

2020



# EARLY LEARNING COUNCIL CHILD CARE SAFETY PORTAL AD HOC COMMITTEE REPORT

PREPARED FOR THE EARLY LEARNING COUNCIL  
BY THE EARLY LEARNING DIVISION



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## Executive Summary

This report presents recommendations of the Child Care Safety Portal Ad-Hoc Committee requested by Governor Kate Brown in March 2019. In her letter, Governor Brown directed the Early Learning Council (ELC) to lead a public process to improve parents' access to child care safety information. The directive led to the formation of the Child Care Safety Portal Ad-Hoc Committee.

The Child Care Safety Portal Ad-Hoc Committee's charge was to advise the Early Learning Council on the issues, challenges, and expectations related to providing accurate, timely, and relevant information to parents via the Child Care Safety Portal. The committee convened six times, meeting monthly from May to October of 2019. A variety of stakeholders participated, including three parents, two providers, legal and law enforcement, union representatives, three ELC representatives (current and former members), and others from partner entities. Key principles guiding the recommendations included providing information that is clear and easy to access, helpful to families, and balances privacy and transparency. In addition, information available in the Child Care Safety Portal should meet Child Care Development Fund (CCDF) federal requirements, align with consumer education best practices, and include collaboration with partner agencies.

The committee reached consensus on several recommendations:

- Invalid complaints related to licensed child care should continue to be omitted from the portal.
- Licensing history should be displayed for five years.
- Guidelines regarding the submission of provider response letters should be given to providers.
- Information for both licensed and not licensed entities<sup>1</sup> should be made available on the Early Learning Division (ELD) website in an easily understandable format that ensures the types of care is easily distinguished by parents.
- Information for programs that do not have a current license should be made available on the ELD website with a clear description of why the program's license is not current.
- When a child fatality occurs in child care, ELD should make available the date of death, facility name, license number, owner/provider name, city, and zip code within 48 hours of ELD's notification, barring any extenuating circumstances. In addition, the ELD should add a statement to a provider's history when no Office of Child Care violations were found during the investigation.
- Information should be made available as part of a provider's portal history when there is a substantiated incident of child abuse in regulated care. It is recommended that the information include whether the child abuse finding was assigned to an individual or the facility, the type of abuse, the date the substantiation was determined by final order, and a short summary describing the circumstances.

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<sup>1</sup> "Not licensed entities" refers to Recorded Programs and Regulated Subsidy providers that are exempt from licensing as well as people or facilities cited for an Illegal Care violation.

The committee did not reach consensus on whether the portal should display licensed care complaints that were found unable to substantiate. Therefore, no changes will be made at this time.

The timeframe for implementing the ELC approved recommendations is six months to a year. The recommendation regarding child fatality information posting within 48 hours has already been implemented. Though adding a statement to a provider's history when no OCC violations were found during the investigation of a child fatality will still occur within the six month to one year timeframe.

The committee also identified areas of improvement related to portal usability. Some of these suggestions have been addressed to date; other improvements will be rolled out in phases, beginning in 2020, depending upon the complexity of the technology challenges.

## Charge from Governor Kate Brown



KATE BROWN  
Governor

March 14, 2019

Miriam Calderon, Director  
Early Learning System  
Early Learning Division  
700 Summer St. NE, Ste. 350  
Salem, OR 97301

Sue Miller  
Chair, Early Learning Council  
Early Learning Division  
700 Summer St. NE, Ste. 350  
Salem, OR 97301

Dear Ms. Calderon and Ms. Miller,

Over the past year, several inconsistencies have come to light in how the Early Learning Division is sharing information about child care facilities – and particularly tragedies that occur at these facilities – on its parent portal.

While I understand the portal is a new tool and still evolving, I am concerned about the ability of families to access the information they need to make choices about where they send their children each day. Parents deserve transparency and clear and easy access to information so that they can do their homework when making such an important decision.

For this reason, I am directing the Early Learning Council to lead a public process to review the parent portal and make recommendations for how to improve parents' access to information. Per the conversation my staff had with you on March 13, 2019, I expect the Council to seek input from a variety of stakeholders, especially parents, and provide an opportunity for public input. The Council should address, among other things, the needs of parents, confidentiality concerns, and best practices.

Thank you for your attention to this important issue. I look forward to continued improvements in the portal, so that Oregon families can make informed choices about child care.

Sincerely,

Governor Kate Brown



## Committee Participant List

*Alphabetical order by last name*

Kevin Barton, District Attorney, Washington County  
Representative Daniel Bonham, Legislator, Columbia River Gorge  
Stephanie Fortner, Parent, Portland  
Senator Sara Gelser, Legislator, Corvallis  
Regan Gray, Child Care Policy Advisor at Family Forward, Portland  
Renee Holmes, Child Care Provider, Certified Family, Portland  
Representative John Lively, Legislator, Springfield  
Deena Loughary, DHS Child Safety Manager, Salem  
Lisa Matos, Environmental Health Specialist at Multnomah County Health Department  
Andrea McMurtray, Parent, Portland  
Sue Miller, Early Learning Council Chair, Portland  
Jerry Moore, Police Chief, Local Police Chief, Salem  
Veronica Ochoa, Parent, Salem  
Eva Rippeteau, AFSCME Representative and Early Learning Council member, Portland  
Jakelinne Salgado, Care Provider Organizer, SEIU Local 503, SEIU Representative, Eugene  
Kara Tachikawa, Child Care Provider, Certified Center, Bend  
Shannon Vandehey, CCR&R Director for Marion, Polk, and Yamhill counties, Salem

### **Non-Voting Participants**

Martha Brooks, State Director, Fight Crime Invest in Kids Oregon, Beaverton (former ELC member)  
Jay Messenger, Legal Enforcement Director, Office of Child Care, Early Learning Division, Salem  
Tamara (Tami) Scott, Field Operations Director, Office of Child Care, Early Learning Division, Salem  
Dawn Taylor, Office of Child Care Director/Amy Joyce, Interim Office of Child Care Director, Early Learning Division, Salem  
Bobbie Weber, Retired Research Associate, Oregon State University, Corvallis (former ELC member)

### **Committee Staff**

Heidi McGowan, Facilitator, East Consulting & Associates, Corvallis  
Angela Rodriguez, Quality Assurance Manager, Office of Child Care, Early Learning Division, Salem  
Jason Sloan, System Design Specialist, Office of Child Care, Early Learning Division, Salem

**Thank you to Committee Participants for the time, care, and expertise given to the Child Care Safety Portal Ad-Hoc Committee in support of Oregon's youngest children and their families.**

## Child Care Safety Portal Ad-Hoc Committee Charter

**Charge:** The Child Care Safety Portal Ad-Hoc Committee is charged with advising the Early Learning Council on the issues, challenges, and expectations related to providing accurate, timely, and relevant information to parents via the [Child Care Safety Portal](#). This includes, but is not limited to, the federal requirements for posting information in accordance with the Child Care Development Fund (CCDF).

Specifically, the Committee is charged with delivering recommendations to the Early Learning Council related to the breadth and depth of information included in the portal, how the information is represented, and other considerations for what information is available via the Child Care Safety Portal (CCSP). These recommendations will be delivered no later than November 1, 2019.

**Principles:** In addition to the principles established by the Committee, the Committee is required to, at minimum, ensure its recommendations take into account the need for the Child Care Safety Portal to provide information that is:

1. Helpful to families
2. Timely and accurate
3. Clear and easy to access
4. Consistent with CCDF requirements
5. Aligned with best practices in child care consumer education
6. Produced in collaboration with partner agencies
7. Balancing privacy and transparency

**Committee Structure:** The Child Care Safety Portal Ad-Hoc Committee will be chaired by a member of the Early Learning Council. The membership of the Committee will include stakeholders representing the following perspectives and areas of expertise:

- Parents, including a parent who has experienced a tragedy in child care\*
- Child Care Providers, including a provider who has experienced a tragedy in child care\*\*
- Parent Advocacy Organization
- Child Care Resource and Referral Organization
- Local Registered Environmental Health Specialist/Supervisor
- AFSCME Representative
- SEIU Representative
- Local chief/sheriff/police/detective
- District Attorney
- Early Learning Division (ELD) Child Care Director
- Office of Child Care - Licensing

- Office of Child Care - Compliance
- Department of Human Services Child Welfare - Field staff
- Legislators (House and Senate)

The Committee will be staffed by the Early Learning Division. The lead staff assigned to the Committee are Angela Rodriguez, Operations and Policy Specialist, and Jason Sloan, System Design Specialist.

The Committee will have access to representatives from the National Quality Assurance Technical Assistance Center and The Consultants Consortium Incorporated (portal vendor) in an advisory capacity. The committee will also have access to Department of Justice attorneys that specialize in child care to ensure recommendations align with state and federal laws and regulations.

These meetings will be open to the public and comply with Oregon's public meeting laws. Compensation will be provided for parents and child care providers serving on the committee.

\*ELD was not able to find a parent representative who experienced a tragedy in care to participate on the committee.

\*\*A provider originally serving on the committee who experienced a tragedy in care was unable to continue.



## Summary Report: May - October 2019

The Child Care Safety Portal Ad-Hoc Committee of the Early Learning Council met on May 21<sup>st</sup>, June 25<sup>th</sup>, July 23<sup>rd</sup>, August 27, September 24<sup>th</sup>, and October 22<sup>nd</sup> from 3 to 5:30 p.m. Each meeting focused on understanding, discussing, and ultimately developing recommendations to put forth to the Early Learning Council.

The initial meeting in May concentrated on describing in detail the purpose of the committee, familiarizing the committee with the current Child Care Safety Portal, and laying the foundation for the structure of all future meetings. In this May meeting, Committee participants requested that the Office of Child Care (OCC) staff provide recommendations that included pros and cons of the recommendations as well as the background materials describing each of the policy questions that the committee needed to address. Therefore, each of the subsequent meetings included an initial staff recommendation for the Committee to consider.

The information that follows organizes the June through September meetings into a consistent format that includes the questions discussed each month, OCC current practices, staff recommendations, a brief summary of the discussions, the committee recommendations, and technological considerations related to each recommendation. The final meeting in October consisted of discussions of any recommendations that had not achieved consensus in prior months and a review of all other recommendations for finalizing.

### June

#### 1. Should the portal display licensed care complaints found invalid?

<b>Current Practice</b>	Complaints found invalid are not available on the portal.
<b>Staff Recommendation</b>	The portal should not display licensed care complaints found invalid.
<b>Committee Discussion and/or Rationale</b>	That invalid findings would still be available through public records requests.
<b>Committee Recommendation</b>	The portal should not display licensed care complaints found invalid.
<b>Technology Considerations</b>	None. This is current practice.

#### 2. Should the portal display licensed care complaints found unable to substantiate?

<b>Current Practice</b>	Unable to substantiate complaint findings are available on the portal for two years.
<b>Staff Recommendation</b>	<u>Initial Recommendation (Presented at June 25, 2019 Meeting):</u>

	<p>The portal should not display licensed care complaints found unable to substantiate.</p> <p><u>Updated Recommendation (Presented at October 22, 2019 Meeting):</u> The portal should not display that a complaint visit occurred if the allegations were found unable to substantiate and unable to substantiate findings would not be displayed as part of complaint visits with valid findings.</p>
<b>Committee Discussion and Rationale</b>	<p><u>June 25, 2019 Meeting:</u> The Committee did not have initial agreement on the staff recommendation to remove unable to substantiate findings from the portal.</p> <p>The Committee requested that OCC gather additional clarification from the federal Office of Child Care regarding what, if any, are the CCDF requirements for making available information for complaint visits that do not result in a valid finding.</p> <p>OCC Update: The federal Office of Child Care clarified that states have the discretion as whether or not to show that a complaint visit occurred if there were no valid findings. This means that it is not requirement to show a visit has occurred in the portal when a complaint has no valid findings.</p> <p><u>October 22, 2019 Meeting:</u> At its final meeting on October 22, 2019, the Committee returned to the issue of displaying unable to substantiate findings the portal. The Committee again did not reach agreement.</p> <p>While considering whether to continue the current practice of displaying unable to substantiate findings or to adopt the staff recommendation to remove them, a third approach arose from the discussion. Under the third approach, the portal would display that a complaint visit occurred and that there were no valid findings. However, it would not show the allegation of the complaint. In addition, a statement could be added to encourage portal visitors to call for a full compliance history if interested.</p> <p>The rationales offered for keeping unable to substantiate findings on the portal included:</p> <ul style="list-style-type: none"> <li>• Parents will want to see all information</li> <li>• If there is a pattern of complaints, parents have a right to know</li> <li>• There is value in showing trends in unable to substantiate findings</li> </ul> <p>The rationales offered for removing unable to substantiate findings from the portal included:</p>

	<ul style="list-style-type: none"> <li>• Complaints are posted even though there is not enough evidence to support a valid finding</li> <li>• Most states do not post these types of findings</li> <li>• Including these findings overcomplicates the portal</li> <li>• It is not clear to the reader if something did or did not happen</li> <li>• It doesn't take into account that the complaints may be made in retaliation, such as from an angry neighbor</li> <li>• Including these findings feed fearfulness as parents may fear there aren't any safe places for kids</li> <li>• Including these findings may cause parents to pass on a provider</li> </ul> <p>Using the Fist by Five consensus voting method<sup>2</sup>, the Committee held two votes, first on implementing the third approach and second on continuing the current practice. Both votes received "fists" (7 fists for the third approach, 2 fists for the current practice) and therefore, under that voting method, consensus was not reached.</p>
<b>Committee Recommendation</b>	The Committee did not reach consensus on a recommendation. Therefore, there will be no change at this time.
<b>Technology Considerations</b>	None, if current practice is continued. For both the staff recommendation and the third approach, the level of difficulty is low and could be completed in the near future.

3. How many years of a licensed facility's history should be represented on the portal?

<b>Current Practice</b>	Dates and reports of monitoring and inspection visits display on the portal for ten years. Complaints with valid findings and any observed non-compliances display on the portal for ten years.
<b>Staff Recommendation</b>	Monitoring and inspection reports <u>and</u> complaints with valid findings display on the portal for the past three years, from 1/1/2016 – 12/31/2018 plus current year, then increase to and remain at five years of information plus the current year.
<b>Committee Discussion and/or Rationale</b>	Five years seemed like the appropriate amount of history necessary for a parent to evaluate a child care provider. However, one group thought that the portal should display serious violations for ten years because those types of violations are likely to weigh more heavily in a parent's evaluation of a child care provider.

<sup>2</sup> Fist by Five consensus voting is a consensus decision making process. A fist is a "no" and any number of fingers is a "yes," with the number of fingers indicating the degree of agreement. Under this model a fist precludes consensus.

<b>Committee Recommendation</b>	Monitoring and inspection reports and complaints with valid findings display on the portal for the past three years, from 1/1/2016 – 12/31/2018 plus current year, then increase to and remain at five years of information plus the current year.
<b>Technology Considerations</b>	The level of difficulty to implement the Committee recommendation is low and could be completed in the near future <sup>3</sup> .

4. Should the Office of Child Care (OCC) provide guidelines to child care providers regarding provider responses?

<b>Current Practice</b>	The OCC does not provide guidelines to providers regarding findings responses submitted that become part of a facility's history in the portal.
<b>Staff Recommendation</b>	Yes, the Office of Child Care should give providers guidelines for submitting a provider response to a finding.
<b>Committee Discussion and/or Rationale</b>	It would make the process clearer for providers, make it easier for the providers to submit a response, and lead to more focused and professional responses.
<b>Committee Recommendation</b>	Yes, the Office of Child Care should give providers guidelines for submitting a provider response to a finding.
<b>Technology Considerations</b>	None.

## July

1. Should the portal only show information for regulated programs?

<b>Current Practice</b>	<p>The portal search shows information for programs that are both licensed and not licensed.</p> <ul style="list-style-type: none"> <li>Non-licensed types include: <ul style="list-style-type: none"> <li>License Exempt Recorded Programs (preschool and school age)</li> <li>License Exempt Regulated Subsidy providers</li> <li>Illegal Care</li> </ul> </li> </ul>
<b>Staff Recommendation</b>	<p>The portal shows information for programs that are Licensed or Regulated Subsidy Providers only.</p> <p>Information about individuals that have a valid finding of illegal care is made available online as part of the child care safety tools overview web page.</p>

<sup>3</sup> "In the near future" means within the next six months to a year.

<b>Committee Discussion and/or Rationale</b>	<p>There was agreement as to the need for the website to be clear about the differences between the types of providers such as by providing definitions of the care types and noting the different levels of oversight exerted by OCC on each type.</p> <p>The Committee was split as to whether the information should be provided in one search tool (the portal) or through multiple specialized search tools grouped together as a list of hyperlinks on a single webpage (the Child Care Safety Tools page).</p> <p>The general rationale presented for these positions was that parents should be provided all of the available information, but in a way that is user friendly and easy to understand.</p>
<b>Committee Recommendation</b>	All the provider information discussed that is gathered by OCC—licensed care providers, recorded programs, regulated subsidy providers, along with illegal care complaints—should be made available on the ELD website in an easily understandable format such that the types of care can be readily distinguished by parents.
<b>Technology Considerations</b>	The Committee’s recommendation can be implemented in the near future <sup>4</sup> . There is a medium level of difficulty <sup>5</sup> for displaying all the information more clearly through multiple tools grouped together on the website.

2. Should the portal only show information for programs that have a current license?

<b>Current Practice</b>	The portal search shows information for programs that have a current license and those that do not have a current license.
<b>Staff Recommendation</b>	<p>The portal only shows information for programs that have current licenses.</p> <p>A list of programs that were closed related to legal action is made available online as part of the child care safety tools overview web page.</p>
<b>Committee Discussion and/or Rationale</b>	The general rationale presented was that without the history provided through the inclusion of programs that no longer have a current license, ELD website users would be denied access to potentially useful information. Some committee members also recommended that only providers that expired three or fewer years ago should be included.

<sup>4</sup> “In the near future” means within the next six months to a year.

<sup>5</sup> “Medium level of difficulty” means the recommendation requires both design effort along with the technical aspects of implementing the changes.

<b>Committee Recommendation</b>	Some information about programs that do not have a current license should be displayed on the ELD website with a clear description of why the program's license is not current (e.g., expired, revoked, suspended, etc.).
<b>Technology Considerations</b>	The Committee's recommendation can be implemented in the near future <sup>6</sup> . There is a medium level of difficulty <sup>7</sup> for displaying all the information more clearly in the portal.

## August

## 1. When should a child fatality be made available in the portal and on ELD's website?

<b>Current Practice</b>	<b>Interim Policy:</b> <ul style="list-style-type: none"> <li>In situations where ELD receives child fatality information from licensed providers, ELD posts the available factual information on the ELD website within 48 hours of notification.</li> <li>In situations where ELD receives notification of the fatality from DHS or law enforcement, ELD strives to obtain clearance from DHS or law enforcement to make a child fatality available on ELD website within 48 hours.</li> </ul>
<b>Staff Recommendation</b>	<p><u>Initial Recommendation (Presented at August 27, 2019 Meeting):</u> Make a child fatality available on the portal within 48 hours of ELD's notification, regardless of the source of the information.</p> <p><u>Updated Recommendation (Presented at October 22, 2019 Meeting):</u> Make a child fatality available on the portal within 48 hours of ELD's notification, barring any extenuating circumstances.</p> <p>It will remain in the portal for the length of time that the Office of Child Care must retain all records.</p>
<b>Committee Discussion and/or Rationale</b>	<p>There was general agreement across the three groups that basic factual information (date of death, license number, facility name, owner/provider name, city, zip code) about the fatality should be posted within 48 hours of OCC's notification of the fatality, barring any extenuating circumstances.</p> <p>The Committee received more clarity about notifying law enforcement and whether there needs to be an exception for an extreme case. Information</p>

<sup>6</sup> "In the near future" means within the next six months to a year.

<sup>7</sup> "Medium level of difficulty" means the recommendation requires both design effort along with the technical aspect of implementing the changes.

	reported back to the Committee confirmed that the norm for sharing the basic facts on the portal within 48 hours of notification would be acceptable to law enforcement and district attorneys.
<b>Committee Recommendation</b>	<p>Make a child fatality available on the portal within 48 hours of ELD's notification, barring any extenuating circumstances.</p> <p>It will remain in the portal for the length of time that the Office of Child Care must retain all records<sup>8</sup>.</p>
<b>Technology Considerations</b>	None.

2. What information about a child fatality should be made available in the portal and on ELD's website?  
In addition, should it be made available going forward or retroactively?

<b>Current Practice</b>	<ul style="list-style-type: none"> <li>We currently make available the following information: the date of death, license number, facility name, owner/provider name, city, zip code, injury circumstance, and any regulated information available as part of the provider's individual page, including any health and safety violations.</li> <li>We currently do not post the result of an investigation of a child fatality when there are no health and safety violations found.</li> </ul>
<b>Staff Recommendation</b>	<p>ELD makes available only factual information: date of death, license number, facility name, owner/provider name, city, zip code, and any other regulated information available on the portal as part of the provider's individual page, including any health and safety violations.</p> <p>When no OCC health and safety violations are found as part of the investigation, the ELD will add a prominent statement to a provider's history page to indicate that no violations were found. This information will be made available retroactively.</p>
<b>Committee Discussion and/or Rationale</b>	OCC should post the available information as soon as possible, with the understanding that investigations take time to complete.
<b>Committee Recommendation</b>	<p>ELD makes available only factual information: date of death, license number, facility name, owner/provider name, city, zip code, and any other regulated information available on the portal as part of the provider's individual page, including any OCC health and safety violations.</p> <p>When no OCC health and safety violations are found as part of the investigation, the ELD will add a prominent statement to a provider's history page to indicate</p>

<sup>8</sup> The Office of Child Care must retain all records for 30 years after facility closure.

	<p>that no violations were found. This information will be made available retroactively.</p> <ul style="list-style-type: none"> <li>• But noting that while the basic factual information of the child fatality would be known within 48 hours, the results of OCC's health and safety investigations would not be determined until later.</li> </ul>
<b>Technology Considerations</b>	<p>The Committee recommendation could be implemented in the near future<sup>9</sup>. Revising the portal has a medium level of difficulty<sup>10</sup>.</p>

### September

1. What information regarding incidences of substantiated child abuse in regulated child care settings should be made available in the portal and on ELD's website?

<b>Current Practice</b>	<p>The state-wide aggregate number of substantiated child abuse incidences in regulated care is made available online, broken down by care type.</p>
<b>Staff Recommendation</b>	<p><u>Initial Recommendation (Presented at September 24, 2019 Meeting):</u>  When there is a substantiated incident of child abuse in regulated care, going forward make available as part of the provider's portal history the following information:</p> <ul style="list-style-type: none"> <li>• whether the finding was assigned to an individual or the facility</li> <li>• the substantiated type of abuse</li> <li>• the date that this substantiation was determined by final order</li> </ul> <p>Continue to provide online the state-wide aggregate number of substantiated child abuse incidences in regulated child care, broken down by care type.</p> <p><u>Updated Recommendation (Presented at October 22, 2019 Meeting):</u>  When there is a substantiated incident of child abuse in regulated care, going forward make available as part of the provider's portal history the following information:</p> <ul style="list-style-type: none"> <li>• whether the finding was assigned to an individual or the facility</li> <li>• the substantiated type of abuse</li> <li>• the date that this substantiation was determined by final order</li> <li>• a short summary describing the circumstances</li> </ul> <p>Continue to provide online the statewide aggregate number of substantiated child abuse incidences in regulated child care, broken down by care type.</p>

<sup>9</sup> "In the near future" means within the next six months to a year.

<sup>10</sup> "Medium level of difficulty" means the recommendation requires both design efforts along with the technical aspect of implementing the changes.



	It will remain in the portal for the length of time that the Office of Child Care must retain all records.
<b>Committee Discussion and/or Rationale</b>	<p>The Committee members wanted more information about the context of the abuse findings than provided in the staff recommendation. Understanding that the abuse findings are DHS information, the Committee asked staff to reach out to DHS to see if DHS would provide more context for each finding.</p> <p>The rationale was that parents need as much as information as possible about substantiated abuse findings in child care facilities in order to make informed decisions about child care.</p> <p>In response to the Committee's request that additional context about the incident be provided, staff met with DHS staff and they agreed to add "a short summary describing the circumstances."</p>
<b>Committee Recommendation</b>	<p>When there is a substantiated incident of child abuse in regulated care, going forward make available as part of the provider's portal history the following information:</p> <ul style="list-style-type: none"> <li>• Whether the finding was assigned to an individual or the facility</li> <li>• The substantiated type of abuse</li> <li>• The date that this substantiation was determined by final order</li> <li>• A short summary describing the circumstances</li> </ul> <p>Continue to provide online the statewide aggregate number of substantiated child abuse incidences in regulated child care, broken down by care type.</p> <p>It will remain in the portal for the length of time that the Office of Child Care must retain all records<sup>11</sup>.</p>
<b>Technology Considerations</b>	<p>The Committee recommendation could be implemented in the near future<sup>12</sup>. Revising the portal has a medium level of difficulty<sup>13</sup>.</p>

## Summary of Portal Usability Issues and Suggestions

Throughout the committee discussions, suggestions were made regarding the way the portal search tool and the Early Learning Division's website display child safety related information. The committee suggested that as portal or website improvements are developed, the ELD continue to seek input from parents and providers.

Other portal usability issues and suggestions raised by the committee include:

<sup>11</sup> The Office of Child Care must retain all records for 30 years after facility closure.

<sup>12</sup> "In the near future" means in the next six month to a year.

<sup>13</sup> "Medium level of difficulty" means the recommendation requires both design efforts along with the technical aspect of implementing the changes.

- The portal search tool and the webpage that houses other child care safety tools are both referred to as the Child Care Safety Portal. This is confusing, and a labeling issue that should be addressed.
- Information regarding injuries is hard to find and is located in a separate child care safety tool, not in the portal search tool. These should be consolidated.
- Summaries for injury and fatality investigations should be more prominently displayed on a provider's page within the portal search tool.
- In the portal search tool, a user must scroll through provider histories to see if there were any violations. Adding a summary at the top of each provider's page is advised.
- Add more definitions of common terms within the portal search tool itself. Add more language to the other child care safety tools to clarify how to use them.
- The level of state oversight for each type of provider or entity in the portal search tool is hard to understand and needs to be improved, possibly with color coding. It is important to discern the difference between the compilation of information available in the portal search tool, since it includes information for both legal child care providers and illegal child care (that the state is aware of). Having all provider and entity types housed in one spot (i.e. in the portal search tool) is ideal, but if that isn't possible, create multiple links to search them separately.

The Early Learning Division has begun to make some improvements related to the suggestions above. The webpage that houses all of the child care safety tools has been renamed the Child Care Safety Tools page and it includes the Child Care Safety Portal as one of the tools available. Currently underway is a project to add basic details of serious injuries to a provider's page that were previously only available in a separate child care safety tool. In addition, the ELD is improving the facility search feature within the Child Care Safety Portal to remove jargon and allow the ability to search by level of state oversight and open active licenses only. While making improvements, all information will remain in the portal until any new tools are completed and are available for parents. Finally, a federal grant awarded to the ELD will provide resources for additional parent and provider engagement on enhancements to portal usability in the coming year.