

**Sonoma County Human Services Department
Division of Family, Youth and Children
Child Care Support Program
Program Self-Evaluation Process
Fiscal Year 2018-19**

(Excerpted from State Required Forms and Attachments)

Self-Evaluation Overview

A self-evaluation team comprised of one Senior Office Assistant, one Senior Account Clerk and one Accountant III participated in the Child Care Support Program evaluation process led by an Administrative Aide. The review process was conducted on April 17 & 18, 2019 and evaluated services provided in January 2019.

The team reviewed the policies and procedures and parent and provider communication to confirm adherence to all applicable regulations. The policies and procedures had recently been updated, so a thorough review was helpful to ensure that all areas of compliance were clearly and definitively addressed.

The team reviewed 30 of 81 children, which was 37% of provider and family files listed on the fiscal report for the month of January to ensure compliance with established policies and procedures and state and federal regulations. Applicable sections of the California Department of Education Alternative Payment Monitoring Review Checklist were used for each file review. Areas of review included attendance, completion of required application documents, Notice of Action (NOA) forms, correspondence with families and providers, and other items as outlined in the checklist. The Alternative Payment (AP) Child Care Program Self-Evaluation Summary (our internal documentation) lists all of the items reviewed. Items with a finding identify a specific corrective action, and specify who is responsible for the correction and the due date for completion. All items with a finding are also included in the Program Review Instrument – Summary of Findings EESD 4001. Items with a frequency rate of 10% or more are included with the corresponding corrective action in this report.

Self-Evaluation Findings

The areas that met standards identified during the self-evaluation review include:

1. Complete family files for all children receiving child care services
2. All applications completed prior to serving the child
3. Family size was determined correctly on 100% of the files reviewed
4. NOAs were complete and accurate for 100% of the files reviewed
5. 100% of the files reviewed had a statement that child care and development services are a necessary component of the Child Protective Services (CPS) plan
6. The correct Regional Market Rate (RMR) was paid for child care services
7. 100% of attendance sheets reviewed had the time of arrival and departure of the child correctly documented
8. All appropriate child care provider documentation required for both licensed and license-exempt providers was present

A plan has been created that addresses findings from the self-evaluation and contains specific corrective action items to remedy findings identified through this review process. An evaluation using the Program Review Instrument and Alternative Payment Monitoring Tool will continue to be completed annually. AP Child Care Program staff will be responsible for follow-up and training of staff to ensure policies and regulations are in compliance.

The areas below were identified as findings and required corrective action plans. All corrective actions will be completed within 30 days, and review of the corrective actions will be done at 90 days to ensure that the actions taken adequately resolved the issues.

2.2 – Was the Application for Services complete?

40% (12 of 30) of the files reviewed were missing the ethnicity and/or race on the application for child care services. The FY&C Child Care Program staff will assure that ethnicity and race are listed on the application. The policy will be monitored and adhered to for all future applications.

10.3 – For school age children, are the first and last initials of the provider present along with a notation of the times documenting when a school-age child departs for and returns from school during the day?

Of the reviewed files, 13% (4 of 30) of the attendance sheets were not initialed when the child departed and returned from school. The time was documented daily but not initialed. Beginning May 1, 2019, fiscal staff for the AP Child Care Program will return any attendance sheets that are missing any of the required information to the child care provider for completion/correction before a payment is made.

Child Care Support Program Goals

Goal I of our county policy is to 'Encourage and support parental understanding of and involvement in their child's child care experience'. Our practice is to provide information to families in their primary language. The HSD/FY&C Child Care Program's parent/provider handbook, *A Guide for Parents and Child Care Providers*, is sent to every family who receives child care services and includes information on how to identify high quality child care in reader friendly format. Parent surveys were sent to 128 families who received child care services between March 1, 2018 and February 28, 2019. 12% (15) of the Parent Surveys were returned. Parent feedback was consistently positive overall. Survey feedback is included in the Parent Survey Summary of Findings EESD 4003.

Goal II of our county policy is to 'Build effective community partnerships to ensure that families have every opportunity to transition to long-term subsidized child care'. AP Child Care Program staff work collaboratively with community agencies (4Cs, River to Coast Children's Services, Child & Family Circle) to enroll children in long-term subsidized child care. Staff attend quarterly community meetings and have on-going communication on enrollment options and dates. AP Child Care Program staff enters every child listed on the child care application onto the Centralized Eligibility List with CPS status. To date, 64 children for FY 2018-19 who were being served through the AP Child Care Program are enrolled with another community agency.

The HSD Director received and approved the Program Self-Evaluation Process, Fiscal Year 2018-2019. Information about the self-evaluation process, results and corrective action for Fiscal Year 2018-2019 will be presented to the Sonoma County Board of Supervisors in August 2019 along with approval of the California Alternative Payment Program (CAPP) contract. The exact date will be confirmed when the CAPP contract is received for processing.

An evaluation using the Program Review Instrument and Alternative Payment Monitoring Tool will continue to be done annually. The AP Child Care Program coordinator will be responsible for its completion and for training staff to ensure that policies and regulations are in compliance.