

****ALERT!** Important Updates!**

- A new retirement letter has been created; the old form will no longer be accepted. You can find the new form in the I drive under 'Letterheads and Faxes.'
- Cheryl O'Dowd (south-central region) is resigning from the Division. You will be missed, Cheryl!
- LoraLee has sent us all furlough time sheets to use during furlough weeks. Don't forget!

Quality Assurance Unit

Since October 2008, our new Quality Assurance Unit has worked to ensure systematic review and monitoring of activities and services for the Division of Child Care and to evaluate if standards are being met. In recent months, the Division has developed new plans to address staff's training needs, monitor application processing and overdue continuations/renewals and to look at how efficient the Division has been in handling public complaints and Stage IIs. The plans also address how the Division facilitates scanning of ongoing facility/agency inspections and manages public file review requests. By our own standards and risk factor requirements, we have set timelines for completion of many of our activities/services, including the County's Stage II and public complaint investigations. Additionally, public file reviews must

satisfy timelines set in statute and are managed through scanning processes and use of Optika. Why am I sharing?

Widespread awareness of quality assurance throughout the Division will increase the probability that service quality will be taken into account as you complete every phase of your licensing work. To get to quality, it requires that the entire Division's staff make improvements, and all staff become accountable for meeting the Division's standards. Quality assurance is about improving and being consistent in our methods for each service/activity we provide, to avoid or minimize issues that lead to poor public relations.

It has been rewarding to witness the team spirit of the Quality Assurance Unit and to see how the Core Staff of the Division have made improvements and continue to work to create an infrastructure to manage the front end work for the Licensing Division. Twenty licenses and 2 certifications are issued by the Division of Child Care. All Core Staff have many functions to their job responsibilities, but application processing and public file review are important roles and are discussed below to give a sense of the volume handled monthly:

- Kelly Collins handles all facilities/agencies' applications except Child Care Homes. Between originals, changes to a license, continuations, and renewals, more than 600 applications are processed monthly.
- Pat Kriebel handles all Family Child Care Homes original applications and changes to a license and more than 100 applications are processed monthly.
- Lucy Esquibel handles the Child Placement Agency and Foster Care Home application processes and more than 214 applications are processed monthly.
- Marlene Romero is the Division's designated child care records custodian and manages all public records requests from the media, state audits, county departments of human services, federal audits, other state departments and the public. Each month, approximately 71 requests are processed. She is responsible for receiving County Stage II investigations and assigning the licensing specialist in Trails.
- Phyllis Nihiser assists all of the Core Staff in many ways and has the all-important role for the image of the Division by being a live person on the other end of the phone. She meets and greets the customer who walks in with their many concerns and works to solve problems without incident.

All Quality Assurance staff handles community inquiries/complaints, scanning processing and other critical jobs for the front end. This is a hard-working team for the Division of Child Care. ~Rubi Clay

Licensing Lessons

Did you know that a feedback form is to be left **at every licensing visit**, including complaint and stage II that includes the website where a child care facility can give feedback anonymously? Did you know that you are to **really encourage** the provider to send it in or to go to the Division of Child Care web site, www.cdhs.state.co.us/childcare/licensing, and click on "provider feedback form" on the left? This is a way for the division to receive feedback anonymously. When you fill out the feedback form you are only to list your name, date and time of visit. It is the choice of the facility to include their name and contact information if they want to. Please always make sure and put **your name on it. An administrator and supervisor read every feedback form that comes into the Division.** ~Dana Andrews

HOW TO: Make Comments for the Appeal Panel in CCCLS

If you would like to make comments to the panel on any appeal, please do the following:

1. Go into CCCLS
2. Click on "Investigation"
3. Click on "Appeals and Waivers"
4. Put in provider number
5. Click on the "provider number"
6. Click on the "appeal number" (found on the appeal listing)
7. Click on the "Decision" tab at the top
8. In the box labeled "licensing worker comments," enter your comments.

Also, please send me an e-mail that you entered a comment, or e-mail me your comments directly. If you have any questions, please contact me. ~ Patti J. Silvers

Resources

A few websites for kid-safe hand sanitizer:
<http://www.cleanwelltoday.com/>

http://www.simplygoodstuff.com/hand_sanitizer-250.html

<http://soapopular-usa.com/>

Find more by doing an internet search!

Rumor Busters



ALERT! The Buzzard over my door is missing! First, it was believed that he just flew the coop, but then it was reported that a mysterious man was spotted lurking around my office door! Then, horror of all horrors, I received this photo...he has been BUZZARDNAPPED! I await further information...will keep you posted... ~ Terry Santi

And a few rumor busters from Rosemarie...

Rumor: Dana Andrews is retiring from the Division. **Confirmed:** Dana will be leaving the Division in February 2010 to run a Bed and Breakfast in Nebraska.

Rumor: Visits made to facilities will be less frequent for the 24-hour

Monitoring Team. **Busted:** There are no plans to reduce frequency of visits to facilities.

Please refer to Rosemarie's rumor-busting newsletter for more!

Division of Child Care Quiz (See October Issue for Answers)

- Approximately 13 Ski Resorts operate under the Guest Child Care Facility statute, 26-6-103.5. True or False: Ski resorts require a license.
- Division of Child Care issues 20 licenses and two certifications. Can you name them?
- Approximately how many licensed day care homes currently exist in Colorado?
- There are two Homeless Youth Shelters licensed in Colorado. Can you name where they are located?
- There are currently 17 Resource and Referral Network Partners. Can you name the contact person (s) for your geographical area?

Parting Thoughts

Supervisor's Corner

Mark Lapka and Sharon Kelley have graciously volunteered to clean up the "I" Drive. Please take time to check and make sure you are removing any items that should not be placed on this drive. All personal documents should be placed on your "H" Drive. Old documents will be archived and current documents that are to be used will be placed on the "I" drive with the date of the document.

Due to concerns with the H1N1 virus many schools and facilities are installing hand sanitizers in the classrooms. If these are placed in the reach of children, they need to be using non-toxic products that are effective against the H1N1 virus. Many products can be found using an internet search engine for non-toxic and alcohol free hand sanitizer (see a few examples in the resource box on this page). If facilities have the hand sanitizers which are labeled keep out of the reach of children they need to be inaccessible to children at all times.

Stay tuned..... In the upcoming months there will be new information coming your way regarding SOPs and additional training on writing Reports of Inspection.

~ Carin Rosa and Dan Casey

Thank you, Contributors!

Special thanks to those who contributed to this month's newsletter:

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