

Overview of child care subsidy system recommendations

House Early Learning & Human Services Committee

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What was required in SB 5921

- ✓ SB 5921 required DEL and DSHS to:
 - Identify options to track subsidized child care attendance
 - Assess current child care subsidy system, identify ways to improve accuracy, efficiency and responsiveness
 - Report back to Legislature with recommendations

Partner agency roles and responsibilities

✓ DEL

- Lead agency for federal Child Care and Development Fund grant
- Sets and interprets child care subsidy policy

✓ DSHS

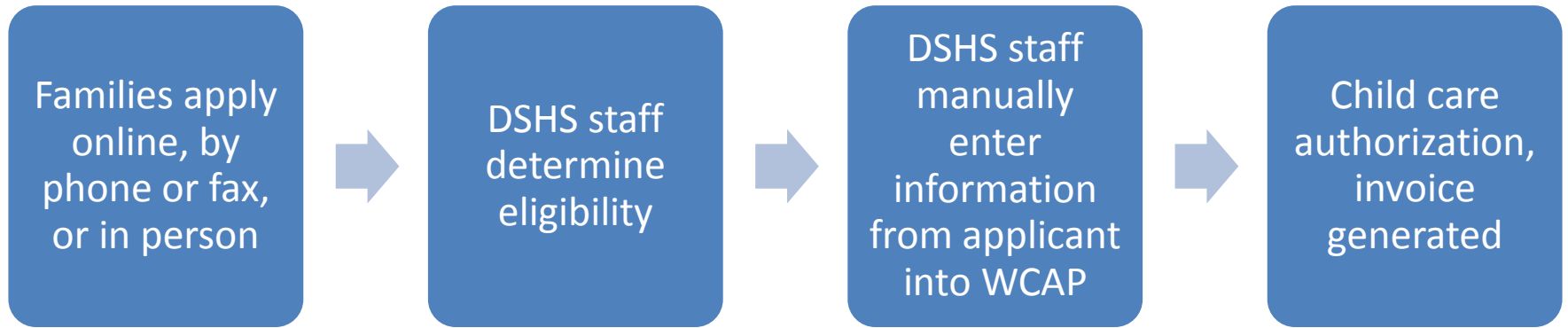
- Provides eligibility determination
- Manages provider payments for Working Connections Child Care, Seasonal Child Care programs

What's at stake?

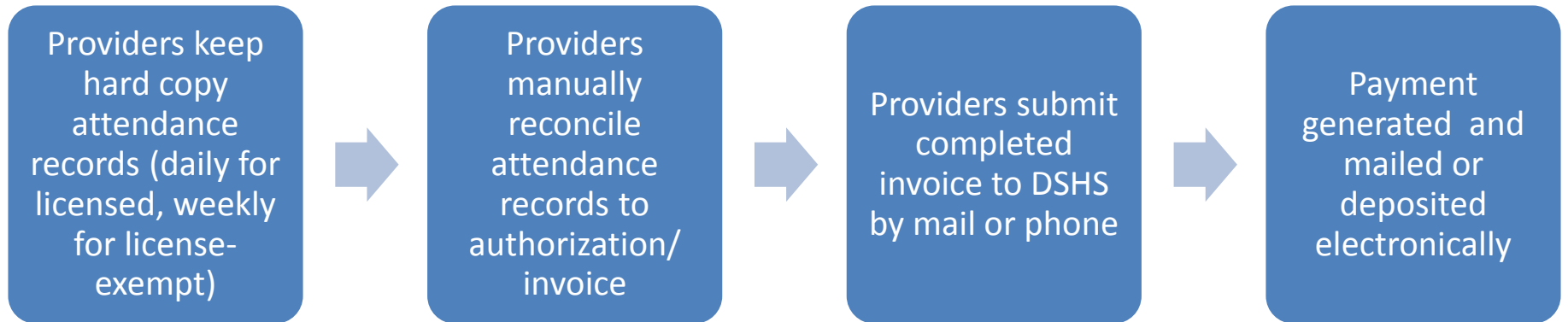
✓ Child care subsidies:

- Help families access child care while they work or look for work
- Help ensure adequate supply of child care facilities around the state
- Are a critical part of the state's economic infrastructure
- Can be used to help ensure high-quality early learning opportunities for children

Current subsidy application process for families



Current subsidy attendance/billing process for child care providers



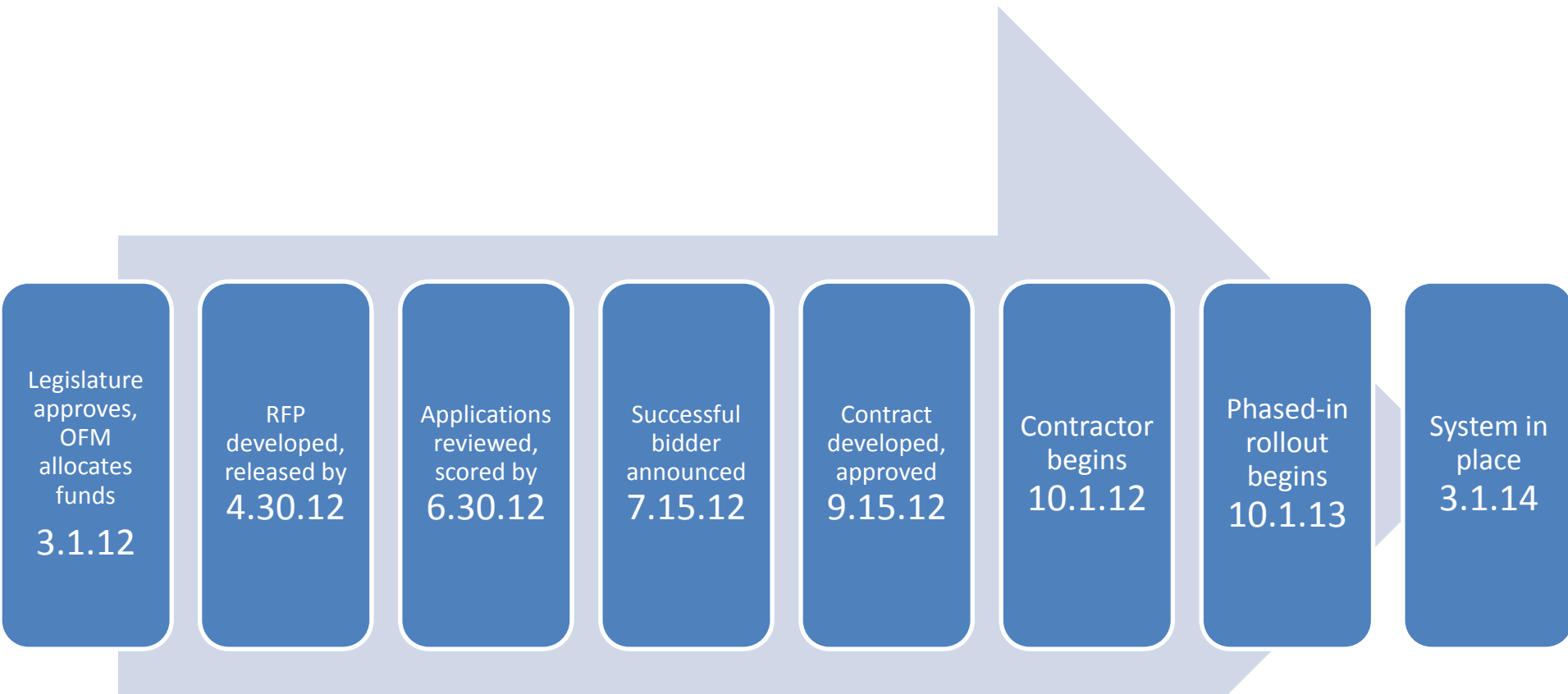
Challenges with the current system

- ✓ Multiple legacy systems do not automatically share data, make reporting difficult
- ✓ Paper-based attendance records allow for high rate of human error leading to higher costs
- ✓ Hiring freeze, staff reductions impacted DSHS Community Services Division's ability to manage incoming calls, process applications

Recommendations for attendance system

- ✓ Implement electronic system that streamlines services and reduces costs and errors by:
 - Electronically signing children in and out of care
 - Tracks hours and creates attendance reports
- ✓ System must include:
 - Point of service devices for licensed child care
 - Toll-free phone number for license-exempt child care
 - Manual process for those lacking land line, cell phone
- ✓ As part of RFP process, determine the most effective electronic solution:
 - Proximity cards
 - Key pads
 - Swipe cards
 - Biometric systems
 - Computer log-in

Recommended implementation timeline



Recommendations for child care subsidy service delivery

- ✓ Independent, contracted evaluation of child care subsidy eligibility system that explores options that might include:
 - Transferring child care subsidy service delivery from DSHS to DEL
 - Competitive, performance-based contracting of subsidy service delivery
 - Maintaining current service delivery relationship