



Day Care Licensing Annual Report to the General Assembly

FY 2023

This report is a requirement of the 2012 amendment to Section 7.10 of the Illinois Child Care Act (PA 97-1096) that mandates the Department of Children and Family Services provide the General Assembly a comprehensive annual report on its progress in meeting performance measures and goals related to child day care licensing.

September 30, 2023

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INTRODUCTION

This report is a requirement of the 2012 amendment to the Illinois Child Care Act that mandates the Department of Children and Family Services provide the General Assembly with a comprehensive annual report on its progress in meeting performance measures and goals related to child day care licensing. The data sets and performance measures included in this report were developed in conjunction with the provider community, advocates and other stakeholders.

Day care licensing staff are responsible for licensing day care homes, group day care Homes, and day care centers as well as assessing facility requests for exemption from licensure. Renewals for the above three facility types are conducted on a three-year cycle. Licensing is a limited form of regulatory administration that grants the licensee the authority to operate the facility. Unlike most other licenses issued in Illinois, there is no fee to receive or renew an Illinois day care license. Licensing staff utilize and apply provisions of the Child Care Act, and apply specific rules related to each facility type (Rules 406, 407 and 408), Rule 377 (Facilities Exempt from Licensure), Rule 383 (Licensing Enforcement) and Rule 385 (Background Checks) to perform their duties.

Licensing staff monitor licensees through at least one unannounced visit per year as well as through the investigation of complaints regarding both licensed and unlicensed facility operation. Unlike many regulatory agencies, DCFS does not have the authority to assess fines when licensing violations are cited. Instead, DCFS has to rely on best efforts to screen out unfit licensees during the application or renewal process and a combination of provider education and voluntary corrective action plans to prevent and correct violations. To prevent major disruptions to families, the Department's limited authority to revoke a license is used only in the most extraordinary circumstances.

As of June 30, 2023, there were 8,771 total licensed Day care facilities:

2,858	licensed Day care centers
5,164	licensed Day care homes
<u>749</u>	<u>licensed Group Day care homes</u>
8,771	total licensed Day care facilities

This represents a decline in total licensed childcare providers, down 160 facilities from 8,931 on July 1, 2022. This decline can be attributed to several factors ranging from the economy, increase in unemployment, reported incidents of low enrollment in certain geographical areas, the COVID-19 pandemic, lack of staff returning to the in-person workplace and to the continued increase of license exempt school-age-only programs totaling 433 school age exemptions granted in FY 2023. There was a decrease of 109 exemptions granted compared to the 542 such exemptions issued in 2022.

SECTION 1: DETAILS ON THE FUNDING FOR CHILD DAY CARE LICENSING

A. Total Number of Full-time employees working on child day care licensing

	Licensing staff as of July 1, 2023 (per Office of Employee Support)		
	Active Headcount	Actual Headcount	Pending Vacancies
Day Care Licensing Representatives (DCLRs)	117	114	22
Day Care Licensing Supervisors (PSAs)	17	17	6
Regional Licensing Administrators (PSAs)	0	0	4(3)
Associate Deputy Director	1	1	1
Support Staff (Office Associates)	11	11	7
Staff on Leave or other assignment	(3)	3	--
Total Day Care Staff	149	132	39
Total Active Day Care Staff	146	132	39

As of 7-1-23, there were 117 Day Care Licensing Representatives (DCLR) on active status which includes 3 PSA's that will be transitioning to other positions and retirement. So, actual DCLR staff available is 114. There are 25 Statewide Vacancies as well. There are 20 management staff in the Division's headcount: 14 supervisors (1 still needed in Southern region, 3 needed in Central region, 1 needed in Northern and 2 in Cook), 4 Regional Administrator positions, of which 4 are currently vacant with 2 supervisors serving as acting RLA for Northern & Cook Regions of the State. Vacancies are posted and filled as they arise, keeping in mind the Division's overall assigned maximum head-count and giving priority to those areas where caseloads are highest, and vacancies have remained unfilled the longest.

There are presently 10 Office Associate clerical positions assigned to licensing teams spread across the state. There is an Office Coordinator position that staffs the Day Care/Adoption Information Line and one additional office associate that acts as receptionist at 1911 S. Indiana Ave site in Chicago (where all Cook County licensing representatives, supervisors, the Day Care Information Line, Cook Regional Licensing Administrator, and The Deputy Director etc. are housed).

Present Vacancies Statewide: 25 Day Care Licensing Representatives, 7 Supervisors, 4 Regional Licensing Administrators and 8 office associates. We are currently operating with only 108 DCLR's statewide and it is important to note that the staffing number has continuously fluctuated and is not steadily consistent as staff come and go sporadically.

FY 23 Funded headcount for Day Care Licensing Unit was 135 staff.

It is important to note that in FY21 the overtime pay out for this Division was 43,975.86. In FY22 it is 62,587.58 which is an increase of 30% which is indicative of the pandemic, working on weekends, staffing shortages, increased caseloads and the incredible commitment of the licensing staff to ensure that license are granted quickly, monitored timely and safe environments and facilities are ensured for children, families and the communities.

FY 2023 STAFFING TRENDS

This year we continued to see swings in staffing on almost a monthly basis. FY 2023 continues to see a rise in staff retirement as well as staff transferring for promotions or higher paying positions either within or outside of the Department. Also, staff are transferring/leaving for positions that do not require field work.

There has been no successful hiring of newly qualified interns during this period, however the Department has had additional DCLR candidates join our staff. This does not produce immediate measurable effects with respect to improving the Division's performance. As mentioned previously, Day Care Licensing Representatives and Supervisors must undergo very specific training on applicable Statutes, Rules and Procedures and **get certified in those statutes and rules.** They study for and are required to receive a passing grade on four tests-- the Illinois Child Care Act, and Rules 406, 407, and 408 (Day Care Home, Center and Group Day Care Home standards). Additionally, they must familiarize themselves with other Rules, including Rule 377 (License Exempt Facilities), Rule 382 (Advertising by Unlicensed Facilities), Rule 383 (Monitoring, Complaints and Enforcement), Rule 385 (Background Checks), and 386 (Children's Product Safety) before they can make licensing recommendations and carry caseloads. Adequate training is a key step in ensuring consistency among practice statewide.

Names of all funding used to support child day care licensing:

1. Child Care Development Fund
2. General Revenue Fund

C. The amount of expenditures claimed against federal funding sources

Child Care Development Fund (by IL fiscal year)

Please see table on page 38.

Child Care Development Fund—FEDERAL FISCAL YEAR FIGURES						
		QE 12/31/13	QE 3/31/14	QE 6/30/14	QE 9/30/14	FFY 2014
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,357,722	7,210,512	7,373,443	7,173,803	29,115,480
Allocation Percentage		62.24%	58.88%	64.68%	64.18%	62.50%
Total CCDF Claim		4,579,538	4,245,494	4,769,457	4,604,106	18,198,595
FFY 2015		QE 12/31/14	QE 3/31/15	QE 6/30/15	QE 9/30/15	FFY 2015
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,414,833	7,199,652	7,445,003	7,159,161	22,059,538
Allocation Percentage		66.19%	66.94%	67.18%	64.31%	66.77%
Total CCDF Claim		4,908,068	4,819,406	5,001,703	4,604,013	14,729,177
FY2016		QE 12/31/15	QE 3/31/16	QE 6/30/16	QE 9/31/16	FFY 2016
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,017,478	6,994,432	7,179,508	6,757,614	21,191,418
Allocation Percentage		60.517%	60.48%	62.55%	62.53%	61.18%
Total CCDF Claim		4,246,787	4,229,978	4,491,078	4,225,559	12,967,843
FY 2017		QE 12/31/16	QE 3/31/17	QE 6/30/17	QE 9/31/17	FFY 2017
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,030,915	6,621,763	7,145,295	6,721,032	27,519,004
Background Checks		158,762	123,550	160,117	156,840	599,269
Adjusted Day Care Licensing		6,872,153	6,498,213	6,985,177	6,564,192	26,919,735
Allocation Percentage		62.53%	62.33%	63.08%	62.78%	62.68%
TOTAL CCDF Claim		4,297,278	4,050,340	4,406,314	4,121,341	16,875,272
FY 2018		QE 12-31-17	QE 3-31-18	QE 6-30-18	QE 9-31-18	FFY 2018
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,142,207	6,783,442	6,931,481	TBD	19,857,129
Background Checks		168,712	164,063	173,971		506,704
Adjusted Day Care Licensing		5,973,495	6,619,379	6,757,510		19,350,383
Allocation Percentage		62.54%	62.68%	63.11%		62.77%
TOTAL CCDF Claim		3,735,835	4,148,808	4,264,441		12,149,085

FFY 2019		QE 12-31-18	QE 3-31-19	QE 6-30-19	QE 9-30-19	FFY 2019
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,930,925	6,820,056	7,164,541	6,648,627	27,564,149
Background Checks		133,156	148,659	163,170	140,558	585,543
Adjusted Day Care Licensing		6,797,769	6,671,397	7,001,371	6,508,069	26,978,606
Allocation Percentage		61.77%	61.67%	63.22%	63.53%	62.55%
Total CCDF Claim		4,199,067	4,114,553	4,426,057	4,134,860	16,874,537

FFY 2020		QE 12-31-19	QE 3-31-20	QE 6-30-20	QE 9-30-20	FFY 2020
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,957,633	7,049,643	6,923,479	6,897,975	27,828,730
Background Checks		179,711	214,060	110,123	194,970	698,864
Adjusted Day Care Licensing		6,777,921	6,835,584	6,813,357	6,703,005	27,129,866
Allocation Percentage		64.76%	64.54%	63.54%	63.57%	64.10%
Total CCDF Claim		4,389,465	4,411,719	4,329,137	4,260,947	17,391,267

FFY 2021		QE 12-31-20	QE 3-31-21	QE 6-30-21	QE 9-30-21	FFY 2021
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,717,081	6,388,558	6,747,942	6,999,398	26,852,979
Background Checks		198,817	188,623	176,579	175,519	739,538
Adjusted Day Care Licensing		6,518,264	6,199,935	6,571,363	6,823,879	26,113,441
Allocation Percentage		62.72%	64.51%	62.25%	62.15%	62.91%
Total CCDF Claim		4,088,308	3,999,378	4,090,621	4,240,944	16,419,252

FFY 2022		QE 12-31-21	QE 3-31-22	QE 6-30-22	QE 9-30-22	FFY 2022
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,746,895	6,579,068	7,513,820	27,839,447	20,325,627
Background Checks		193,569	234,477	258,952	935,689	676,738
	Adjusted Day Care Licensing	6,553,327	6,344,591	7,254,868	26,903,758	19,648,890
Allocation Percentage		62.37%	60.80%	64.58%	65.63%	63.35%
Total CCDF Claim		4,087,387	3,857,575	4,359,888	4,761,535	17,066,385

FFY 2023		QE 12-31-22	QE 3-31-23	QE 6-30-23	QE 9-30-23	FFY 2023
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,481,679	7,003,808	6,853,246		21,338,733
Background Checks		270,760	263,503	237,540		771,804
	Adjusted Day Care Licensing	7,210,919	6,740,305	6,615,706		20,566,930
Allocation Percentage		66.03%	66.87%	68.14%		67.02%
Total CCDF Claim		4,761,528	4,507,464	4,507,956		13,776,948

D. The identity of federal funding sources: Child Care Development Fund

E. How funds are appropriated, including appropriations for line staff, support staff, supervisory staff, and training and other expenses and the funding history of such licensing since fiscal year 2010.

Please refer to chart of appropriations on pages 29-30.

SECTION 2: CURRENT STAFFING QUALIFICATIONS OF DAY CARE LICENSING REPRESENTATIVES AND DAY CARE LICENSING SUPERVISORS IN COMPARISON WITH STAFFING QUALIFICATIONS SPECIFICATIONS IN THE JOB DESCRIPTIONS:

As of 6-30-2023:

Field of Study	Day Care Licensing Representative Qualifications		PSA Qualifications	
	Bachelor's Degrees	Master's Degrees	Bachelor's Degrees	Master's Degrees
Social Work (BSW or MSW)	18	27	1	20
Psychology	19	8		1
Social Studies	13			
Education	38	17		1
Law Enforcement	8	2		
Fine Arts and Letters	5			
Home Economics	3			
Biological Sciences	1			
Business Management	1			
Non-MSW Social Work	9	9		
Statistics	1			

Does not include undergraduate degrees for those with graduate degrees.

Please begin on page 27 for details on the “*Current Education & Experience Qualifying Criteria*” that CMS uses when considering Day Care Licensing Representative candidates.

SECTION 3: DATA HISTORY FOR FY 2010 TO FY 2020 ON DCLR CASELOADS AND STAFFING LEVELS IN ALL AREAS OF THE STATE:

The average day care caseload statewide as of July 1, 2023 is 75 facilities per worker. **When actual workload based on facility type is considered (known as weighted caseloads) the average rises to 120 facilities per worker.**

Day Care caseloads may either be blended (a mixture of both homes and centers) or specialized (only homes or only centers). One region remains specialized and the three others are now blended. No region’s performance, however, can be attributed strictly to the manner in which cases are assigned.

With regard to the number of cases in a caseload, it is important to keep in mind that all caseloads are not equal. For instance, a caseload of 75 Day Care Centers would not be comparable to one with a caseload of 75 Day Care Homes. The work of licensing Day Care Centers, which can serve sometimes hundreds of children, employ scores of staff, and have many more rules relative to programming, records, equipment, etc., is significantly more detailed and complex. Licensing a center is more complicated and time-consuming than a home. To better illustrate the fact that a worker with 75 Day Care Centers on their caseload would be overloaded, while a worker with only 75 Day Care Homes would not have enough. The figures are also presented for “weighted caseloads.” At present, the

Department does not have AFSCME-negotiated average caseload standards; these weights and figures are meant solely for illustrative purposes.

Only for the purposes of this report, we have assigned values of 2 points to Day Care Centers, 1 ½ points to Group Day Care Homes and 1 point to Day Care Homes. Caseloads for each region were then configured considering the total number of each of the three facility types. **The results indicate that when facilities are weighted, the statewide average caseload is comparable to serving 120 facilities per person.**

The National Association for the Education of Young Children (NAEYC) recommends a caseload average of 50:1 to allow for bi-annual visits. This would require the Department to employ 180-day care licensing representatives, which will be 71 more licensing representatives than the Department currently employs or 47% more staff than what DCFS has now for Day care licensing and monitoring.

The Department is striving for a 75:1 average statewide, which at current figures would require 120 DCLRs against the 104 positions we have now with 3 on long-term leave. So, we only have 101 DCLRs available now and so an increase of 20 more staff is required.

FY 2010					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	43	3,902	4,946	91	115
Central	40	3,251	3,880	81	97
Southern	16	1,410	1,801	88	113
Cook	56	5,132	6,534	92	117
Statewide	155	13,695	17,161	88	111
FY 2011					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	41	3,821	4,880	93	119
Central	31	3,216	3,840	87	104
Southern	16	1,379	1,660	86	104
Cook	54	5,066	6,505	94	121
Statewide	148	13,482	16,885	91	114

FY 2012					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	40	3,691	4,753	92	119
Central	34	3,091	3,707	91	109
Southern	13	1,329	1,726	102	133
Cook	51	5,051	6,522	99	128
Statewide	138	13,162	16,708	95	121

FY 2013					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	34	3,532	4,607	104	136
Central	29	2,965	3,574	102	123
Southern	14	1,272	1,655	91	118
Cook	48	5,001	6,511	104	136
Statewide	125	12,770	16,347	102	131

FY 2014					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	34	3,434	4,526	101	133
Central	34	2,776	3,338	82	92
Southern	14	1,118	1,545	80	110
Cook	48	4,903	6,452	102	134
Statewide	130	12,968	16,513	100	127

FY 2015					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	32	3,265	4,384	102	137
Central	26	2,593	3,130	100	120
Southern	12	1,122	1,483	94	124
Cook	47	4,787	6,279	102	134
Statewide	117	11,817	15,276	101	131

FY 2016					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	29	3,124	3,521	108	121
Central	29	2,476	3,006	85	104
Southern	15	1,058	1,416	71	94
Cook	44	4,605	6,164	105	140
Statewide	117	11,263	14,107	96	121

FY 2017					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	30	2,918	3,923	97	131
Central	27	2,388	2,908	84	108
Southern	13	1,009	1,358	78	104
Cook	50	4,449	6,010	89	120
Statewide	120	10,764	14,199	90	118

FY 2018					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	33	2,778	3,755	69	114
Central	32	2,252	2,761	70	86
Southern	14	951	1,285	68	92
Cook	47	4,281	5,828	91	124
Statewide	126	10,262	13,629	81	108

FY 2019					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	29	2,699	3,663	93	126
Central	31	2,174	2,664	70	86
Southern	11	904	1,225	82	111
Cook	50	4,257	5,847	85	117
Statewide	121	10,034	13,399	83	111

FY 2020					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	27	2648	3599.5	99	134
Central	30	2132	2622	72	88
Southern	15	856	1165	58	77
Cook	48	4205	5799	88	121
Statewide	120	9,841	13,185.5	83	110

FY 2021					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	28	2487	3398.5	88	121.3
Central	29	2005	2477.5	69.13	88.48
Southern	13	813	1112.5	62.5	85.57
Cook	37	4095	5663	110.67	153
Statewide	107	9,400	12651.5	87.85	118.23

FY 2022					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	26	2348	3251	90	125
Central	25	1859	2322	74	93
Southern	11	763	1054	69	96
Cook	39	3960	5524	102	142
Statewide	101	8930	12151	88	120

FY 2023					
Region	#DCLRS	TOTAL # OF FACILITIES		Average Caseload per DCLR	
		Regular	Weighted	Regular	Weighted
Northern	32	2313	3251	72	125
Central	26	1793	2256	69	87
Southern	12	763	1057	64	88
Cook	47	3874	5442	82	116
Statewide	117	8743	12006	75	103

SECTION 4: QUARTERLY DATA ON THE FOLLOWING MEASURES:

A. The percentage of new applications disposed-of within 90 days

The DCFS-imposed 90-day time frame for the disposition of an initial application is applicable to all three facility types. This date was negotiated with AFSCME solely for assessing work performance for employee annual performance evaluations. The 90-day timeframe is subject to many outside influences and factors which can cause delays, including but not limited to: weather and construction issues, required background check assessments of criminal convictions, and inspections from outside agencies such as local zoning bodies, Office of the Illinois State Fire Marshal, Illinois Department of Public Health, local health departments, Lead and Radon tests and Licensing staffing shortages in some areas. Provider preparation and willingness to correct deficiencies in a timely manner remains a major factor contributing to delay in the disposition of initial licensing applications.

The 90-day timeframe begins on the date the application is data-entered into the DCFS computer system. This data-entry is not made until the application has been received, logged in to ensure tracking, and reviewed to determine that it is complete and correct. Approximately 50% of initial applications are returned to the applicant because they are either incomplete or incorrect. The on-line application project has been delayed due to the Department’s pursuit of improved technology functions via the adoption of Illinois Connect which should go live 2025 for daycare licensing and will eventually include the decommission of the SACWIS, CYCIS and MARS systems currently in operation.

The percentage of new applications disposed of within 90 days:

FY 2023

Region	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Average
Northern	17%	21%	14%	23%	19%
Central	50%	23%	58%	38%	34%
Southern	36%	47%	43%	13%	29%
Cook	16%	13%	14%	12%	14%
Statewide	23%	25%	21%	19%	20%

The Background Check unit is currently experiencing extremely limited staff. Cook County Background Check Unit should consist of 24 staff but with extremely limited staff due to high turnover managed to process 50,303 of daycare centers with 14 staff for FY'23. The Springfield background unit staffed with 4 permanent staff and 3 temporaries with the limited staff still managed to process over 6, 570 DCH/GDCs for FY'23.

The Department does not currently have a backlog for day care home and group day care home authorizations. However, due to the extreme limited number of staff in the background check unit in Chicago, there is a backlog with the day care center authorizations for employees. When the Background Clearance Unit Chicago is fully staffed the workload consists of a minimal of 1022 Daycare Center Authorizations forms (718-B-DC) for employees per week. The unit currently has 1,547 authorization forms to be processed. This created a backlog of 525 (day care center authorizations) in addition to the normal workload. The Chicago Background Check Unit is actively working to address the backlog through hiring new staff, overtime for current staff, and assistance from the Springfield Background Clearance Unit.

Proposed changes to Rule 385 Background Checks are still pending in order that it aligns with the Child Care Development Block Grant Act (CCDBGGA). For Day Care Background Checks, DCFS had to comply with the Child Care Block Development Grant Act (CCBDGA) that requires prospective childcare staff can start employment after completing the FBI fingerprint criminal background check or ISP fingerprint criminal background check and a criminal record check of each state criminal repository where such staff member resided during the preceding 5 years. Pending completion of all background checks components, the staff member must be under the supervision of a staff member who has a full background check clearance. On, 4/20/23, an Informational Transmittal 2023.07 went out to inform all DCFS licensing staff, background check unit and day care center licensed facilities of a new revised Background Check Authorization Form CFS 718-B (DC).

Background Check Initiative

In response to the federal changes surrounding background checks, a background check portal was created that went live in November 2022. Licensed day care centers employers can access the portal to check background status for employees required for hiring purposes. The employer does not have to wait on a clearance letter in the mail and can make a hiring decision at a faster rate. The background check portal includes a fingerprint search feature that allows the public applying for employment to search and see if they need fingerprinting before completing the background check process, obtain background check forms and get the latest news and FAQ updates surrounding updates. The background portal also has two new features that accepts electronic signatures and allows day care centers to upload the Background Check Authorization when employees do not require fingerprints. All information surrounding the status of background checks are confidential and is shared only with authorized designated administrators.

The Deputy Director is directly managing and providing leadership to both background check units (Chicago and Springfield units) to ensure optimum productivity, staff training, necessary support and direction. The background check units also experienced significant staff turnover including managers and supervisors during the reporting period. But the units are stable currently, even though there are critical vacancies, and we are making all efforts to fill those vacancies as qualified candidates are available.

The COVID-19 pandemic continues to affect licensing's ability to complete initial applications in a timely manner. On March 9, 2020, Governor Pritzker declared all counties in Illinois a disaster area in response to the COVID-19 pandemic. Executive Order 2020-10 called for the suspension of operation of all licensed Day care centers, day care homes, and group day care homes in order to protect the health and safety of children and staff. Initial inspections, medical verification and other municipal inspections that are some of the major items that are needed to complete an application were not able to take place impacting our ability to recommend licensure as well the applicant's inability to operate during that time. At this time everyone is playing catch up as well as the declining workforce that serves in inspector roles are impacts the continuity and expedience of service.

Due to the current workforce deficit the Department of Children & Family Services has worked diligently with the childcare community and has made some allowance during this time to ensure children and families can continue to be serviced.

DCFS recognizing there is a childcare workforce shortage that was exacerbated during COVID 19. During the pandemic, DCFS developed a Day Care Guidance to assist day care center providers with navigating the worldwide health crisis. This guidance included the utilization of Early Childhood Assistants in a day care center classroom without an Early Childhood Teacher present for up to three hours of their program day. The Day Care Guidance expired on May 31, 2023.

On June 2, 2023, DCFS filed emergency rules to Part 407, Licensing Standards for Day Care Centers. These emergency rules include provisions and the parameters for Early Childhood Assistants to be utilized in a day care center classroom without an Early Childhood Teacher present.

At the July 18, 2023, JCAR meeting, portions of the emergency rule on file for Rule 407 Licensing Standards for Day Care Centers, Sections 407.90 and Section 407.190 were suspended by the JCAR Committee.

The Emergency Rules allows Day Centers to staff classrooms with a qualified Early Childhood Assistant for up to 3 hours of their licensed program day, except as allowed in Section 407.190(e)(2) or 407.190(f). and documented in the program's Enhanced Staffing Plan. d. Section V(a) - (c) of this guidance regarding staffing at day care centers will only be in effect until May 31, 2023. There shall be a staffing plan that identifies each classroom where an early childhood assistant is utilized without an early childhood

teacher present. The staffing plan shall be accessible on site, submitted to the licensing representative for their licensing file, and filed on-site in the staff personnel records.

B. The percentage of licenses renewed on time

Despite no statutory reference, license renewals are considered “on time” if the recommendation is complete and data-entered on or before the expiration date of the license. Licensing Rules do require, however, that a renewal application packet be mailed to the licensee no later than six months prior to the expiration date of the license. A renewal application is considered “timely” if it is received back from the licensee no later than three months prior to the expiration of the license. Renewal applications can be submitted by the licensee up to and including the day of the expiration with no significant consequences to the provider. The renewal study is conducted, all the while, the licensee is allowed to continue care uninterrupted.

The licensee may still bill for CCAP (subsidy) children and food program reimbursements while the renewal application is pending, as DCFS considers a timely renewal application to have the “full force and effect” of an actual license. We experience a lack of sense of urgency from the part of licensed providers in submitting renewal applications and supporting documentation on a timely basis. We continue to remind and encourage all providers to submit renewal applications on a timely basis and as early as possible.

Licensees who fail to submit their renewal packets prior to the three months before expiration receive letters, e-mails, and phone calls from their licensing representatives to remind them of the pending expiration of their license in an effort to encourage the licensee to submit their application to allow sufficient time for the renewal study and processing.

Licensees who fail to submit a renewal application until after their license expires are not subject to renewal. The license has expired and if an application is received well after the expiration, it is now considered an initial license application, as there is no active license to renew. If a subsequent license is granted, it is not backdated. There will be a gap or lapse in licensure between the two licenses.

During this reporting period, the number of renewals considered as “on time” has steadily decreased with each quarter, due to delays by the providers in meeting the required standards and external inspection certifications including Fire Marshall clearances that are required to issue the license renewal. Additional steps in the background check as required by the Federal CCDBG statute (Child Care Block Development Grant) caused some delays due to the lack of staff resources. Renewals cannot be issued without the appropriate clearances and updates. Besides, the workload of the background check unit has increased by 30% annually with the new requirement that all licensees and employees of Day care have a comprehensive criminal background check repeated every 5 years or less. Additional head count has been authorized for the background check unit and staff are being hired even though the unit is not fully staffed yet. So, the Department is addressing the issue by increasing Background Clearance Unit staff. At present, Department is

conducting a comprehensive background check of Day care employees and licensees at every license renewal time. That means a full background check of Day care employees and providers are done at three-year intervals or at renewal cycles. Further, the providers are slow in responding to Background check hits that are waiver eligible. Repeat reminders and follow up is required to get their recommendation to issue a waiver or not. Until then, however, delays in issuing and renewing licenses will be observed. By all means, priority status has been given to renewal applicants, because they are currently operating and actively providing care to children and any disruption to this ability to provide care would be detrimental to families.

Many functions were affected by the COVID-19 pandemic and the Governor's Executive Order 2020-10 of Day care closures. Pending renewals for which onsite inspection had already been completed and physical safety varication had been done within 90 days of the recommendations were processed with a recommendation to renew the license. The Department in its efforts to continue to process renewals even still during this time of halted operations, when possible, conducted renewal visits virtually under supervisory consultation and approval in an effort to keep numerous licenses from expiring.

The impacts of the COVID-19 pandemic noted above that affected the initial application also applies as a major impact for the renewal processes and recommendations. The pandemic caused day care facilities to lose numerous staff who did not wish to return to work in the childcare arena. This has caused an already hemorrhaging field that continues to suffer from a lack of qualified staff as well as potential candidates that are seeking early childhood education as a field of choice. Though there remains a lack of candidates this does not equate to the need to lessen the qualification of /for staff as it remains imperative to ensure that children receive quality education that is developmentally and age appropriate to insure mile stones are met to increase the easy of their transition into mainstream education and to insure a successful transition.

Percentages of licenses renewed prior to expiration:

Region	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Average
Northern	27%	38 %	29 %	25 %	30 %
Central	70%	59 %	57 %	51 %	60 %
Southern	52%	58 %	61%	62 %	57 %
Cook	64%	36 %	62 %	32 %	47 %
Statewide	51%	45 %	51 %	35 %	45 %

The Illinois Child Care Act [Section 4.5(h)] requires Day care centers, Day care homes, and Group day care homes to be monitored “at least annually.” These visits are conducted on an unannounced basis (no prior knowledge is given to the licensee as to when the visit will occur) at each facility in the two years between initial and renewal or between renewals.

An AFSCME-negotiated agreement allows for the visits to be considered timely for the purpose of a DCLRS’ annual employee performance evaluation if the visit is within a 90-day timeframe around the license anniversary date—no more than 60 days prior or 30 days following the license anniversary. The Child Care Act does not stipulate a specific timeframe for completion, other than the monitoring should be conducted on an “annual” basis.

The data for annual unannounced monitoring visits is presented in detail in the table on page 21. It is given for both the 60/30 union-negotiated timeframe (columns marked “E” in green) and for a rolling “annual” calculation of the past 365 days (columns marked “A” in blue).

With staffing challenges, staff turnover and uncovered cases being assigned to other licensing staff or other teams, if the 60/30 timeframe cannot be met, the monitoring requirement is not overlooked until next year. Overdue annuals are considered a priority and the expectation for DCLRs is that annual monthly visits be conducted even if is beyond the 60/30 timeframe.

Please refer to the chart on Page 21 for additional data.

Completion of Annual Unannounced Monitoring											
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		FY 2021		
	60/30 Eval	FY Annual	60/30 Eval	FY Annual	60/30 Eval	FY Annual	60/30 Eval	FY Annual	60/30 Eval	FY Annual	
Northern											
DCC	65 %	81 %	73 %	90 %	66 %	89 %	74 %	89 %	70 %	89 %	
DCH	59 %	77 %	68 %	79 %	61 %	81 %	60 %	81 %	61 %	79 %	
GDC											
H	63 %	78 %	79 %	82 %	65 %	80 %	56 %	80 %	61 %	80 %	
Total	61 %	81 %	73 %	83 %	63 %	83 %	65 %	84 %	65 %	82 %	
Central											
DCC	49 %	91 %	76 %	93 %	54 %	92 %	60 %	93 %	59 %	90 %	
DCH	56 %	80 %	62 %	83 %	55 %	84 %	62 %	82 %	60 %	85 %	
GDC											
H	54 %	85 %	71 %	88 %	45 %	86 %	64 %	83 %	60 %	88 %	
Total	55 %	83 %	65 %	85 %	55 %	86 %	62 %	85 %	58 %	84 %	
Southern											
DCC	43 %	88 %	81 %	86 %	73 %	86 %	81 %	87 %	64 %	87 %	
DCH	64 %	82 %	59 %	84 %	76 %	83 %	69 %	84 %	65 %	83 %	
GDC											
H	27 %	81 %	67 %	84 %	76 %	86 %	67 %	80 %	60 %	75 %	
Total	55 %	84 %	68 %	84 %	75 %	84 %	72 %	84 %	62 %	81 %	
Cook											
DCC	48 %	71 %	48 %	66 %	59 %	63 %	65 %	76 %	51 %	69 %	
DCH	41 %	59 %	41 %	62 %	31 %	57 %	47 %	57 %	49 %	60 %	
GDC											
H	47 %	63 %	46 %	68 %	27 %	64 %	50 %	66 %	48 %	67 %	
Total	44 %	64 %	44 %	64 %	40 %	63 %	54 %	64 %	47 %	69 %	
Statewide											
DCC	59 %	76 %	61 %	78 %	62 %	74 %	60 %	75 %	59 %	74 %	
DCH	52 %	70 %	60 %	72 %	60 %	70 %	59 %	69 %	58 %	70 %	
GDC											
H	56 %	73 %	62 %	77 %	62 %	75 %	60 %	72 %	58 %	74 %	
Total	61 %	72 %	63 %	66 %	59 %	75 %	61 %	75 %	59 %	73 %	

C. Percentage of provider requests for supervisory review

When cited for one or more violations, all licensees are given a standardized letter of notice to clearly identify which rules were in violation and how, to review the correction plan that was developed with their input, and to reinforce the corrective plan completion timeframe. The letter also contains very specific language designed to inform the licensee of their right to appeal the finding of violation and how to request such an appeal. The letter contains an offer of a Supervisory Review, to be conducted face-to-face with the licensee, the licensing representative, and licensing supervisor. In some cases, where a licensee reasonably cannot attend in person, the Supervisory Review may be conducted via telephone.

The purpose of the Supervisory Review is to address the violation(s) and the parameters of the correction plan. A licensee may present evidence to support his/her stance that they were not in violation of the Rule, may discuss their concerns that the Rule was misapplied or misinterpreted by the licensing representative, or may renegotiate the terms of the correction plan. Depending upon the evidence presented by both parties, a Supervisor may uphold or overturn the violation, or may amend the correction plan to extend the date to allow additional time for correction. Attendance at Supervisor Review is voluntary on the part of the licensee. There is no adverse consequence if the licensee does not take advantage of the offer of the Review, only that the cited violation(s) will stand.

	Supervisory Reviews Offered					Supervisory Reviews Requested			
	DCH	GDCH	DCC	Total		DCH	GDCH	DCC	Total
Quarter 1 Total	330	103	519	952		0	0	1	1
Quarter 2 Total	315	93	407	815		1	0	3	3
Quarter 3 Total	380	108	371	859		5	0	3	8
Quarter 4 Total	437	47	386	870		16	0	4	20
Annual Totals	1462	351	1683	3496		22	0	11	32
Percentage						0.0156%	0.0%	0.0065%	0.0091%

The chart above details the number of times in FY 2023 that a licensee was cited for one or more violations, per facility type, and the number of times a provider requested a Supervisory Review to discuss the citation(s). Please keep in mind that licensees may receive multiple visits (based on their compliance history) so it cannot be construed that the number of reviews offered equals the number of individual licensees cited. Often the same licensees are cited during the year at multiple monitoring visits or complaints or a combination of both.

It should be noted although only 32 Supervisory Reviews were requested by providers, 91 Reviews were conducted in total. This discrepancy between those requested and those held illustrates the licensing practice of requesting licensees come in for a Review to discuss violations, patterns of non-compliance, or other concerns held by the Department. Licensees may not have requested the Review, but the Licensing Supervisor and Representative felt that the matter was important enough to make such a request of the licensee. Often, these reviews are a prime opportunity to provide consultation, foster cooperation and support. Of course, the licensee is at liberty to decline such a request with no consequences. Due to the pandemic most of these reviews were conducted virtually.

G. Progress on Adopting the Key Indicators System

In 2014 DCFS entered into a contract with the National Association of Regulatory Administration (NARA) for the purpose of development of Key Indicators and Weighted Licensing Violations. The assignment of weights to the licensing standards was completed first by means of a survey of 100+ stakeholders to rank each licensing standard with a weight from 1 to 9 (with 1 being the lowest risk to children in care and 9 being the highest risk if violated) to each licensing standard for all three facility types.

These weights could be used by the Department and its partners to use a risk factor for numerous purposes. We will continue discussions with the Office of Early Childhood Development (OECD), the Illinois Department of Human Services (IDHS) and the Illinois Network of Child Care Resource and Referral Agencies (INCCRRA) to investigate the potential for the weighted violations to support ExceleRate, the state's voluntary quality rating system for child care providers. Other uses could provide additional information to parents and the public to assist with making childcare decisions, or as a framework for fines (other states have utilized fines and fees; however, they are not currently under consideration in Illinois).

The Key Indicator Project became operational statewide as of July 1, 2016. The principle behind Key Indicators is based on years of research by internationally recognized expert Dr. Richard Fiene and his colleagues. Key Indicator programs are utilized by several other states, as well. Illinois provided NARA four years (2010 through 2013) of violation data on licensed facilities, from which NARA was able to extrapolate a list of licensing standards, by facility type, that indicate quality or success in licensure. These key indicators are those licensing standards which have been identified as being in compliance by high-functioning licensees and out of compliance by more challenged licensees. Illinois was honored to have Dr. Fiene himself provide guidance and consultation on not only the data-gathering process but our procedures as well.

Along with an additional set of high-risk "non-negotiable" standards which must be reviewed at every visit (capacity, background clearances, pool safety, etc.) and two random standards which are changed at intervals, the key indicators create a differential monitoring

system which allows Licensing Representatives to focus more time on challenging licensees and consultation.

Providers are pre-screened with stringent eligibility criteria which, when applied, disqualifies those licensees with a history of high-risk or numerous violations, prior enforcement action, and/or failed correction plans, among others. If the qualifying licensee is in compliance with the standards reviewed during the Key Indicators annual monitoring, the visit is complete. The licensing representative is free to move to the next visit. Lack of compliance on a specified number of standards will “flip” the provider to a full annual review.

There is no additional penalty to the licensee for violating any of the key indicators and correction plans are developed for any and all violations, just as they would be for regular annual monitoring. There is also no penalty for facilities to not qualify for a key indicator-type annual monitoring—providers who do not meet eligibility criteria are subject to annual unannounced monitoring which observes their compliance on a number of licensing standards, both general, and specific to their own compliance history.

The sixth full year of using the Key Indicators to enhance annual unannounced monitoring provided fewer challenges for licensing representatives and supervisors alike. Eligibility for key indicator monitoring remains consistently steady between 45 and 50% of licensees. Supervisors agreed that the screening process for eligibility works well. The most common reason for being ineligible continues to be a newer provider with no previous renewal of their license.

Moving from a key indicator monitoring to a regular “full” monitoring because of cited violations remains fairly low—10 to 15 percent, depending upon facility type, with homes being more frequent to “flip” than centers. None of the licensees receiving a key indicator visit have been the subject of enforcement action. No region reports experiencing an increased number of complaints due to the abbreviated monitoring and none report increases in number or seriousness of violations at renewal after receiving key indicator annual monitoring.

Comments from users and supervisors indicate that overall, it reduces the time in the facility, especially in homes. The amount of reduction, however, varies between staff and facility type. Some report as much as 30-90-minute reductions in visit time, some report more or less, and some report no reduction especially if the visit must “flip” and the licensing representative must then conduct a more comprehensive “full” annual monitoring visit. Overall, centers report the most significant reductions, averaging between 45 to 60 minutes.

Key Indicators monitoring has been built into the mobile monitoring application, in that pre-set forms specific to each of the three facility types can be used whenever a key indicator monitoring is warranted. These forms are designed with the key indicator and non-negotiable standards pre-set, providing the functionality to select two “random”

standards to prevent predictability, and once the limit of violations has been reached a warning is generated to the licensing rep that it is time to move to a full annual.

H. Percentage of complaints dispositioned within 30 days

Complaints on licensed facilities are either “concurrent,” which means there are allegations of abuse or neglect reports being investigated by the Division of Child Protection and the Licensing Division is also conducting investigations on violations of licensing standards. Then there are “licensing-only” complaint investigations which involve only allegations of the violation of one or more of the licensing standards and are investigated only by Day Care Licensing Representatives. The third type of complaint investigated by the Department involves allegations that a facility is operating without a license in violation of the Child Care Act.

Complaints can be made to the Department in many ways—mail, e-mail, phone, fax, in-person, DCFS HOTLINE, and will be taken with the complainant identified or anonymous. Upon receipt, they are assigned to a licensing representative to investigate. Usually the same licensing representative who is assigned supervision of the license will be the representative assigned to the complaint investigation due to their familiarity with the facility, staff, and licensee’s history such as knowledge of any prior issues or repeat violations of a similar nature.

Number of complaints, per type, per quarter in FY 2023

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	FY 2023
Licensing Only	135	135	130	155	555
Concurrent	181	85	75	77	418
Unlicensed	45	45	35	48	173
Total	361	265	240	280	1146

Per rule, Licensing Representatives must complete the investigation within 30 days and make a determination whether the allegation is substantiated or not. This timeframe is self-imposed and not driven by any statute. Representatives are allowed an additional 30-day extension with supervisor approval. Most licensing-only complaints are completed within the 30-60-day range.

If the complaint is a concurrent investigation, the licensing representative is prohibited by DCFS Rule 383 from completing their licensing investigation until the Child Protective Investigator’s (CPI) recommendation has received with a final finding. If the CPI’s final finding is to indicate on child abuse or neglect allegations, citing additional licensing violations may be warranted. So, a pending child protection investigation can also cause

Licensing’s own complaint investigation to be delayed beyond the initial 30-60 days. This delay and wait ensures Day Care Licensing has full and complete information upon which to substantiate or unsubstantiate any licensing violations arising from the incident.

Percentage of Complaints Dispositioned within 30 days

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Licensing only	47%	78%	29%	13%	53%
Concurrent	5.5%	0%	0%	0%	1%
Unlicensed	71.1%	19%	75%	70%	56%
Total	66%	33%	45%	30%	32%

The number of complaints, both licensing only and concurrent, appears to have steadied. There is a dramatic difference between FY 22 (1315) which has seen an increase in the number of complaints, this can be contributed to the pandemic and the unlicensed childcare complaint increases. These numbers aligning back to FY 2019. FY 21 (1098), FY 20 (1126) and FY 19 (1305) however these numbers remain higher than FY 17 (803). The difference from FY22 & FY 21 is 217. This differential could also be contributed to the pandemic. Anecdotal comments from supervisors remain that complaints are received more and more through social media and that sometimes one social media post will generate multiple complaints on the same facility. For concurrent investigations, the impact of the heavy workload of the Division of Child Protection to arrive at a final finding is clearly visible accounting for 100% of the concurrent investigations which could not be completed within 30 days of the initiation of the complaint. The Division of Child Protection again was/is heavily impacted by the COVID-19 pandemic suffering a staffing crisis as well as heighten abuse and neglect investigations.

I. Average number of days a Day care center applicant must wait to attend a licensing orientation.

Orientation prior to submission of an application is voluntary. There is no requirement to attend an orientation session prior to applying for a license. However, orientation attendance is strongly encouraged as it is widely believed that attending orientation results in better-prepared, more engaged applicants. It also serves to provide a “connection” with DCFS licensing staff so that applicants have a point of contact to call or e-mail with questions about completing their application before it is ever assigned to a licensing representative for processing.

Applicants expressing interest in licensure wait no more than thirty days for center orientation since depending upon the number of inquiries or interest, group orientation sessions are held monthly by each team (Current due to the pandemic each staff are conducting individual orientations). If there is not enough interest from the community to warrant a monthly group session, orientations are arranged on a one-on-one basis at a

mutually agreed-upon time convenient to both the inquirer and the assigned representative. For many teams, this is the only method used for day care center applicants, especially in rural areas where there is not enough interest to warrant a monthly group session. Because each center is different, individual sessions are believed to be more helpful and provide more targeted information to the proposed facility than broader group sessions.

In metropolitan areas, larger group orientations are often held monthly. Orientations for centers follow a statewide, standardized PowerPoint presentation. This is to ensure that all inquirers receive the same basic information regarding application for licensure, information on rules and regulations, other agencies with which interaction will be necessary, and suggestions for the operation of a successful center.

Day Care Home Orientation has no real wait time and continues to be offered on-line via a web-based orientation, available 24 hours a day. Participants can schedule their own time and may stop and start again later if need be. Although not mandatory to receive a license, completion of any orientation will result in the participant receiving a certificate worth two hours of pre-service training credit, which can be used toward the mandatory 15 hours of pre-service training required prior to application for a day care home or group day care home license.

During this COVID-19 pandemic, group orientation could no longer be held at any location in person. However, staff are conducting one on one orientations as requested via mobile devices, virtually and in person.

J. Number of licensing orientation sessions available in the past year (in-person groups, virtual)

Group Orientation	DCH	GCH	DCC	Total
Quarter 1	23	15	45	83
Quarter 2	0	8	6	14
Quarter 3	1	0	2	3
Quarter 4	1	0	7	8
FY 2023 Totals	25	23	60	108

K. Number of Department Trainings related to licensing and child development available to providers this past year.

According to the DCFS Office of Workforce Development, in FY 2023, the Department provided online Mandated Reporter Training free of charge to 2,127 New users. Since its inception, over 800,000 individuals throughout the state have participated in the Mandated Reporter Training on-line. The training is not limited strictly to licensed childcare providers, but for school teachers, Head Start staff, Pre-K, Preschool for All, and other Early Learning educators. It is a required component of the 15 hours of mandatory pre-service training prior to the application for a DCFS-licensed day care or group day care home or for employment in a DCFS-licensed childcare facility.

In addition to the Mandated Reporter Training, DCFS Online Day Care Home Orientation was initiated by over 3,000 users during FY 2023. Of those that started the Orientation, 55% proceeded from the eligibility questionnaire to the actual training and over 1,000 completed the orientation. Users from Illinois and numerous other states or territories have taken advantage of the on-line orientation when deciding to pursue in-home day care licensure, despite it being relevant to only Illinois day care home applicants.

DCFS held trainings on the Restore Illinois License Day Care Guidance and License Exempt School-Age Guidance. All staff have participated in LeadCare Illinois lead safety training and Safe Sleep Practice Training. Emergency Rules changes that were added to 407 Day Care Licensing Rules for Day Care Centers, 406 Day Care Homes and 408 Group Day Care Home Rules that were implemented with all Day Care Licensing staff as well as conducted an overview to the Child Care Resource & Referral staff and a number of providers.

DCFS continues to work closely with the Illinois Network of Child Care Resource and Referral Agencies (INCCRRA), the umbrella agency for the sixteen local Child Care Resource and Referral Agencies. Not only is their staff involved in various workgroups, one Regional Administrator is Co-Chair of the Day Care Statewide Licensing Advisory Council's Training Subcommittee. INCCRRA has also been a valuable source of information on available trainings, especially those related to the CCDBG-required increases in pre-service training. Current initiatives with INCCRRA and Gateways are: a process to use the Gateways Professional Development as a tool to support transcript review to insure more accurate qualifications of day care center employees, support providers in accessing the IDHS-required training for CCAP providers, and work on recommendations for aligning day care licensing standards and Gateways Early Childhood Credentials.

INCCRRA also, through routine webinars, has worked diligently to keep DCFS Day Care Licensing staff updated on the latest news about ExceleRate, the state's voluntary quality ratings system for childcare providers. A licensee's participation in this voluntary system of Bronze, Silver, and Gold ratings is encouraged and supported by DCFS. The issuance of a DCFS day care facility license grants the licensee automatic "green" rating status. INCCRRA also provides a DCLR portal to the Gateways Training Registry so that member

DCLRS can access training information on licensees and their staff to ensure compliance with licensing standards.

INCCRRA has also assisted with the development of mandated Trauma Training that requires all licensed day care home providers, licensed group day care home providers, and licensed day care center directors and classroom staff participate in at least one training that includes the topics of early childhood social emotional learning, infant and early childhood mental health, early childhood trauma, or adverse childhood experiences. Current licensed providers, directors, and classroom staff were required to complete training by July 1, 2022, and shall participate in training that includes the above topics at least once every 3 years. Since launching in April 2022 According to INCCRRA 46,443 childcare staff have completed this training.

In late 2016, Day Care Licensing began conducting bi-annual “Provider Forums.” These forums are held during the same week in multiple, rotating locations in each of the four regions, using the same agenda and PowerPoint presentation. The purpose of the Forums is to provide news on Rule amendments, other timely information, and answers to any local questions. Forums are held separately for day care home licensees and Day care center directors and staff. The first round was held in October 2016 with additional Forums in 2017, March 2018, October 2018, March 2019 and October 2019. We are extremely appreciative of the support and assistance that our community partners have provided—everything from handouts, guest speakers, even assistance with securing venues large enough to hold all the attendees. Judging from participant survey responses, these Forums are viewed as valuable, informative, and worth continuing. The next round of forums was scheduled for March of 2020 however due to the COVID pandemic this session had to be cancelled. We are anticipating the organization of a virtual forum in the upcoming months.

SECTION 5: EFFORTS TO COORDINATE WITH THE DEPARTMENT OF HUMAN SERVICES AND THE STATE BOARD OF EDUCATION ON PROFESSIONAL DEVELOPMENT, CREDENTIALING ISSUES, AND CHILD DEVELOPMENT, INCLUDING TRAINING REGSITRY, AND QUALITY RATINGS AND IMPROVEMENT SYSTEMS (QRIS)

The Department continues to work closely with its community partners and agencies such as IDHS, ISBE, etc. The CCDBG reauthorization has been a prime example, as agencies worked together to ensure that Illinois application was accepted and then to ensure that the structures to support and implement necessary changes were in place. Many staff from IDHS, ISBE, INCCRRA, GOECD, IDPH, Head Start, etc., participate in various workgroups and committees devoted to licensing issues, such as training and professional development, Key Indicators and Weighted Violations, Statewide Emergency Preparation and Response, etc.

Department Licensing and the Division of Program Practice is also involved in the Inter-Agency Team (IAT), which meets monthly to share information, coordinate practice, and insure cooperation. This group was heavily involved with coordinating the planning and then implementation of the tasks involved in CCDB Reauthorization and is currently working to help coordinate statewide efforts with Public Act 100-0105 which prohibits the expulsion or suspension of children from day care or early learning facilities due to challenging behaviors.

The work of the Statewide Day Care Licensing Advisory Council and its five subcommittees has continued this year. The Advisory Council contains four subcommittees: Data, Communications, Training, and Systems Integration and Policy & Rules. All have been working diligently to meet goals set forth in strategic planning as well as to address newly identified challenges or tasks. This Council contains a robust mix of childcare and early learning partners from across the state, in addition to DCFS licensing staff and management, and has been successful in addressing such issues as provider immunizations, improving use of data, increasing effective communication with our providers, identifying training needs and opportunities, DCFS form translations, and working to develop language for proposed day care Rule amendments, etc.

DCFS management staff and licensing representatives also continue to serve as members of workgroups and subcommittees that cross all manner of early childhood platforms, from Professional Development Advisory Council (PDAC) to statewide Emergency Preparation and Response committee, Early Learning Council, Statewide Quality Ratings Technical Assistance Team, Interagency Committee, and many others.

- Office of Early Childhood Development (OECD): DCFS and OECD staff work closely on such projects as Preschool Expulsion and Suspension prevention, Workforce Development issues, Credentialing and alignment of qualifications across various early learning platforms, and other issues. Their generosity in securing Race-to-the-Top funds for Licensing made several technological advances and the Key Indicators/Weighted Violations system possible. Their support and encouragement have been crucial in the many improvements to Day Care Licensing these past few years, including improved communication with our licensees and streamlining monitoring practices.
- Office of the State Fire Marshal (OSFM): DCFS works with the OSFM to coordinate OSFM fire safety inspection of some day care homes and all day care centers. OSFM reports that they are short staffed, and Fire Inspections may take longer wait time to schedule.
- Illinois Network of Child Care Resource and Referral Agencies (INCCRRA): DCFS partners frequently with INCCRRA and is dependent upon them for the Gateways to Opportunity Registry, pre- and in-service training for applicants and licensees and their staff, delivery and oversight of the Child Care Subsidy program via the 16 local R&Rs, and much more. Presently, the primary work with INCCRRA and Gateways revolve around transcript review and the use of the Professional Development Record, increased acceptance of credentials as means for teacher and director positions within centers and informing providers on CCAP-required trainings. INCCRRA staff are also members of the Advisory Council and its subcommittees and play a significant role in assisting the Department with coordinating sites for bi-annual Provider Forums.
- Illinois Department of Public Health (IDPH): DCFS has worked with IDPH staff in previous years on provider and employee immunizations, swimming pool safety issues, training requirements for food handlers, influenza and other disease outbreaks, etc. IDPH, as well as the Illinois Environmental Protection Agency, has been a major source of support and guidance in drafting the required Rule changes and policies focusing on mandatory water testing of all homes and centers built before 1-1-2000.
- Illinois State Board of Education (ISBE): Legislation regarding the exemption of school-age-only childcare facilities and Adult and Child Care Food Program nutritional guidelines have been two areas of cooperative work between DCFS and ISBE this past year. The most significant work, this year has been surrounding the required rule-making between our two agencies to insure compliance with Public Act 100-0105, the Preschool Suspension and Expulsion prevention.
- Illinois Department of Human Services (IDHS): Day Care Licensing works extremely closely with IDHS regarding CCDBG requirements and implementation, background checks for license-exempt providers, Child Care Assistance program

(CCAP, aka: subsidy), federal audits, Head Start, exemption status determinations and unlicensed facilities and statewide Emergency Planning and Response, etc.

A major accomplishment between our two agencies this year has been the ongoing work on the protocol for those facilities requesting documentation of their exempt status to support their application for CCAP funding, specifically facilities now exempt under Child Care Act Section 2.09 (j) for school-age only programs.

Impact of CCDBG Reauthorization

The impact of the federal Child Care Development Block Grant reauthorization (CCDBG) has had significant consequences for day care licensing. Rule changes remain pending to consider aligning all licensees with the CCDBG requirements for pre-service training to cover the original ten specific health and safety topics (of which 3 are already rule provisions), to provide a 90-day grace-period for submission of medical examination reports by identified homeless children enrolling in licensed facilities, and to increase the scope of background checks.

As discussed previously, CCDBG reauthorization has demanded significant shift in childcare-related background check processing by the Department. Prior to the change, DCFS requested FBI checks only for individuals who had “hits” (identified criminal history) in Illinois and/or who lived outside of Illinois in the past five years. CCDBG mandated the costly additional step of FBI checks for ALL adults tied to a day care license. DCFS implemented this requirement in July 1, 2016, in an effort to spread out the impact and continues to work towards the goal of updating all clearances for every licensee, adult household member, or employee of a licensed facility. The additional work has strained resources in the Department’s Background Check Unit and caused delays, which are being addressed by temporarily increasing background clearance unit staff.

Technology Upgrades for Day Care Licensing

1. Online Application

The online application project, which was slated to begin for day care during this fiscal year, was tabled due to the Department’s adoption of the coming CCWIS (Comprehensive Child Welfare Information System). This system will significantly change and improve information and data technology for the Department. Expending existing resources on modifying the current system, which will become obsolete soon, was thought to be inefficient or cost prohibitive.

2. Hand-Held Devices and Mobile Monitoring Software Application

In mid-2016, the Department entered into a contract with TCC Inc., of Indianapolis, Indiana to develop a mobile monitoring application to use on the HP ProX-2 tablets that were purchased in 2015 for day care licensing representatives and supervisors through

Race-To-The-Top funds. This software allows for significant reductions in pre-visit preparation, data entry by clerical, and costly follow-up mailings. In December 2017, a cadre of “Super Users” were trained and have been testing the application and data exchanges between TCC and DCFS. At present, we are implementing the statewide rollout and have begun planning minor system enhancements. The “tap and go” design will allow DCLRS to pick and choose any or all of the licensing standards to be reviewed, will be able to host the pre-set list of Key Indicators, and will allow enhanced use of tablet features, such as signature capability. It will also automatically upload some information to the IMSA computer system, thus reducing data-entry by Licensing clerical. It is a huge step in enhancing our work in the field and embracing technology.

3. Update of the DCFS Sunshine Website page

In addition to the Key Indicators/Weighted Violations and mobile monitoring enhancements, the Office of Early Childhood Development graciously provided additional Race-to-the-Top funding for improvements to the DCFS Day Care Licensing page of the Illinois Sunshine Project website. Initially this page provided only a look-up feature for viewing licensed providers’ cited violations. The project, which was completed in late September 2016, insures that The Department meets its reporting obligations for violations, monitoring, data on injuries, fatalities and indicated abuse/neglect reports in licensed facilities, and provides child care resources, news and information for providers, parents and the public alike. The website can be found at the address below.

<https://sunshine.dcf.illinois.gov/Content/Help/News.aspx>

In 2018, legislation passed which required the Department to add additional information to the DCFS Sunshine provider look-up feature. Now the feature will additionally identify not just active licensees, but those licensees who have surrendered their licenses with cause, have had their license revoked, refused renewal, or who have surrendered their licenses while under investigation.

Sunshine site suggested changes and additional information to provide even more resources to our providers and their consumers have been made and enhancements are continually being made. These recommendations will be reviewed ongoingly at the end of each year and requests for change or additions will be made accordingly through our Office of Communications.

Day Care Licensing Representative I & II
Current Education & Experience Qualifying Criteria

DCLR I & II Class Specification Education Requirements:

- Requires Bachelor's Degree from accredited college/university with specialization in early childhood education or child development.

DCLR Educational Pathways:

- DCLR I / II applicants can meet the class specification education requirement by means of any of the following five pathways:
 - 1) Bachelor's degree with a specialization in Early Childhood Education or Child Development;
 - 2) Bachelor's degree with declared major in Social Work or Human Services field (which consists of Early Childhood Development, Human Services Administration,, Psychiatry, Social Science, Guidance & Counseling, Human Services, Pastoral Counseling, Psychology, Social Services, Home Economics - Child & Family Services, Master of Divinity, Psychiatric Nursing, Public Administration, Sociology, Therapeutic Recreation, Child, Family and Community Services, Human Development Counseling, Marriage and Family Therapy, Mental Health Counseling, Rehabilitation Counseling) **plus** 18 semester hours of directly related coursework;
 - 3) Bachelor's degree with declared major in non-human services field **plus** 20 semester hours in directly related coursework **and** 2 years full-time experience in programs for children from birth to eight years of age;
 - 4) Bachelor's degree in any field **plus** valid IL teaching license **plus** 1 year teaching in programs for children from birth through Grade 3 or 2 years working in programs for children from birth to 8 years of age;
 - 5) Master's degree with declared major in Early Childhood Education or Child Development.
- Directly related coursework (referred to in Pathways (2) and (3)) is presented below.

Note: Only this coursework is considered and as directly related experience and the coursework is strictly interpreted via a review of official college transcripts.

- Child Care
- Child Care Center/Early Childhood Administration
- Child Development

- Child Psychology
- Childhood Education
- Children's Literature
- Communications Techniques (geared towards serving children)
- Creative Dramatics
- Cultural Diversity (in programs for children)
- Curriculum Development/Early Childhood Programs
- Development Psychology
- Development Through Play
- Early Childhood Education
- Educational Psychology
- Effective Teaching Methods for Young Children
- Exceptional Child
- First Aid & Safety
- Health & Nutrition
- Home Day Care Management
- Human Behavior and Social Environment
- Toddler Care
- Interpersonal/Intergroup Relationships
- Legislation & Public Policy (services geared towards children & families)
- Management/Supervision/Staff Development
- Math & Science for the Young Child
- Methods of Instruction at the Pre-Primary Level
- Parenting
- Pediatric Nursing
- Recreation of School Age
- Screening, Assessment & Evaluation of Young Child
- School Age-Programming
- Theory of Learning

Any course with one or more of the following in the title (or content description):

- Piaget
- Erickson
- Montessori
- Vygotsky
- Reggio Emilia

DCLR I & II Class Specification Experience Requirements:

- DCLR I: Requires one year professional experience in early childhood, day care center or kindergarten or field related to day care licensing.
- DCLR II: Requires two years professional experience in early childhood, day care center, kindergarten, or day care licensing program.

DCLR Experience Pathways:

- DCLR I / II applicants can meet the class specification experience requirement (DCLR I = 1 year experience; DCLR II = 2 years' experience) by means of any of the following six pathways:
 - 1) Day Care Licensing Representative (only if employed by Illinois DCFS);
 - 2) Day Care/Early Childhood Teacher (only those positions responsible for developing/implementing educational, activity, or infant stimulation programs – experience gained after receiving a Bachelor's degree);
 - 3) Early Childhood Associate Teacher/Child Care Worker (responsible for developing/implementing educational, activity or infant stimulation programs – experience gained if applicant has completed at least 2 years of college);
 - 4) Teacher in pre-kindergarten, kindergarten or Grades 1-3;
 - 5) Day Care Center Director (must report supervision of a minimum of 5 full-time or 10 part-time employees in a center with a minimum enrollment of 15 children; experience only credited if applicant has completed at least 2 years of college);
 - 6) Graduate Internship/practicum from semi-related Master's program which was completed in an environment which provided educational and activity programs for young children (examples – Head Start, School District, Day Care Center, etc.) Master's degree considered semi-related would be those listed as related human services fields presented in Item 2 under **DCLR Educational Pathways** on the previous page).
- Credit is assigned for the following types of experience at a maximum of 1 year:
 - Child Welfare Associate Specialist
 - Child Welfare Specialist
 - Child Protection Associate Specialist
 - Child Protection Specialist

Day Care Licensing Staff Expenditures FY10-FY23

	FY10	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23
# of Employees	171	168	173	165	156	153	153	156	165	158	154	142	135	140
Salary	\$11,726,124.00	\$12,126,564.00	\$12,893,256.00	\$12,599,191.09	\$12,133,280.67	\$11,257,787.54	\$11,629,464.00	\$11,629,380.00	\$11,888,520.00	\$11,310,660.00	\$10,934,280.00	\$10,151,316.00	\$9,978,516.00	\$10,898,592.00
OT	\$10,452.82	\$20,035.07	\$44,732.95	\$59,195.40	\$33,911.22	\$50,906.45	\$10,095.50	\$60,787.31	\$25,093.15	\$35,955.48	\$26,866.92	\$43,975.88	\$62,587.58	\$164,922.95
Bilingual	\$61,841.00	\$70,309.00	\$67,068.00	\$68,256.00	\$69,768.00	\$51,982.00	\$47,376.00	\$51,936.00	\$51,936.00	\$60,528.00	\$60,528.00	\$47,474.00	\$33,266.00	\$51,391.00
Longevity	\$158,800.00	\$229,225.00	\$223,000.00	\$213,500.00	\$272,525.00	\$265,125.00	\$238,300.00	\$216,025.00	\$216,025.00	\$160,200.00	\$160,200.00	\$107,100.00	\$82,000.00	\$73,500.00
Special Pay/Shift Dif./6th Day/Stand By/TA/Vacation	\$22,998.67	\$17,129.13	\$29,539.87	\$46,563.52	\$51,508.15	\$28,053.15	\$23,186.54	\$5,541.61	\$44,559.32	\$20,000.00	\$5,678.90	\$24,102.80	\$28,468.32	\$12,290.58
PS	\$11,980,216.49	\$12,463,262.20	\$13,257,596.82	\$12,986,706.01	\$12,560,993.08	\$11,653,854.14	\$11,948,422.04	\$11,963,669.92	\$12,226,133.47	\$11,587,343.48	\$11,187,553.82	\$10,373,968.68	\$10,184,837.90	\$11,200,696.51
SS	\$916,486.56	\$953,439.56	\$1,014,206.16	\$993,483.01	\$960,915.97	\$891,519.84	\$914,054.29	\$915,220.75	\$935,299.21	\$886,431.78	\$874,279.76	\$793,608.60	\$779,140.10	\$856,853.28
PS&R*	\$12,896,703.05	\$13,416,701.76	\$14,271,802.98	\$13,980,189.02	\$13,521,909.05	\$12,545,373.98	\$12,862,476.33	\$12,878,890.67	\$13,161,432.68	\$12,473,775.26	\$12,061,833.58	\$11,167,577.29	\$10,963,978.00	\$12,057,545.79
Overhead 15.0% (17% FY10-FY18)	\$1,993,441.08	\$2,061,515.88	\$2,191,853.52	\$2,141,862.49	\$2,062,657.71	\$1,913,823.88	\$1,977,008.88	\$ 1,976,994.60	\$ 2,021,048.40	\$ 1,798,394.94	\$ 1,649,982.85	\$ 1,531,833.58	\$ 1,505,758.06	\$ 1,644,597.53
Travel	\$304,315.80	\$267,912.41	\$333,526.51	\$347,740.90	\$304,083.36	\$253,791.92	\$262,762.03	\$ 284,916.43	\$ 289,403.31	\$ 306,318.91	\$ 195,596.00	\$ 192,861.52	\$ 278,883.36	\$ 283,536.18
DCFS Total	\$15,194,459.33	\$15,746,130.05	\$16,797,183.01	\$16,469,792.41	\$15,888,650.12	\$14,712,589.78	\$15,102,247.24	\$15,140,801.70	\$15,471,884.39	\$14,578,489.11	\$13,907,412.43	\$12,892,272.37	\$12,748,619.42	\$13,985,683.51
***Health Care (State Paid)	\$2,479,500.00	\$2,436,000.00	\$2,508,500.00	\$3,795,000.00	\$3,588,000.00	\$3,519,000.00	\$3,496,000.00	\$3,588,000.00	\$3,795,000.00	\$3,634,000.00	\$3,696,000.00	\$3,763,000.00	\$3,172,500.00	\$3,454,500.00
***Retirement (State Paid)	\$3,446,708.28	\$3,488,217.82	\$4,532,772.35	\$5,235,200.93	\$5,063,587.53	\$4,934,125.30	\$5,448,241.48	\$5,331,968.41	\$6,603,701.47	\$5,980,691.46	\$5,849,971.89	\$5,688,150.78	\$5,720,721.60	\$5,965,266.95
Total DCFS & State Cost	\$21,120,668.22	\$21,670,347.87	\$23,838,455.36	\$25,499,993.33	\$24,540,237.65	\$23,166,115.09	\$24,046,488.72	\$24,060,770.11	\$25,870,585.86	\$24,183,180.57	\$23,453,384.32	\$22,343,423.12	\$21,641,841.02	\$23,405,450.45

*Total PS&R will tie to the bottom line on sheet 2

**Health Care cost per emp for FY10-FY12 was \$14,500. In FY13 -FY19 it was \$23,000, FY20 \$24,000, FY21 \$20,500, FY22-FY23 \$23,500

*** Retirement percentages were as follows

FY10 %28.77	FY17 %44.568
FY11 %27.088	FY18 %54.013
FY12 %34.100	FY19 %54.014
FY13 %40.312	FY20 %52.200
FY14 %40.312	FY21 %54.831
FY15 %42.330	FY22 %50.100

FFY 2017		QE 12-31-16	QE 3-31-17	QE 6-30-17	QE 9-30-17	FFY 2017
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,030,915	6,621,763	7,145,295	6,721,032	27,519,004
Background Checks		158,762	123,550	160,117	156,840	599,269
	Adjusted Day Care Licensing	6,872,153	6,498,213	6,985,177	6,564,192	26,919,735
Allocation Percentage		62.53%	62.33%	63.08%	62.79%	62.68%
Total CCDF Claim		4,297,278	4,050,340	4,406,314	4,121,341	16,875,272

FFY 2018		QE 12-31-17	QE 3-31-18	QE 6-30-18	QE 9-30-18	FFY 2018
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,142,207	6,783,442	6,931,481	6,291,704	26,148,833
Background Checks		168,712	164,063	173,971	201,597	708,343
	Adjusted Day Care Licensing	5,973,495	6,619,379	6,757,510	6,090,107	25,440,490
Allocation Percentage		62.54%	62.68%	63.11%	62.44%	62.69%
Total CCDF Claim		3,735,835	4,148,808	4,264,441	3,802,940	15,952,024

FFY 2019		QE 12-31-18	QE 3-31-19	QE 6-30-19	QE 9-30-19	FFY 2019
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,930,925	6,820,056	7,164,541	6,648,627	27,564,149
Background Checks		133,156	148,659	163,170	140,558	585,543
	Adjusted Day Care Licensing	6,797,769	6,671,397	7,001,371	6,508,069	26,978,606
Allocation Percentage		61.77%	61.67%	63.22%	63.53%	62.55%
Total CCDF Claim		4,199,067	4,114,553	4,426,057	4,134,860	16,874,537

FFY 2020		QE 12-31-19	QE 3-31-20	QE 6-30-20	QE 9-30-20	FFY 2020
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,957,633	7,049,643	6,923,479	6,897,975	27,828,730
Background Checks		179,711	214,060	110,123	194,970	698,864
	Adjusted Day Care Licensing	6,777,921	6,835,584	6,813,357	6,703,005	27,129,866
Allocation Percentage		64.76%	64.54%	63.54%	63.57%	64.10%
Total CCDF Claim		4,389,465	4,411,719	4,329,137	4,260,947	17,391,267

FFY 2021		QE 12-31-20	QE 3-31-21	QE 6-30-21	QE 9-30-21	FFY 2021
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,717,081	6,388,558	6,747,942	6,999,398	26,852,979
Background Checks		198,817	188,623	176,579	175,519	739,538
	Adjusted Day Care Licensing	6,518,264	6,199,935	6,571,363	6,823,879	26,113,441
Allocation Percentage		62.72%	64.51%	62.25%	62.15%	62.91%
Total CCDF Claim		4,088,308	3,999,378	4,090,621	4,240,944	16,419,252

FFY 2022		QE 12-31-21	QE 3-31-22	QE 6-30-22	QE 9-30-22	FFY 2022
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	6,746,895	6,579,068	6,999,664	7,513,820	27,839,447
Background Checks		193,569	234,477	248,692	258,952	935,689
	Adjusted Day Care Licensing	6,553,327	6,344,591	6,750,971	- 7,254,868	26,903,758
Allocation Percentage		62.37%	60.80%	64.58%	65.63%	63.35%
Total CCDF Claim		4,087,387	3,857,575	4,359,888	4761,535 -	17,066,385

FFY 2023		QE 12-31-22	QE 3-31-23	QE 6-30-23	QE 9-30-23	FFY 2023
DCFS Day Care Licensing Expenditures	DHS Claim Day Care Licensing	7,481,679	7,003,808	6,853,246		21,338,733
	Background Checks	210,760	263,503	237,540		771,804
	Adjusted Day Care Licensing	7,210,919	6,740,305	6,615,706		20,566,930
	Allocation Percentage	66.03%	66.87%	68.14%		67.02%
	Total CCDF Claim	4,761,528	4,507,464	4,507,464		13,776,948

DCFS Day care Licensing Division would like to express our gratitude to the Governor's office for their support and guidance, especially throughout this pandemic period, the leadership, vision and support of our Director Mark Smith, Chief of staff Jassen Strokosch, Office of Legislative affairs and Chief Legislative Liaison Asia Gentry, our legal staff and many legislators for their feedback and support. We, the Day care licensing leadership team genuinely appreciate all the support, guidance and direction.