

Quarterly Update

SPRING 2017

CHILD CARE LICENSING UPDATE

Child Care Licensing Program Mission:

The Child Care Licensing Program licenses and monitors Family Child Care Homes and Child Care Centers in an effort to ensure that they provide a safe and healthy environment for children who are in day care.

A Note from Pamela Dickfoss, Deputy Director

Welcome to the Spring 2017 Child Care Quarterly Update. In recent months, California experienced a number of extreme natural events including powerful storms, mudslides, extensive flooding and earthquakes, impacting many child care facilities throughout the state. It is important to remember that effective disaster and emergency planning can help maintain a calm and safe environment for children, families, and child care providers. Our goal is to ensure the safety of our children, families, and child care providers with these reminders:

Preparedness

- Know and make plans for the particular risks and hazards in your local area.
- Conduct disaster-specific drills at least every six months.
- Regularly check that emergency food and supplies are up-to-date, including water, which can expire.

Response

- In an emergency situation call 911 and notify appropriate emergency response teams.
- Provide updates, as appropriate, to local emergency teams, particularly if there is a missing child or medical emergency.

Recovery

- If children cannot be safely reunited with families right away, it is best to shelter-in-place when safe and possible so that children can stay in a familiar environment with people they know.
- Licensed child care providers are responsible for the care and supervision of the children until someone with legal authority assumes responsibility.

Please remember, all licensed child care providers are required to have a written disaster and mass casualty plan of action. In the event of such an occurrence, providers must also promptly notify their respective Regional Office and submit all applicable reports and forms as outlined in California Code of Regulations, Title 22 section 101212 (child care centers) and section 102416.2 (family child care homes).

For more information on how to prepare and respond to disasters and for a library of forms and resources you can access the California Child Care Disaster Plan 2016 at <http://cchp.ucsf.edu/content/disaster-preparedness>

You can also view Child Care Licensing's e-learning module on "Disaster Planning and Fire Safety" at <https://youtu.be/Me3LwCRMhKw>

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Management Information

Cassandra Cooper – Monterey Park

Cassandra promoted to Licensing Program Manager I in the Monterey Park Regional Office, effective October 24, 2016. Cassandra has worked for the state for 28 years, 10 of those with Community Care Licensing. Cassandra has a strong knowledge of the licensing regulations. Cassandra has held several positions in Community Care Licensing as a Licensing Program Analyst, Complaint Specialist, and Trainer. Cassandra holds a Bachelor's Degree in Marketing.

Sharalyn Jenkins-Sweeten – Culver City

Sharalyn promoted to Licensing Program Manager in the Culver City Regional Office. Sharalyn joined CCLD in 2005; she has been employed in the Culver City Regional Office for eleven years as a Licensing Program Analyst. Prior to coming to the Community Care Licensing Division (CCLD) she worked with the Employment Development Department as an appeal specialist, team lead/trainer and determinations adjudicator for eleven years. Sharalyn has a wealth of knowledge of the Child Care Program and during her tenure has worked extensively with our legal division, in addition to training and on boarding new staff. Sharalyn's skills will prove to be an asset in her new role. She has a Bachelor of Arts degree in Social Work from Grambling State University of Louisiana.



Adriana Hernandez - Palmdale

Adriana promoted to Licensing Program Manager I for the Palmdale Regional Office as of January 15, 2017. Before becoming a manager, Adriana was a Licensing Program Analyst for the Child Care Program since February of 2012. She brings experience as a Complaint Specialist with a wealth of concrete knowledge with specialized field experience involving the investigation of complaints, a keen understanding of relevant statutes and regulations, a proven drive and determination in protecting the health and safety of children, and extensive experience in the Department's legal actions against serious non-compliant facilities. It is with great pleasure to have Ms. Hernandez join the management team. Please join us in welcoming Adriana to the Palmdale Regional Office.

Burnett Magee - Palmdale

Burnett joined the Palmdale Regional office as a Licensing Program Manager on March 1, 2017 and quickly experienced what life was like in starting up a brand new regional office. Burnett's enthusiasm and eagerness to be a part of the Palmdale team is demonstrated in her willingness to jump right on board. Burnett brings an interesting and unique perspective to our program in that she was previously employed with the Child Care Licensing Division in the state of Texas and has over 11 years of regulatory experience. In one of her roles of Program Specialist, Burnett performed complex administrative duties to

support the District Director and Regional Leadership of the entire Licensing Division. In addition to her vast array of experience, Burnett has earned a Bachelor of Arts in Criminal Justice from Stephen F. Austin University where she has specialized in Background Investigations. Burnett is excited to begin a new phase in her career with Community Care Licensing and is looking forward to being a member of the Palmdale Regional Office team. Let's all give Burnett a hearty and warm welcome to our Licensing team.

Paula d'Albenas-Child Care Program Administrator

Paula has retired as of March 2017. She was the Program Administrator for the Child Care Program since 2012. Paula began her career as a Rehabilitation Therapist working with elderly and adult individuals with mental health issues and developmental disabilities. Paula utilized that experience to help land her first state job with the Department of Developmental Services, working at Agnews Developmental Center. In 1988, Paula came to Community Care Licensing (CCL) and worked as a Licensing Program Analyst in San Bruno, where she developed the expertise that would facilitate her promotion to Licensing Program Manager in 1992, in the Emeryville and San Bruno Residential offices.

With Paula's strong leadership and extensive program knowledge, she continued to promote to Regional Manager of the San Jose Child Care Office in 1999, and then to Assistant Program Administrator with the Child Care Program Office in 2006, and finally as Program Administrator. During Paula's twenty-nine years of dedicated service and commitment to CCL, she has become an invaluable resource and has made numerous positive contributions. Her exceptional leadership and caring attitude, along with her wonderful sense of humor, will certainly be missed by all of us. We wish Paula only the best in her retirement, and many new adventures to come.

Renee Kurjiaka

Renee has been hired as the Staff Services Manager II, for the Quality, Assurance & Advocacy Technical Support Bureau (QAATS) within the Community Care Licensing Division (CCLD) effective February 21, 2017. Renee is coming from the Department of Developmental Services, where she was Chief of the Quality Management Section. She brings over 16 years of extensive managerial experience in

leading dynamic teams in the development and coordination of complex programs. She is committed to continuing the strong working relationships established at CCLD while utilizing her vast knowledge of implementing continuous quality improvement procedures to assure valid and reliable resources are efficiently utilized. She will be a valuable addition to CCLD's leadership team.

Child Care Advocate Program Update

The Child Care Advocate Program has had some changes to staffing. The two Southern California Advocates are new to the unit. Congratulations to Shoghig and Jane on their promotions to Child Care Advocate! The territories are as follows:

- **Roberta Williams - Central State**
Alpine, Amador, Calaveras, El Dorado, Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, Mono, Monterey, Nevada, Placer, Sacramento, San Benito, San Joaquin, Santa Clara, Santa Cruz, Stanislaus, Tuolumne, Tulare, Yolo
- **Natalie Dunaway - Northern State**
Alameda, Butte, Colusa, Contra Costa, Del Norte, Glenn, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Plumas, San Francisco, San Mateo, Sierra, Shasta, Siskiyou, Sonoma, Sutter, Tehama, Trinity, Yuba
- **Shoghig Khadarian- Greater LA**
Los Angeles, San Luis Obispo, Santa Barbara, Ventura
- **Jane Cong-Huyen- Southern State**
Imperial, Orange, Riverside, San Bernardino, San Diego

Please feel free to reach out to any of the advocates at childcareadvocatesprogram@dss.ca.gov

Car Seat Law

Effective January 1, 2017:

Children under two years of age shall ride in a rear-facing car seat unless the child weighs 40 or more pounds OR is 40 or more inches tall. The child shall be secured in a manner that complies with the height and weight limits specified by the manufacturer of the car seat.

Current California Law:

- Children under the age of eight must be secured in a car seat or booster seat in the back seat.
- Children who are eight years of age OR have reached 4'9" in height must be secured by a safety belt.
- Passengers who are 16 years of age and over are subject to California's Mandatory Seat Belt law.



For more information please follow the link below to the California Highway Patrol:

<https://www.chp.ca.gov/programs-services/programs/child-safety-seats>

Is the Furniture In Your Home Safe?

Every 24 minutes a child in the United States is injured as a result of a television (TV) or furniture tip-over incident. Anchor It! is the U.S. Consumer Product Safety Commission's (CPSC) (<https://www.cpsc.gov/>) campaign to educate parents and caregivers about these dangers in the home and to encourage simple, low-cost action to prevent tragedies. An estimated annual average of 38,000 emergency department treated injuries are associated with TV or furniture tip-overs. Many have seen the video that showed two year old Brock Shoff rescuing his twin brother by pushing a dresser that had fallen on his brother. The boys were climbing inside two open drawers when the 115 pound dresser fell on top of them. The video can be seen here:

<http://time.com/4620847/boy-saves-brother-trapped-dresser-video/>.



- 91% of tip-over fatalities occur in the home
- 2/3 of TV and furniture tip-over fatalities involve toddlers
- 46% of tip-over fatalities occur in a bedroom
- Every 15 minutes, someone in the U.S. is injured by furniture tip-over
- On average, one child dies every two weeks when a TV or furniture falls onto him or her

What can be done to protect children in your care?

- Remove tempting items, such as toys and remote controls, from the top of dressers, TVs, and other large furniture
- Anchor top-heavy furniture to the wall with anti-tip devices, such as brackets, braces and wall straps
- Televisions that are not wall mounted should be anchored to the wall or stand using an anti-tip device
- Mount flat-screen TV's
- Supervision should always be a top priority for eliminating any hazards

Health and Safety Code 1596.867 requires an Earthquake Preparedness Checklist (**LIC 9148**) to be included as an attachment to the Emergency Disaster Plan (**LIC 610, LIC 610A, and LIC 610A – Spanish**), and be made accessible to the public. This checklist includes information on eliminating potential hazards, establishing a coordinated response plan for children and parents, and identifying local agencies for assistance and training of staff.

For more information including videos, posters, consumer tip cards, and a link for ordering resources, please go to: <https://www.anchorit.gov/>.

Recall Information

The U.S. Consumer Product Safety Commission (CPSC) is an independent federal regulatory agency that works to reduce the risk of injuries and deaths from consumer products. The CPSC issues approximately 300 product recalls each year, including many products found in child care settings. It is the responsibility of the child care providers to ensure recalled products are not in use in their facilities. The CPSC's toll-free-hotline is available at 800-638-2772. The hearing impaired can call 800-638-8270. Information can also be found on the CPSC website at www.cpsc.gov.

Pertussis (Whooping Cough)

Whooping cough (also known as pertussis) is a highly contagious bacterial disease that can be spread by coughing. People with pertussis have severe coughing attacks that can last for months. Infants too young for vaccination are at greatest risk for life-threatening cases of pertussis. Infants can start the childhood whooping cough vaccine series, [DTaP \(PDF\)](#), as early as six weeks of age. Even one dose of DTaP may offer some protection against fatal whooping cough disease in infants. Young children need five doses of DTaP by kindergarten (ages 4-6). California experienced a Pertussis epidemic in 2014. Pertussis is cyclical and peaks every three to five years. In 2016, 1540 cases were reported to the California Department of Public Health and two infants less than three months of age died from Pertussis.

SB 792 requires, as of September 1, 2016, all employees and volunteers to show proof of immunity to Pertussis, Measles, and Influenza. Please contact your Regional Office if you have further questions.

Criminal Clearance Transfers

California law allows the transfer of active criminal record clearances between contracting county licensing offices and between contracting counties and state licensing offices, as long as the clearance is for the same licensing category.



Did you know?

- A clearance can remain active as long as the individual is associated to a licensed facility.
- If an individual is disassociated from a facility, he/she must be associated to another facility (or the same facility if they are rehired) within two years or he/she will become inactive.
- If an individual becomes inactive, he/she must be printed and cleared again before working, residing or volunteering in a licensed facility.
- Facilities should not request individuals with active clearances to be reprinted as this can cause delays.
- Facilities should submit a transfer request to the Department before the individual has contact with children or the facility will be in violation of the law and subject to civil penalties.

Interested in transferring exception criminal record clearances?

A licensee or applicant for a license seeking a transfer must provide the following documentation:

- A signed Criminal Background Clearance Transfer Request, LIC 9182.
- A copy of the individual's driver's license, or
 - A valid identification card issued by Department of Motor Vehicles, or
 - A valid photo identification issued by another state or the United States government if the individual is not a California resident.
- Any other documentation required by the Department (e.g., [LIC 508- Criminal Record Statement](#) and job description).

Additionally, a Child Abuse Central Index (CACI) check must be submitted if the transfer is to a facility serving children and the individual has not previously submitted a CACI check or the date of the previous CACI inquiry was made prior to January 1, 1999.

To learn more about the criminal background clearance requirements and the associated civil penalties, please read Health & Safety Code Section 1596.871, and California Code of Regulations, Title 22, Sections 101170, 101195, 102370 and 102395.

Remember, it is the facilities' responsibility to ensure employees, adult residents and volunteers specified in law, have criminal record clearances for each license and that licensing is notified of changes to the roster and criminal record clearances. Please check with your Community Care Licensing regional office to confirm that the criminal record clearance has been associated to your facility.

Provider Information Notice (PIN)

Summary

This PIN announces the Community Care Licensing Division's (CCL) inaugural release of its series of PINs. Moving forward PINs will be used to formally communicate to CCL-licensed facilities. Each PIN will be numerically cataloged by the year of release, sequential order of PIN release, and applicable program acronym.

On September 29, 2016, Governor Brown signed Assembly Bill (AB) 2231, enacting new laws for licensed facilities. AB 2231:

- Increases civil penalties for specified facility categories for violations of licensing requirements
- Defines "repeat violations"
- Changes repeat violation penalty types
- Requires the Department to assist licensees with prevention of repeat violations
- Changes how the Department categorizes compliant investigation findings

For more information, please go to: <http://cclid.ca.gov/PG491.htm> for all PIN notices.

Child Care Videos

What is a civil penalty? What forms do I need to keep in my family child care home? What are my rights as a licensee? What should parents look for when seeking child care? The answers to these questions and other topics are now addressed in a series of child care videos that have been designed with child care providers and parents in mind. The videos contain explanations of licensing regulations and can be utilized in a variety of settings, including staff trainings. The videos can be found at <https://cclid.childcarevideos.org/>.



New System News

The Child Welfare Digital Services (CWDS) maintains and operates the current Child Welfare Services/Case Management System (CWS/CMS) and is developing the Child Welfare Services-New System (CWS-NS). CWS-NS will replace and improve upon a set of key digital services currently provided by the CWS/CMS, Licensing Information System (LIS), and Field Automation System (FAS), collectively referred to as “legacy systems.”

One of these digital services is the Certification, Approval, and Licensing Services (CALs), which will provide an integrated, statewide Resource Family Home approval system for counties and a facility licensing system for the Community Care Licensing Division’s (CCLD) Children’s Residential Program (CRP). While CALs will be developed with CRP specifically in mind, it is being built in a way to allow later customization for Adult and Senior Care, Child Care Licensing, and Home Care Services’ needs as well.

On January 5, 2017, the state executed a contract with Cambria Solutions, Inc. as the CALs Design and Development Team. On January 24, 2017, the CWDS CALs Business Team hosted a four-day onboarding session with Cambria Solutions and subject matter experts from five counties (Los Angeles, Orange, San Francisco, San Joaquin, and San Mateo), and three CCLD Regional Offices (Culver City, Monterey Park, and San Jose). This was a unique opportunity for the participants to get to know one another in person, to receive information on the core strategies needed, and to develop a strong common vision to take on the exciting work that lies ahead.

In February the Design and Development team visited several counties and CCLD field offices, including Natomas, Monterey Park, and Culver City to research users’ needs for a new system and pain points in the use of existing systems. This important work includes the shadowing of staff as they carry out their office and field assignments, including the way they navigate the legacy systems, plus manual and external systems. This research will continue throughout the spring, but thanks to the wonderfully organized visits which have been made already, an initial roadmap for how to approach meeting users’ needs is starting to emerge.

We continue to need your participation, as user research and testing activities are critical to understanding what features we need next in the New System. It is this continuous process of research, feedback, testing, and incremental development that will give the estimated 25,000 users statewide a system which far surpasses what is available today by way of innovation, field-relevance, completeness, and intuitive user interface experience.

We are currently working on a Proof of Concept to display a facility profile. This first step is to show that data can be integrated from multiple systems. It is the building block upon which the first feature, determined based on the synthesis of user research and ongoing collaborative meetings, will be built.

All of the CWDS CALs Team can be reached directly at CWDSCALS@osi.ca.gov.

Please do not hesitate to send in questions or share your insights about what you need in a new facility licensing system. More information about the progress, scope, and vision for CALs development and all of the CWS-NS digital services can be found at: <https://cwds.ca.gov/>.

- Stay informed: [Subscribe](#) to the mail list.
- “[Dashboard](#)” has links to each team’s work.

- “[For Stakeholders](#)” has links to Events including the Monthly Solutions Demos, Quarterly Stakeholder Forums, Reports, and much more.
- Choose the social media options at the bottom of any page to view and follow CWDS updates including: [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#), and [GitHub](#).

Department of Social Services New Website

We are excited to announce that the Department of Social Services, Community Care Licensing Division’s new and refreshed website has gone live. We encourage everyone to visit and explore the new website which showcases our full spectrum of services in a more user-friendly manner. New dropdown menus are featured for ease of navigation. Formatting changes allow for a quicker, easier read of the contents, collectively serving to provide you with a distinct, enhanced user experience.



When we started this project, we had big ideas—from updating the Department’s messaging to helping users get from one place to another without skipping our most important contents. Our solution included

adding new icons for greater ease in selecting areas of particular interest. We have also incorporated new graphics to add to the overall quality and feel of our website. We hope you like the changes. If you have any feedback, please send us an e-mail at cclwebmaster@dss.ca.gov.

Most Commonly Cited Deficiencies for 2016

The Most Commonly Cited Deficiencies for 2016 is now available on our website and can be viewed at the following link: <http://www.cdss.ca.gov/inforesources/Community-Care/Self-Assessment-Guides-and-Key-Indicator-Tools/Most-Commonly-Cited-Deficiencies>

Preventative Health and Safety Practices Training In-person Availability Expanded at Resource and Referral Program Offices Statewide

The California Department of Education is implementing new training programs to deliver eight hours of Preventative Health and Safety Practices instruction across the state. In order to obtain a license, child care providers must complete eight hours of Preventative Health and Safety Practices coursework, by law this training must be taken in-person and not online. The California Department of Education has allocated California’s Resource and Referral Programs (R&R) direct funding



targeted at expanding local availability to ensure training access. If a caregiver seeking to become licensed cannot find this training offered in their locale, R&R staff may help schedule onsite instruction at one of several regional R&R offices, identified as “hubs”, across the state. Learn more about the availability of health and safety training offered at the R&R hub office closest to you by inquiring toll free at **1-800-KIDS-793**.

The Emergency Medical Services Authority is the State Agency charged with approving health and safety training coursework and programs in order to verify such content meets standards and requirements for licensure. There are 23 approved training programs available in several counties listed on the [Emergency Medical Services Authority website](#). Recently the approved Preventative Health and Safety Practices training offered by Red Cross was discontinued, impacting local availability of the in-person training in some counties of the state. State partners including California’s Child Care Licensing Program, the Department of Education and the Emergency Medical Services Authority collaborated specifically to address those impacts by authorizing immediate funding for remote training resources and by working to create another approved program that will result in

new permanent training staff at 17 R&R hub office locations across the state.

Immediate resources are available to providers who need to meet this training requirement for licensure. Upon request, R&R hub offices may schedule an existing approved trainer from another area to travel remotely and conduct training sessions locally as needed. Later this summer, training staff approved by the Emergency Medical Service Authority will begin to permanently reside at 17 R&R hub locations. If you live in the counties of Mariposa, Tulare, Kings, Merced, Siskiyou, Shasta, Yuba, Mendocino, Sonoma, Marin, San Mateo, Monterey, Santa Barbara or Yolo and you are unable to access Preventative Health and Safety Practices in-person training locally, contact **1-800-KIDS-793** and ask to be connected to the R&R hub office closest to you.

IMPORTANT INFO AND PHONE NUMBERS

Centralized Complaint & Information Bureau (CCIB)	1-844-538-8766
Child Care Advocate Program	1-916-654-1541
Child Protective Services	1-916-875-5437
Caregiver Background Check Bureau	1-888-422-5669
CA Child Care Resource and Referral Network	1-415-882-0234

Notes and Credits

The Community Care Licensing Division (CCLD) publishes the Child Care Quarterly Update for the benefit of Licensees, Parents, and Stakeholders.

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