

FY 2023 PERFORMANCE PLAN

Child Care Services		CFSD	Erika Gibson x1680
Program Purpose	<ul style="list-style-type: none"> • Ensure the health, safety and well-being of children in child care facilities licensed and inspected by Arlington County. 		
Program Information	<ul style="list-style-type: none"> • Child Care Services (CCS) regulates and provides technical assistance to the following programs caring for children under 13 years of age for any portion of the day: <ul style="list-style-type: none"> ○ Family Child Care Homes: Private homes providing care for nine or fewer children ○ Child Care Centers: Commercial facilities providing care for 10 or more children – including Child Day Centers, Preschools, Cooperative Playgroups, and Parent’s Day Out programs ○ Private: Commercial facilities that provide specialized training for more than four children (e.g. dance, martial arts) • Certain facilities are exempt from Arlington child care licensing, such as State licensed summer camps and programs operated by religious institutions. • CCS operates under local ordinances, including: Chapter 52 - Child Care Center Regulations; Chapter 59 - Family Child Care Regulations; Chapter 16 - Private Schools Regulations. • CCS conducts three types of license-related reviews, which may require multiple inspection visits: <ul style="list-style-type: none"> ○ Validation - initial assessment for new/expanding providers ○ Renewal – annual review to renew license ○ Monitoring – at least once during license year • CCS completes complaint investigations based on complaint or Child Protective Services (CPS) investigation. • CCS provides and coordinates training and technical assistance (T/TA) to: <ul style="list-style-type: none"> ○ Promote understanding and implementation of licensing standards ○ Enhance health and safety practices ○ Improve program quality • CCS staff also recruit programs by conducting outreach activities (e.g., information sessions) and provide resource and referral information for parents seeking child care services in the County. • In addition to local ordinances, Child Care Centers and Family Child Care Homes serving 5 or more children are regulated by the Virginia Department of Education. 		
Service Delivery Model	<ul style="list-style-type: none"> • In FY 2023, each program received one in-person visit and one virtual visit. For Family Daycare Homes, all renewal visits were conducted in person. For Childcare Centers, all renewals visits and necessary monitoring visits were conducted in person. • In FY 2023, all complaint visits and initial visits were conducted in person. 		
PM1: How much did we do?			
Staff	Total 5 FTEs: <ul style="list-style-type: none"> • 1 FTE Child Care Supervisor • 4 FTEs Child Care Licensing Specialists (including 2 bi-lingual specialists) 		

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Customers and Service Data	Licensed Facilities / Capacity*	FY 2020	FY 2021	FY 2022	FY 2023
	Family Child Care Homes	133 / 810	129 / 815	128 / 796	130 / 829
	Child Care Centers, Cooperatives, Private Day Care, Parent's Day Outs, and Preschools	71 / 4,874	77 / 5,294	74 / 5,103	76 / 5,164
	Total Number of Facilities / Capacity	204/5,684	206/6,109	202 / 5,899	206 / 5,993

License-Exempt Facilities / Capacity**	FY 2020	FY 2021	FY 2022	FY 2023
Public School Programs	24 / 1,095	28 / 885	28 / 1,079	29 / 1,151
Religious-Affiliated Programs	17 / 1,333	10 / 808	10 / 909	9 / 899
Total Number of Facilities / Capacity	41 / 2,428	38 / 1,693	38 / 1,988	38 / 2,050

Number of Reviews and Trainings	FY 2020	FY 2021	FY 2022	FY 2023
Validation Inspection	12	15	18	12
Renewal Inspection	179	126	181	125
Monitoring Inspection	121	202	160	203
Complaint Investigations	23	31	27	33
Training and Professional Development Opportunities – sessions / participants***	12 / 256	17 / 276	N/A	6 / 30
Classroom Observations and Feedback Sessions	*	*	*	27

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

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

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

PM2: How well did we do it?

2.1	Programs received the required number of inspections
2.2	Licenses renewed on time
2.3	Provider satisfaction

PM3: Is anyone better off?

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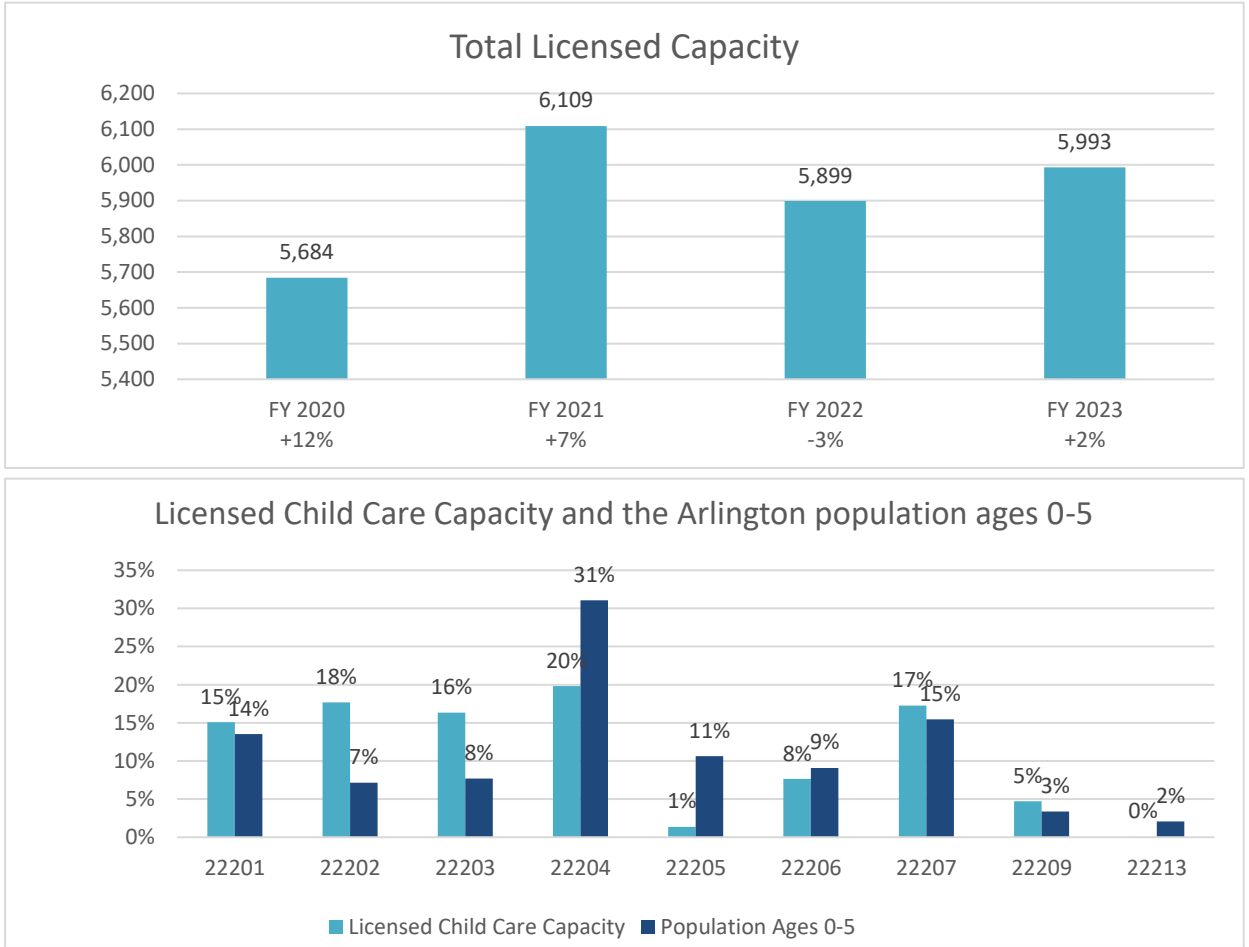
3.1	Health and safety compliance
3.2	Complaints regarding child care programs

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Child Care Licensing

Measure 1 Licensed Facilities' Capacity

Data



Data Summary

- Between FY 2020 and FY 2023, licensed capacity at childcare centers and family day homes increased by 5%.
- Licensed capacity in Arlington has the ability to serve 34% of the population of children ages 0-5.
- Licensed capacity is calculated from the Child Care Licensing SharePoint site. Arlington population ages 0-5 is reported from the American Community Survey table [B09001](#), 2021 5-year estimates.

What is the story behind the data?

- In FY 2023, 8 centers closed and 5 new centers opened. The total capacity for the 5 new centers is 575.
- FY 2023, 14 family day homes closed and 10 new family day homes opened. The total capacity for the 10 homes is 54.
- In FY 2023 some of the reasons that family day homes closed included relocation and other factors. Two of the family day homes that closed are applying to reopen.
- In FY 2023, some of the reasons Childcare Centers closed were due to the closure of cooperative programs and low enrollment.

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- The proportion of licensed capacity in each zip code was calculated, along with the proportion of children ages 0-5. The proportion of slots exceeds the proportion of children in the metro corridor (22201 and 22203), Crystal City (22202), and 22207.
- The proportion of children exceeds the proportion of slots in 22204 and 22205.
- In 22204, a large proportion (31%) of capacity is at family day homes rather than child care centers. 50% of Arlington’s family day homes are located in 22204.
- 22204 has the lowest median household income in Arlington (\$99,124), 26% lower than Arlington’s overall median income (\$128,145).
- In 22204, 60% of the population identify as people of color.
- The median income for 22205 (\$184,375) is 60% higher than Arlington’s overall median income.
- In 22205, 20% of the population identify as people of color.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Continue to work with potential providers to establish new centers/homes 	<ul style="list-style-type: none"> • Ongoing

Forecast

- For FY 2024, it is projected that total capacity will increase by 5%.

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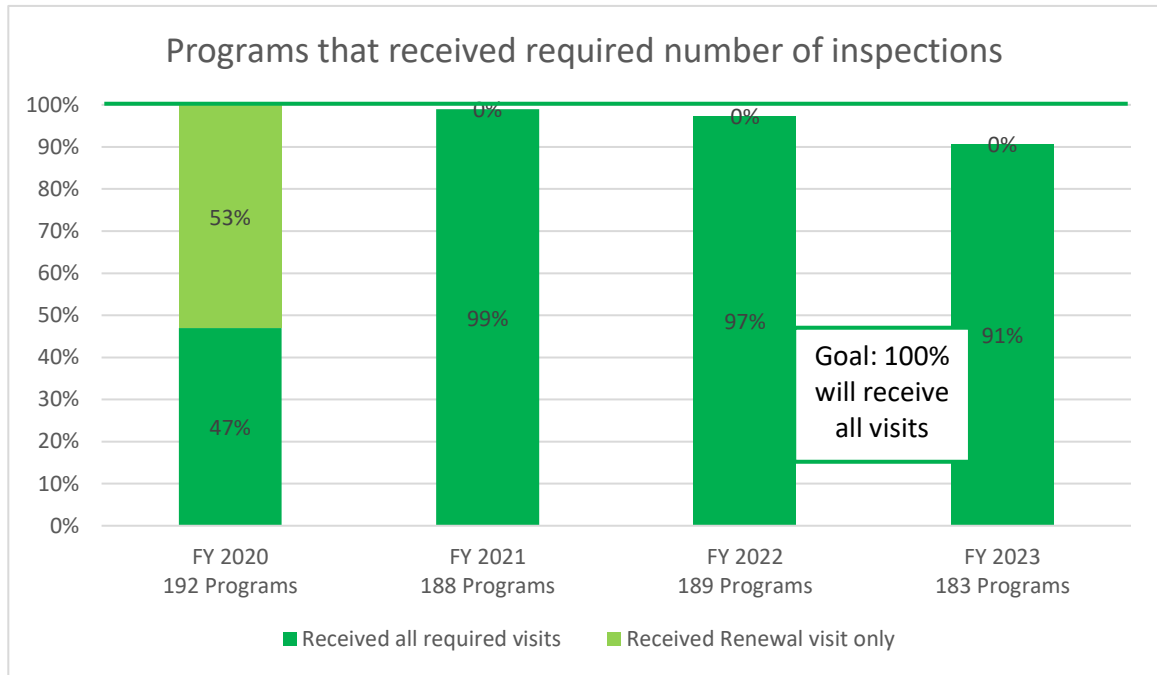
Child Care Licensing

Measure

2.1

Programs received the required number of inspections

Data



Data Summary

- While one visit a year is mandated, the licensing office has set a standard of two inspections a year. Commonly, these inspections are a renewal inspection before the annual license is granted, and a monitoring inspection four to six months after the renewal to ensure adherence to licensure standards.
- If a program started in the last six months of the fiscal year, their initial validation visit is considered the only required visit for this measure.
- This data only includes providers that were open at the end of the fiscal year.
- Data is collected and maintained in SharePoint and Excel.
- In FY 2023, 166 of 183 facilities (91%) that were open at the end of FY 2023 had all inspection visits completed.
- 97% of the Family Daycare Homes (111/115) received all inspection visits in FY 2023, which is consistent with FY 2022.
- 78% of the Child Day Centers, Cooperatives, Parent’s Day Outs, Private Schools and Preschools (47/60) received all inspection visits in FY 2023 which is a decrease from FY 2022.

What is the story behind the data?

- In FY 2023, one of the licensing specialists went on long-term leave, which impacted the ability to get all inspections done. There was also a high rate of complaints, which take priority.
- Additionally in FY 2023, classroom observations were implemented, which increased the workload of the specialists, again impacting the ability to complete all inspections.
- In FY 2023, all licensed facilities received at least one inspection.
- In FY 2023, 7 programs (5 family day homes and 2 centers) only received 1 visit b/c they opened after January 1, 2023.

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- All visits are tracked by the Supervisor throughout the fiscal year to ensure that visits are occurring on time.
- As anticipated the number of renewal visits is slightly lower this year due the code change requiring that renewal visits only occur every two years.
- In FY 2022, a project manager was hired that provides oversight of the childcare management system project, to improve consistency and accuracy of data tracking. In FY 2024, it's anticipated a vendor will be approved and implementation of the childcare management system project will begin.

Recommendations

Target Dates

- | | |
|---|--|
| <ul style="list-style-type: none">• Continue to track monthly inspections to ensure that they are being completed on time.• Review current SharePoint site to ensure consistent reporting. | <ul style="list-style-type: none">• Ongoing• Winter FY 2024 |
|---|--|

Forecast

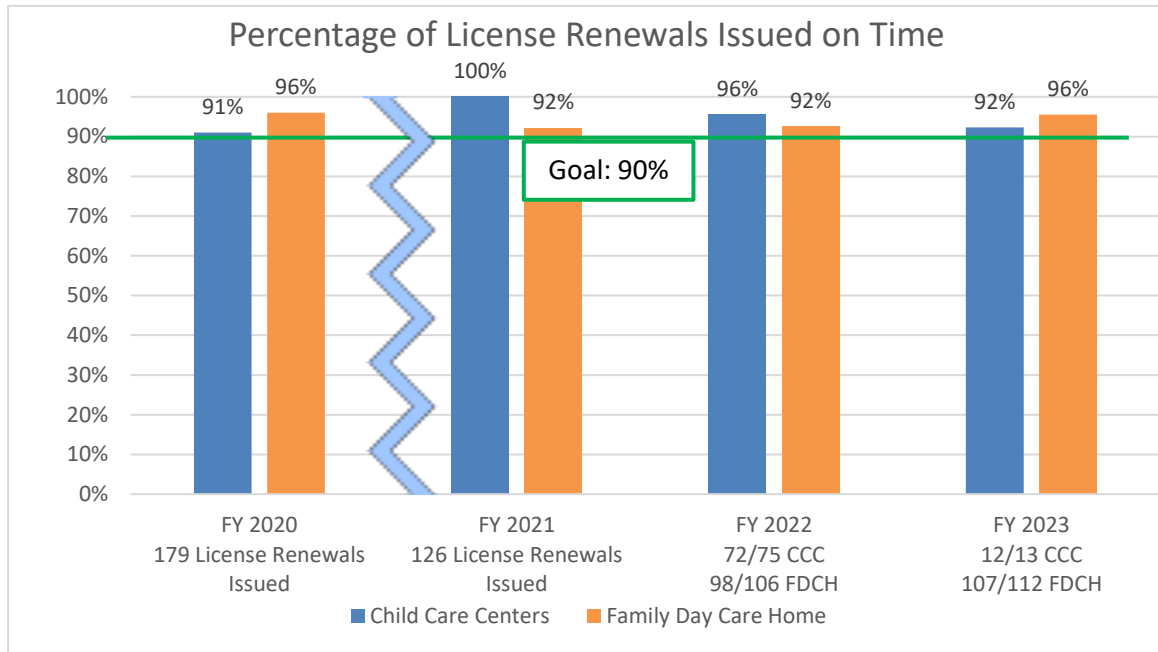
- In FY 2024, it is anticipated that 95% of required visits will occur.

FY 2023 PERFORMANCE PLAN

Child Care Licensing

Measure 2.2 Licenses renewed on time

Data



Data Summary

- In FY 2023, license renewals were issued on time for 92% (12/13) of childcare centers and 96% (107/112) of family day care homes. Licenses are issued on time if they are renewed prior to the expiration date of the current license.
- Data is derived from a SharePoint data system, in conjunction with a supplemental spreadsheet maintained by the supervisor.

What is the story behind the data?

- As anticipated, the decrease in the renewal timeliness is related to the number of centers that required renewal this year as the two year licenses issued in FY 2021 were set to expire.
- In FY 2023, 8 of the 13 child care centers renewed this fiscal year were private schools which continue to be renewed annually.
- In FY 2023, family day homes that did not receive a license on time were due to needing updated background checks.
- In FY 2023, the childcare center that did receive a license on time was due to an expired background check that needed to be updated before licensing could occur.
- Licenses are not issued prior to receiving background check information or the application.
- In FY 2023, the supervisor spreadsheet was updated to begin documenting reasons for late licensure renewal.

Recommendations

- Continue prioritizing licensure renewal visits to ensure timeliness.
- Continue to follow up with programs when license applications and required documentation are not received on time.

Target Dates

- Ongoing
- Ongoing

Forecast

FY 2023 PERFORMANCE PLAN

- In FY 2024, it is expected that 95% of childcare centers and family day care homes have licenses issued on time.

FY 2023 PERFORMANCE PLAN

Child Care Licensing											
Measure	2.3	Program satisfaction									
Data	<div style="text-align: center;"> <p>Respondents stating that the licensing office provides clear and consistent communication</p> <p>The chart displays a single blue bar for FY 2023 with a value of 89%. A horizontal green line at the 90% mark is labeled 'Goal: 90%'. The y-axis ranges from 0% to 100% in 10% increments.</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td>FY 2023</td> <td>89%</td> <td>34/38</td> </tr> <tr> <td>Goal</td> <td>90%</td> <td>-</td> </tr> </tbody> </table> </div>		Year	Percentage	Responses	FY 2023	89%	34/38	Goal	90%	-
Year	Percentage	Responses									
FY 2023	89%	34/38									
Goal	90%	-									
Data Summary	<ul style="list-style-type: none"> • In FY 2023, 34/38 (89%) of respondents selected agreed or strongly agreed that the child care office provides clear and consistent communication. • In FY 2023, the response rate was 10% (34 from 328 total monitoring and renewal visits. Programs received this survey at the conclusion of each of their monitoring/renewal visits. • Survey consists of 3 Yes/No questions, 5 scale questions, and 3 open ended questions. Items evaluated include satisfaction, whether a respondent feels they were treated with respect, and whether their Child Care Specialist was able to provide technical assistance and expertise. • This measure was implemented for the first time in FY 2023. 										
What is the story behind the data?											
<ul style="list-style-type: none"> • In FY 2023, the survey was modified to assess satisfaction with the program as a whole. The survey focused on questions related to technical assistance, communication and overall satisfaction. The survey provided the respondents the opportunity to provide open ended feedback which the department will use to assess for the need for programmatic improvements. • Some comments include, "I find the Childcare staff easy to get in touch with and responsive to questions," "They give us the opportunity to do the program how we see fit, but they are there to guide us through any questions/concerns we may have," and "The County should again consider providing capacitation and training hours online or in person." • Distribution of the survey will coincide with the timing of the programs monitoring visit. 											
Recommendations		Target Dates									

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- Consider reviewing survey responses and comments quarterly to assess for areas of improvement and include in newsletter.

- FY 2024 Q1

Forecast

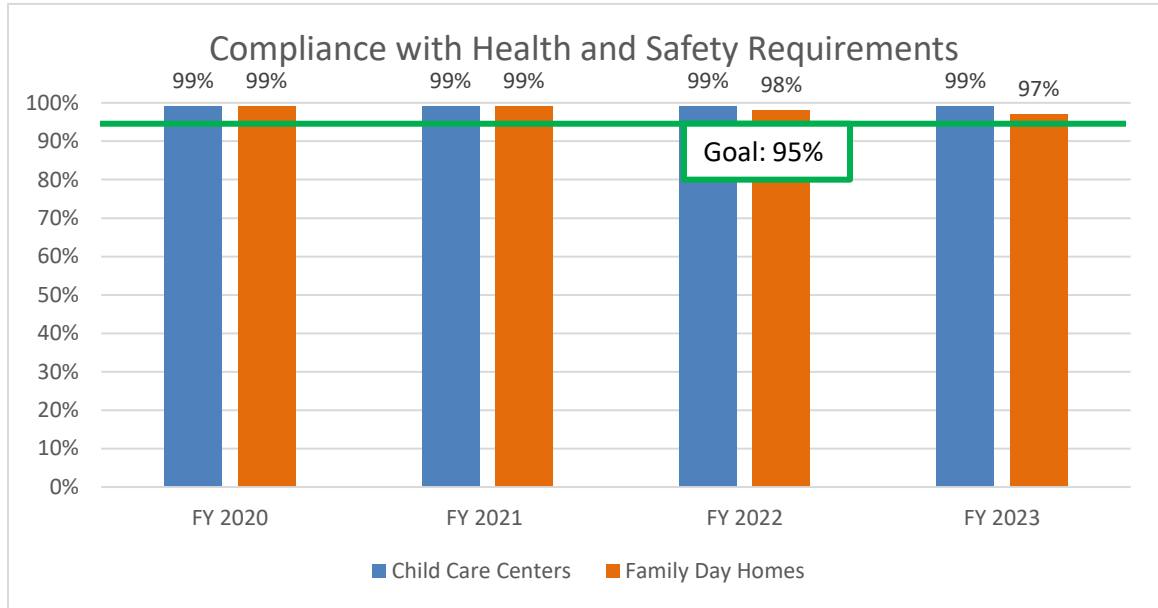
- In FY 2024, it is projected that 90% of training respondents will demonstrate overall satisfaction with child care licensing services.

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Child Care Licensing

Measure 3.1 Health and safety compliance

Data



Data Summary

- For FY 2023, health and safety compliance was assessed for both child care centers and family day homes, using ratio and discipline/care of children measures.
- In FY 2023, Child Care Centers achieved 99% compliance with health and safety requirements and Family Day Homes achieved 97% compliance.
- The chart above reflects the average rates of compliance on health and safety requirements across all programs.
- This data is collected and maintained in SharePoint, and calculated in a spreadsheet.

What is the story behind the data?

- In FY 2023 childcare centers were in 99% compliance and family day homes were 97% in compliance with the health and safety requirements measured.
- In FY 2023 the most common health and safety citations continued to be related to the record documentation.
- In addition to the health and safety requirements reported in this measure, inspections also include assessment of children’s health, welfare, and supervision.
- In FY 2023, all programs received at least one in person and one virtual monitoring visit. All documentation continues to be submitted electronically.

Recommendations

- Continue monitoring for ongoing health and safety compliance.

Target Dates

- Ongoing

Forecast

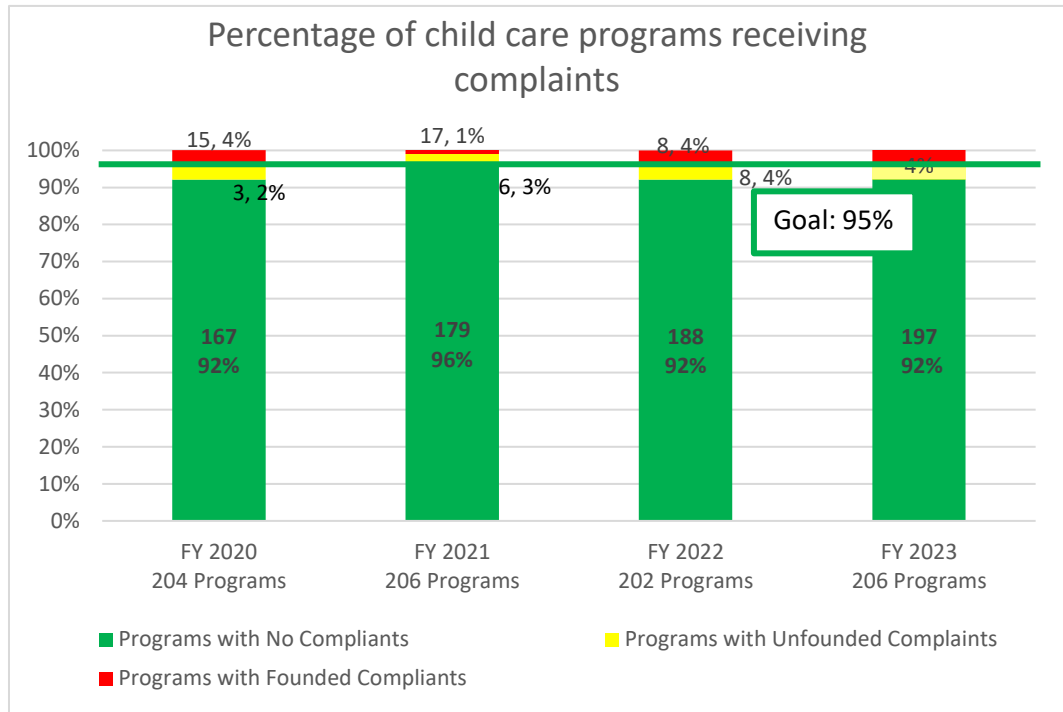
- In FY 2024, it is expected that child care programs will have 99% compliance with health and safety requirements.

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Child Care Licensing

Measure 3.2 Complaints regarding child care programs

Data



	FY 2020	FY 2021	FY 2022	FY 2023
Total Number of Complaints	23	12	16	24
Founded Complaints	11	4	9	15
Programs receiving 1 complaint	12	8	14	11
Programs receiving 2 complaints	2	0	2	3
Programs receiving 3+ complaints	2	1	0	2

Data Summary

- In FY 2023, 92% of childcare programs received no complaints. A total of 16 out of 206 programs (8%) received complaints.
- 18 of the 24 (75%) total complaints were for Child Care Centers. The remaining 6 (25%) were for Family Day Care Homes.
- This data is collected and maintained in Excel.
- Complaints are deemed unfounded when childcare staff are not able to definitively determine that the violation occurred.

What is the story behind the data?

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- Of the 18 programs that received complaints in FY 2023, a total of 11 programs received one complaint. Three programs received 2 complaints, one received 3 complaints, and one received 4 complaints.
- In FY 2023, there were 6 complaint investigations that involved Child Protective Services (CPS). All occurred in child care centers, and 4 of the 6 were founded.
- In FY 2023, the majority of the complaints for child care centers were due to behavior management and supervision.
- In FY 2023, there were 2 reports of illegal operations of unlicensed family day care homes (not included in the totals above). Both were founded. One home successfully pursued and obtained licensure through Child Care Licensing. The other home was reported to Child Protective Services for abuse/neglect.
- Enforcement components have been added into the new childcare codes for accountability. Risk Assessment matrix and manual has been developed and is used when determining enforcement actions. In FY 2023, there was one enforcement action placed on a childcare center.
- Child care programs are aware that information that could lead to a complaint investigation must be reported immediately to the Child Care office. There is also an online complaint form that is easily accessible to the public.
- In FY 2023, 33% complaints were received by phone call, 13% were via the online form, and 54% were emailed.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Continue to provide ongoing training and technical assistance. • Continue to provide child care and quality related resources electronically to programs • Continue to enhance child care website with resources for programs and families. • Explore obtaining usage statistics on child care website. 	<ul style="list-style-type: none"> • Ongoing • Ongoing • Ongoing • FY 2024, Q3

Forecast
<ul style="list-style-type: none"> • In FY 2024, it is anticipated that 95% of programs will not receive any complaints.