum disorder and Down syndrome.
- Increase pre-service training opportunities for field staff based on input from regional leadership.
- Provide an opportunity for all field staff to participate in National Certified Investigator/Inspector Training (NCIT) offered by the Council on Licensure, Enforcement and Regulation (CLEAR).

### Training Initiatives

- Develop Special Needs Tool Box and a Playground Safety course for child care providers.
- Web-enable the Develop Developmentally Appropriate Practice modules that were redesigned in 09-10 for release in concert with the rule and system changes to provide greater flexibility for providers.

## As Child Care Looks to the Future.....

- Develop legislative wish list to include professional development and training, age and staffing requirements, group size, etc. to promote and improve the quality of care.
- Create a tool for providers to identify noncompliance trends within their program to use to improve the quality of care provided and for individualized technical assistance.
- Initiate an analysis of the progressive enforcement processes to determine the success of opportunities for improvement with the progressive enforcement protocols.
- Coordinate Regional and Early Learning Coalition visits by the Program Office to ensure communication, continuity and consistency.
- Explore the possibility of migrating to a web-based scanner transfer program for the grading of competency exams, making the results instantaneous for the individual.

# NORTHWEST REGION (CIRCUITS 1, 2, AND 14)

**Jeanne Martin – Northwest Region Safety Program Manager**

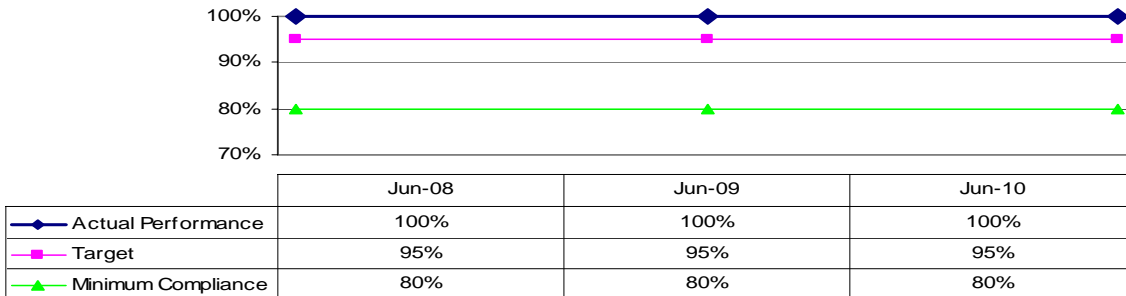
2383 Phillips Road  
 Tallahassee, FL 32308  
 Phone: (850) 922-6454  
 Fax: (850) 921-6403

**Region Demographics** (as of 6/30/10):

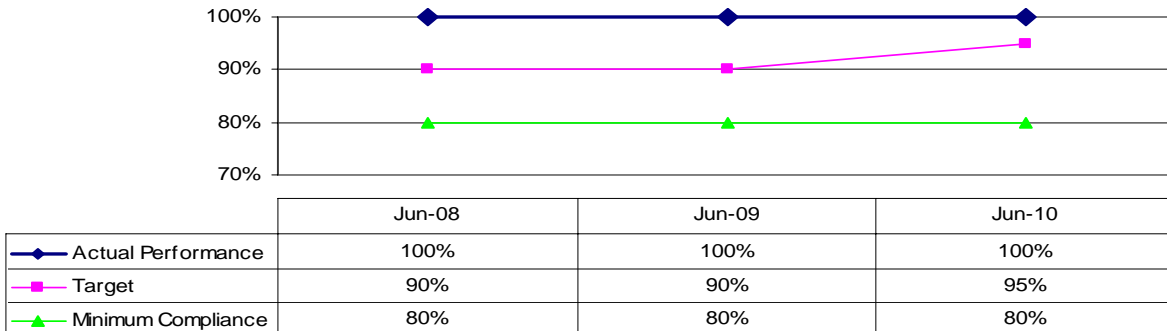
	Number of Programs	Capacity
Licensed Child Care Facilities	473	41,547
Licensed Family Day Care Homes	126	1,260
Licensed Large Family Child Care Homes	13	155
Registered Family Day Care Homes	478	4,760
Religious Exempt Programs	65	2,203

**Region Performance Data:**

**Percent of Licensed Facilities Inspected In Accordance With Program Standards**



**Percent of Licensed Homes Inspected In Accordance With Program Standards**



# CIRCUIT 1

## Northwest Region



**Roger Thompson – Licensing Supervisor**

160 Governmental Center

Pensacola, FL 32502

Phone: (850) 595-8142

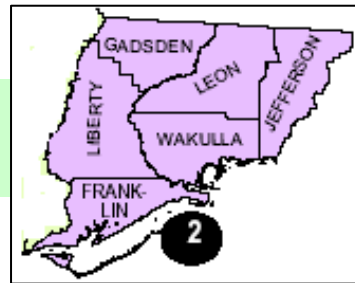
Fax SC (850) 695-8511

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	215	19,744
Licensed Family Day Care Homes	90	900
Licensed Large Family Child Care Homes	8	95
Registered Family Day Care Homes	296	2,960
Religious Exempt Programs	47	1,036

# CIRCUIT 2

## Northwest Region



**Jason Kesterman – Licensing Supervisor**

500 West 11<sup>th</sup> Street

Panama City, FL 32401

Phone: (850) 872-4440

Fax: (850) 872-7799

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	152	13,184
Licensed Family Day Care Homes	20	200
Licensed Large Family Child Care Homes	4	48
Registered Family Day Care Homes	134	1,330
Religious Exempt Programs	11	698



# CIRCUIT 14

## Northwest Region

**Jason Kesterman – Licensing Supervisor**

500 West 11<sup>th</sup> Street

Panama City, FL 32401

Phone: (850) 872-4440

Fax: (850) 872-7799



### **Circuit Demographics\*** (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	106	8,619
Licensed Family Day Care Homes	16	160
Licensed Large Family Child Care Homes	1	12
Registered Family Day Care Homes	48	470
Religious Exempt Programs	7	469

*This space intentionally left blank.*

# NORTHEAST REGION (CIRCUITS 3, 4, 7, AND 8)

**Pam Buckham – Northeast Region Safety Program Manager**

5920 Arlington Expressway

Jacksonville, Florida 32231

Phone: (904) 723-5319

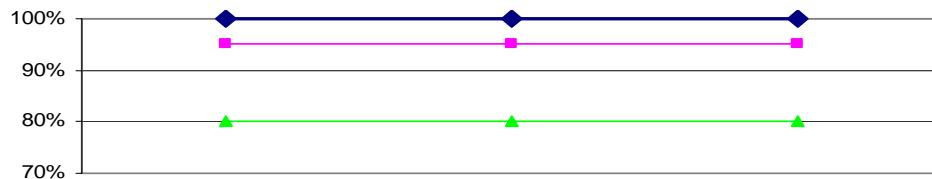
Fax: (904) 723-5315

## Region Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	1,108	88,514
Licensed Family Day Care Homes	649	6,167
Licensed Large Family Child Care Homes	96	1,128
Registered Family Day Care Homes	165	1,580
Religious Exempt Programs	111	5,804

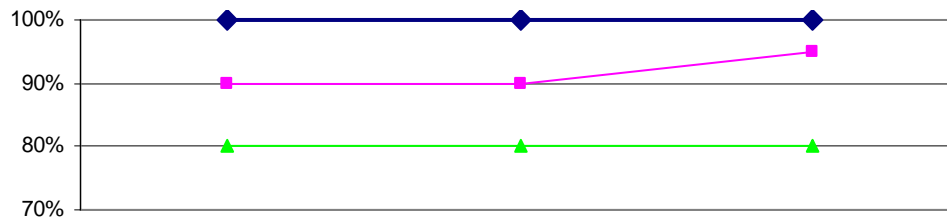
## Region Performance Data:

**Percent of Licensed Facilities Inspected In Accordance With Program Standards**



	Jul-08	Jul-09	Jul-10
Actual Performance	100%	100%	100%
Target	95%	95%	95%
Minimum Compliance	80%	80%	80%

**Percent of Licensed Homes Inspected In Accordance With Program Standards**



	Jul-08	Jul-09	Jul-10
Actual Performance	100%	100%	100%
Target	90%	90%	95%
Minimum Compliance	80%	80%	80%

# CIRCUIT 3

## Northeast Region

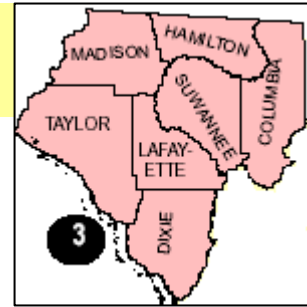
**Sha'Leda Mirra – Licensing Supervisor**

1389 W. US Highway 90, Suite 110

Lake City, Florida 32055

Phone: (386) 758-1510

Fax: (386) 758-1514



**Circuit Demographics (as of 6/30/10):**

	Number of Programs	Capacity
Licensed Child Care Facilities	84	5,956
Licensed Family Day Care Homes	25	240
Licensed Large Family Child Care Homes	6	72
Registered Family Day Care Homes	30	300
Religious Exempt Programs	9	612

# CIRCUIT 4

## Northeast Region

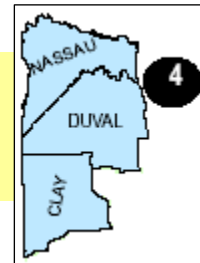
**Pam Jett – Licensing Supervisor**

5920 Arlington Expressway

Jacksonville, Florida 32231

Phone: (904) 723-2064

Fax: (904) 723-2122 or (904) 723-5315



**Circuit Demographics (as of 6/30/10):**

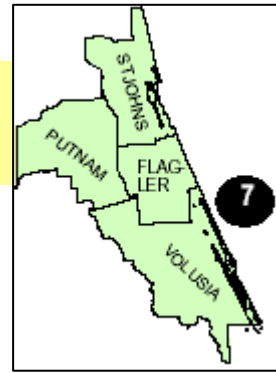
	Number of Programs	Capacity
Licensed Child Care Facilities	524	47,267
Licensed Family Day Care Homes	433	4,114
Licensed Large Family Child Care Homes	40	456
Registered Family Day Care Homes	0	0
Religious Exempt Programs	57	2,034

# CIRCUIT 7

## Northeast Region

**Jennifer Adams– Licensing Supervisor**

210 North Palmetto Avenue  
 Daytona Beach, Florida 32114  
 Phone: (386) 238-4708  
 Fax: (386) 238-3187



**Circuit Demographics (as of 6/30/010):**

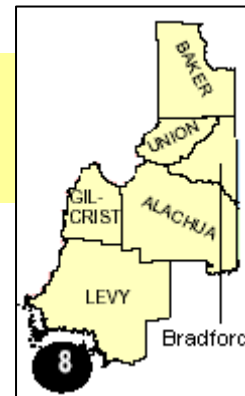
	Number of Programs	Capacity
Licensed Child Care Facilities	275	24,532
Licensed Family Day Care Homes	142	1,343
Licensed Large Family Child Care Homes	28	336
Registered Family Day Care Homes	93	860
Religious Exempt Programs	30	2,155

# CIRCUIT 8

## Northeast Region

**Sha’Leda Mirra– Licensing Supervisor**

1389 W. US Highway 90, Suite 110  
 Lake City, Florida 32055  
 Phone: (386) 758-1510  
 Fax: (386) 758-1514



**Circuit Demographics\* (as of 6/30/10):**

	Number of Programs	Capacity
Licensed Child Care Facilities	135	10,759
Licensed Family Day Care Homes	49	470
Licensed Large Family Child Care Homes	22	264
Registered Family Day Care Homes	42	420
Religious Exempt Programs	15	1,003

# CENTRAL REGION (CIRCUITS 5, 9, 10, 18, AND 19)

## Richard Forrester– Central Region Safety Program Manager

400 W. Robinson Street, South Tower, Room 930

Orlando, Florida 32801

Phone: (407) 245-1709

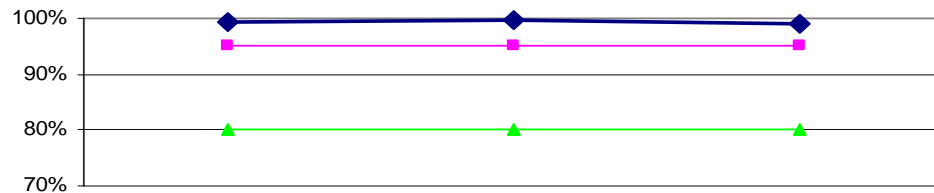
Fax: (407)

### Region Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	1,457	136,690
Licensed Family Day Care Homes	573	5,408
Licensed Large Family Child Care Homes	57	670
Registered Family Day Care Homes	707	6,910
Religious Exempt Programs	180	9,050

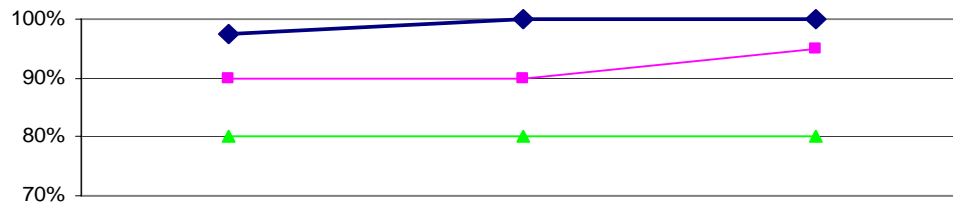
### Region Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



	Jul-08	Jul-09	Jul-10
Actual Performance	99%	100%	99%
Target	95%	95%	95%
Minimum Compliance	80%	80%	80%

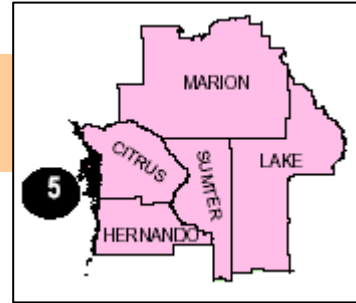
Percent of Licensed Homes Inspected In Accordance With Program Standards



	Jul-08	Jul-09	Jul-10
Actual Performance	98%	100%	100%
Target	90%	90%	95%
Minimum Compliance	80%	80%	80%

# CIRCUIT 5

## Central Region



**Marsha Carpenter – Licensing Supervisor**

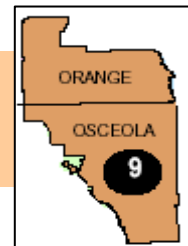
1601 W. Gulf Atlantic Hwy., Box #80 C  
 Wildwood, Florida 34785  
 Phone: (352) 330-5636  
 Fax: (352) 330-2760

**Circuit Demographics (as of 6/30/10):**

	Number of Programs	Capacity
Licensed Child Care Facilities	248	24,333
Licensed Family Day Care Homes	130	1,270
Licensed Large Family Child Care Homes	28	300
Registered Family Day Care Homes	107	1,070
Religious Exempt Programs	59	5,831

# CIRCUIT 9

## Central Region



**Vacant – Licensing Supervisor**  
**Orange and Seminole Counties**

400 Robinson St, North Tower, Room 201  
 Orlando, FL 32801  
 Phone: (407) 317-7189  
 Fax: (407) 317-7187

**Tracy Collins – Licensing Supervisor**  
**Osceola County**

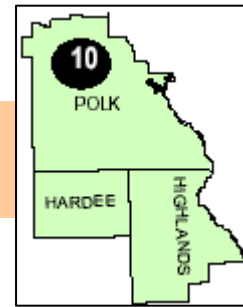
1507 North John Young Parkway  
 Kissimmee, FL 34741  
 Phone: (407) 846-5148  
 Fax: (407) 846-5438

**Circuit Demographics (as of 6/30/10):**

	Number of Programs	Capacity
Licensed Child Care Facilities	444	44,407
Licensed Family Day Care Homes	97	870
Licensed Large Family Child Care Homes	7	72
Registered Family Day Care Homes	418	4,060
Religious Exempt Programs	33	1,501

# CIRCUIT 10

## Central Region



### Sheila Nobles – Licensing Supervisor

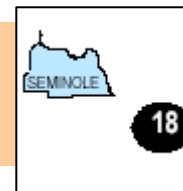
4720 Old Highway 37  
Lakeland, Florida 33813-2030  
Phone: (863) 619-4262  
Fax: (863) 619-4287

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	274	19,853
Licensed Family Day Care Homes	216	2,092
Licensed Large Family Child Care Homes	12	142
Registered Family Day Care Homes	7	60
Religious Exempt Programs	56	262

# CIRCUIT 18

## Central Region



### Tracy Collins – Licensing Supervisor

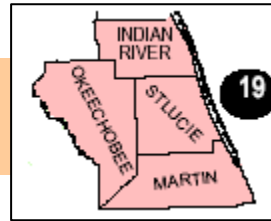
400 Robinson St, North Tower, Room 201  
Orlando, FL 32801  
Phone: (407) 317-7189  
Fax: (407) 317-7187

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	325	32,800
Licensed Family Day Care Homes	68	600
Licensed Large Family Child Care Homes	6	72
Registered Family Day Care Homes	84	830
Religious Exempt Programs	12	389

# CIRCUIT 19

## Central Region



### Tom Peer – Licensing Supervisor

337 North US Highway 1, Room 327 L

Fort Pierce, FL 34950

Phone: (772) 467-4184

Fax: (772) 467-4172

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	166	15,297
Licensed Family Day Care Homes	62	576
Licensed Large Family Child Care Homes	7	84
Registered Family Day Care Homes	91	890
Religious Exempt Programs	20	1,067

*This space intentionally left blank.*



# SUNCOAST REGION (CIRCUITS 6, 12, AND 20)

## Mary Beth Wehnes – Suncoast Region Safety Program Manager

9393 N. Florida Avenue, Suite 500

Tampa, Florida 33612

Phone: (813) 558-1067

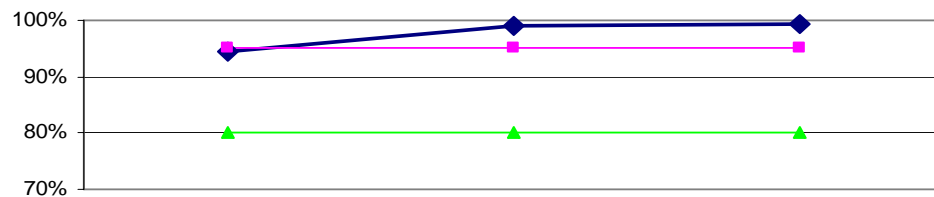
Fax: (813) 558-1072

### Region Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	1,044	100,782
Licensed Family Day Care Homes	861	5,759
Licensed Large Family Child Care Homes	83	912
Registered Family Day Care Homes	301	2,880
Religious Exempt Programs	70	2,000

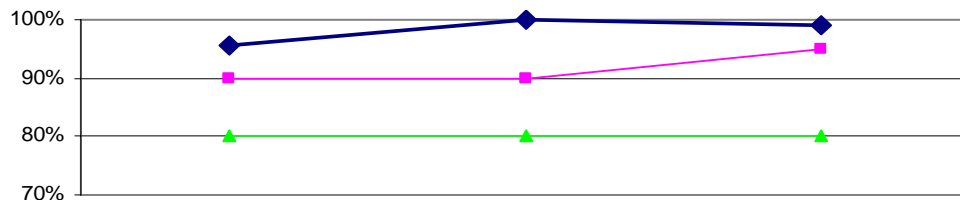
### Region Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



	Jul-08	Jul-09	Jul-10
Actual Performance	95%	99%	99%
Target	95%	95%	95%
Minimum Compliance	80%	80%	80%

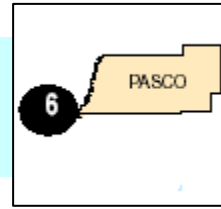
Percent of Licensed Homes Inspected In Accordance With Program Standards



	Jul-08	Jul-09	Jul-10
Actual Performance	96%	100%	99%
Target	90%	90%	95%
Minimum Compliance	80%	80%	80%

# CIRCUIT 6

## Suncoast Region



**Judy Doyle – Licensing Supervisor**

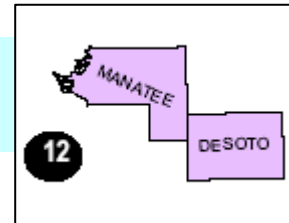
9393 N. Florida Avenue, Suite 500  
 Tampa, Florida 33612  
 Phone: (813) 558-5635  
 Fax: (813) 558-1072

**Circuit Demographics (as of 6/30/10):**

	Number of Programs	Capacity
Licensed Child Care Facilities	484	48,346
Licensed Family Day Care Homes	610	3,321
Licensed Large Family Child Care Homes	50	533
Registered Family Day Care Homes	63	530
Religious Exempt Programs	19	1,321

# CIRCUIT 12

## Suncoast Region



**Judy Doyle – Licensing Supervisor**

9393 N. Florida Avenue, Suite 500  
 Tampa, Florida 33612  
 Phone: (813) 558-5635  
 Fax: (813) 558-1072

**Circuit Demographics (as of 6/30/10):**

	Number of Programs	Capacity
Licensed Child Care Facilities	248	20,617
Licensed Family Day Care Homes	114	1,083
Licensed Large Family Child Care Homes	17	199
Registered Family Day Care Homes	67	670
Religious Exempt Programs	16	496

# CIRCUIT 20

## Suncoast Region

**Alice Parrish – Licensing Supervisor**

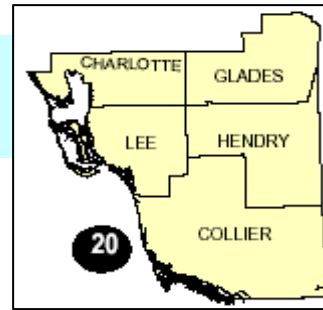
P.O. Box 60085

2295 Victoria Avenue

Ft. Myers, Florida 33906

Phone: (239) 338-1341

Fax: (239) 338-1287



### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	312	31,819
Licensed Family Day Care Homes	137	1,355
Licensed Large Family Child Care Homes	16	180
Registered Family Day Care Homes	171	1,680
Religious Exempt Programs	35	183

*This space intentionally left blank.*

# SOUTHERN REGION

CIRCUITS 11 AND 16

## Suzette Frazier – Southern Region Safety Program Manager

401 NW 2nd Avenue, Suite N.221

Miami, Florida 33128

Phone: (305) 377-5509

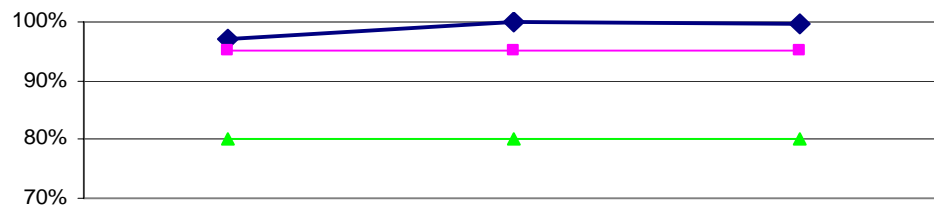
Fax: (305) 349-1286

### Region Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	1,011	97,023
Licensed Family Day Care Homes	237	2,302
Licensed Large Family Child Care Homes	1117	1,378
Registered Family Day Care Homes	43	430
Religious Exempt Programs	24	332

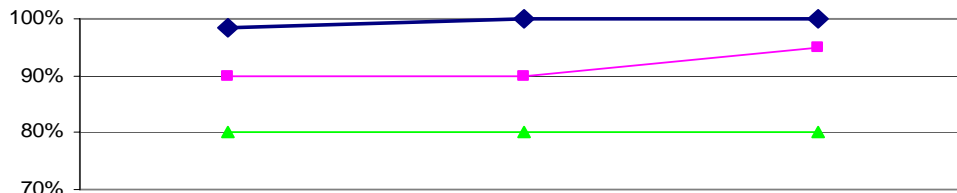
### Region Performance Data:

Percent of Licensed Facilities Inspected In Accordance With Program Standards



	Jul-08	Jul-09	Jul-10
Actual Performance	97%	100%	100%
Target	95%	95%	95%
Minimum Compliance	80%	80%	80%

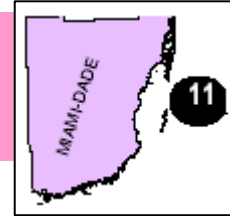
Percent of Licensed Homes Inspected In Accordance With Program Standards



	Jul-08	Jul-09	Jul-10
Actual Performance	99%	100%	100%
Target	90%	90%	95%
Minimum Compliance	80%	80%	80%

# CIRCUIT 11

## Southern Region



**Jeff Hurst**– Licensing Supervisor - Central Unit

**Claudette Seymour-Lane** – Licensing Supervisor – South Unit

401 NW 2nd Avenue, Suite N.221

Miami, Florida 33128

Phone: (305) 377-5509

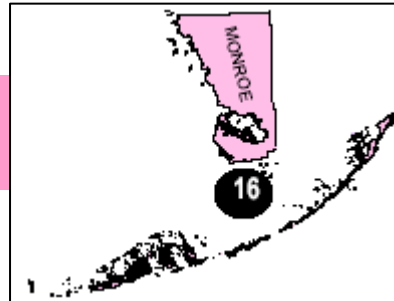
Fax: (305) 377-7230

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	991	95,209
Licensed Family Day Care Homes	236	2,292
Licensed Large Family Child Care Homes	117	1,378
Registered Family Day Care Homes	0	0
Religious Exempt Programs	22	259

# CIRCUIT 16

## Southern Region



**Lisa Barry-Toth** – Lead Licensing Counselor

1111 12th Street, Suite 310

Key West, FL 33040

Phone: (305) 293-1689

Fax: (305) 292-6809

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	20	1,814
Licensed Family Day Care Homes	1	10
Licensed Large Family Child Care Homes	0	0
Registered Family Day Care Homes	43	430
Religious Exempt Programs	2	73

## Brevard County

### Local Licensing



**Verner R. Buchanan**

2725 Judge Fran Jamieson Way, Building A Rm. 116

Viera, Florida 32940

Phone: (321) 633-2100

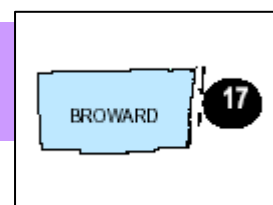
Fax: (321) 633-2163

**Circuit Demographics** (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	182	16,452
Licensed Family Day Care Homes	54	460
Licensed Large Family Child Care Homes	6	72
Registered Family Day Care Homes	0	0
Religious Exempt Programs	5	0

## Broward County

### Local Licensing



**Willie Cameron**

2995 N. Dixie Highway

Ft. Lauderdale, Florida 33334

Phone: (954) 537-2800 ext. 0405

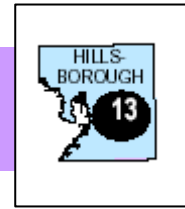
Fax: (954) 537-2922

**Circuit Demographics** (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	643	92,988
Licensed Family Day Care Homes	189	1,892
Licensed Large Family Child Care Homes	17	204
Registered Family Day Care Homes	0	0
Religious Exempt Programs	0	0

# Hillsborough County

## Local Licensing



### Linda Stoller

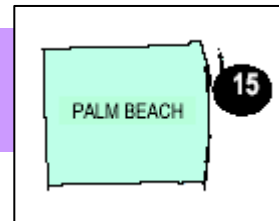
3110 Clay Mangum Lane, Bldg. 39  
Tampa, Florida 33618  
Phone: (813) 264-3925  
Fax: (813) 264-2118

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	473	49,364
Licensed Family Day Care Homes	699	6,732
Licensed Large Family Child Care Homes	26	306
Registered Family Day Care Homes	0	0
Religious Exempt Programs	38	3,611

# Palm Beach County

## Local Licensing



### Courtney Shippey

800 Clematis Street  
West Palm Beach, Florida 33401  
Phone: (561) 837-5900  
Fax: (561) 837-5293

### Circuit Demographics (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	385	39,999
Licensed Family Day Care Homes	326	1,625
Licensed Large Family Child Care Homes	0	0
Registered Family Day Care Homes	0	0
Religious Exempt Programs	0	0

# Pinellas County

## Local Licensing



### **Patsy Buker**

4175 East Bay Drive, Suite 350  
Clearwater, Florida 33764  
Phone: (727) 507-4857 ext. 1349  
Fax: (727) 507-4858

### **Circuit Demographics** (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	369	36,030
Licensed Family Day Care Homes	527	2,571
Licensed Large Family Child Care Homes	42	449
Registered Family Day Care Homes	0	0
Religious Exempt Programs	5	449

# Sarasota County

## Local Licensing



### **Virginia Bess**

1301 Cattlemen Road, Bldg. A  
Sarasota, Florida 34232  
Phone: (941) 861-6650  
Fax: (941) 861-6152

### **Circuit Demographics** (as of 6/30/10):

	Number of Programs	Capacity
Licensed Child Care Facilities	118	8,398
Licensed Family Day Care Homes	90	849
Licensed Large Family Child Care Homes	9	103
Registered Family Day Care Homes	0	0
Religious Exempt Programs	4	76