

Arizona Department of Education
Health & Nutrition Services
Family Child Care Homes Advisory Council
Tuesday – October 27, 2009
9:00 a.m. to 11:00 a.m.
OCTOBER MINUTES

Kenny Barnes – Family Child Care Homes (FCCH) Advisory Council Committee Chair, called the meeting to order at 9:05 a.m.

Advisory Council Attendees:

Kenny Barnes	Arizona Department of Education
Deanna Barrowdale	Mid-State Child Care & Nutrition
Teresa McCormack	Arizona Department of Education
Lori Mendoza	Association for Supportive Child Care
Phyllis Montgomery	Child & Adult Community Resources
Cathleen Moore	Food for Children

Other Attendees:

Anna Burke	Child and Family Resources, Inc.
Darci Curtis	Actively Building Child Care, Inc.
Anita Griffin	Actively Building Child Care, Inc.
Angela Hilton	Nutrition & Health Education Resources
Sandee Montez	Nutrition for Children
Tracey Nissen	ADE
Beverly O’Neill	BJ Enterprises
Mandy Quintanar	ADE
Cathy Reagan	Az Association of Family Day Care Providers
Sheila Yarbor	Child & Adult Community Resources

Welcome and Introductions:

- Committee Chair welcomed Advisory Council and participating sponsoring organizations:

Provider Approvals and Inspections: (K. Barnes)

- It was multiple – many people were interested in the provider approval process. (C. Moore)
- Okay, let’s just start up here with the Advisory Panel – I would like to hear your comments and see what you have to say and then we’ll open it up to everybody else. We’ll start to my right and go on down:
 - Deanna: I don’t have any comments. Everything that I’ve submitted if it wasn’t correct it was sent back and I corrected it and resubmitted it so I’m okay.
 - Cathleen: It’s gone reasonably well for me but I think some sponsors have been asked for things that they weren’t aware that they needed because it’s never been made explicit and I think that a lot of people would like a list of what exactly has to be completed with specifics in the provider approval.
 - Okay, but you personally, you don’t have any comments as far as to what is good, bad or indifferent? (K.Barnes)
 - Cathleen: Well, it has taken up to 5-6 business days sometimes – so I’m concerned about the time involved. It makes a big difference to the provider if they can get on as soon as

reasonably possible and also to the sponsors – it makes a big difference whether we can get someone started on October 30th or have to wait until November 3rd because the earlier would allow us to claim them for our Administrative payment. We get an administrative payment per provider but the provider has to be claimed for that month and we may have spent a lot of time, mileage and money getting a provider on and so if we can get 1-month administrative funds for that provider it makes a big difference.

- Lori: I would concur with what Cathy has stated. Our agency has just recently waited up to 2-weeks before we had heard anything back on three providers. There were three that were submitted on 13th of October and they were just approved on Friday, October 23. Now one of the three there was an issue with the meal serving time – very minor, there wasn't 2-hours between a meal and a snack so that was easily rectified and resubmitted. I'm concerned in how I see this impacting our agency in the timeline or the amount of time it has taken in some cases to get a provider approved. Now, I'm not saying that's always been the case – we were waiting on upwards to eight providers and some only waited two days before we received approval which is very reasonable. Some get anxious and they start calling and emailing and we try to keep them in the loop as far to what's going on when we're waiting for approval.
- Phyllis: I can't complain – you've been pretty good about getting back to us with approvals. We really haven't had any problems.
- One thing that I need to address about the timeframe as of right now is that some may have been held up maybe an extra day or two and that's because right now we are going thru the heart of the renewal season. Your DCH applications have all been approved and now we have a stack or two of applications sitting on our desks from childcare centers & preschools and things like that so we will try once this renewal season is over. I'm not going to guarantee anything but I'm pretty positive that the turnaround time will improve immensely. Like I said, right now all of us in the office from the Specialists to Melissa – we are all trying to do about ten different things at one time and again that's because it's renewal season and we do have to get those renewals approved because we have to get those taken care of in enough time so that they can submit a claim for October. For whatever reason renewal season hasn't gone as smoothly as we have liked so that is one of the main reasons right now. I'll go out on a limb for those that have been held up for however many days you say, I would say that is probably the reason for the delay – so that's my take on the timeframe and the delay that's been happening in the past month to six weeks. As far as any additional items that have been requested - - what I'll do is listen to each one of you one at a time and whatever comments you have, not just on additional items that are needed but any other concerns that you might have with the provider approval process - - I'll give you a chance to go ahead and give us your opinion, your kudos, your complaints and/or. So, let's start with that end and work our way on down. (K. Barnes)
- Angela: My question is on Health and Fire Inspections when they need minor corrections and what ADE position is on that versus Maricopa County - - if the provider doesn't have proof of rabies in the past they would approve that provider and the provider would send us documentation that they were approved. Usually they can't locate the paperwork at the time of the inspection and we would attach that to the inspection to make it valid. There have been issues with ADE and the provider has been rejected for not having this documentation even though the fire and health inspection report shows approved. The whole process is taking a few days turnaround - - a week for the whole process. During a

fire inspection another provider didn't have the escape plan posted and the inspector noted that on the inspection form but approved the inspection. So I have the provider submit the escape plan to my office as I always do and put this in the file and then I return that to the fire inspector so that he has that. So my question is: Is it going to be rejected for that reason?

- Kenny: If we get a health or fire inspection that is 'unsatisfactory' then yes it will be rejected.
- Angela: But it doesn't say it's unsatisfactory - - it says 'Satisfactory – Provide proof of rabies'. The sponsor will attach the documentation to the report and give me a copy.
- Kenny: Okay, and so we get the report saying that it is satisfactory inspection but that rabies documentation is needed - - if we don't get a copy of the proof of rabies documentation then the application is rejected. Well, if we can get a copy of that then we wouldn't have that problem. It seems like a simple fix to me - - attach the documentation to the inspection report and send it in.
- Phyllis: I've had them come in like that and I got them to send me a copy.
- Angela: And so we have to wait until we have that documentation from the provider before we can send the application in.
- Kenny: Yep, that's right - - that seems like a simple fix to me. And I understand that, and as much as I understand about your timeline - - I think what you all have to understand is that in order for these provider applications to be approved - - there is certain things that we need and if we see something like "can't provide proof of rabies" well, that's not like saying that someone had a candle on the counter and they can move it. That to me is something that is pretty relevant and so if you can provide proof that this dog doesn't have rabies you can attach it to your health inspection. To me that's a simple fix and since you are concerned about timeline - - how long would that take – 1 day, 2 days, a week or what.
- Angela: Well, they don't have it they have to turnaround and get the paperwork or get a copy to us – and we turnaround and fax it to you, so probably about 1-week for the whole process.
- Kenny: If they can get the paperwork to you in a timely manner then I don't see why you can't get the paperwork to us in a timely manner. Then one you get the paperwork to us – then it's on us. So as long as you provide us with what you're supposed to provide with then the responsibility falls on us to go ahead because now you've done everything that you're supposed to do - - so now it falls on our lap.
- Cathy: So anything written on any of the sections we have to supply documentation or corrections with the application before we can send it in?
- Kenny: Well, I would say yes. You know, we can put that in writing for you – I mean that's not a problem but to me at the risk of sounding sarcastic – to me that sounds pretty self-explanatory if a Health Inspection says "it's missing this" or "can't provide that". To me if they put that notation on there it sounds pretty important if they put it on there. So if they made a note to provide "proof that your dog doesn't have rabies" or whatever, we need to see a copy.
- Angela: To me the report says "Satisfactory" and that's the way I'm looking at it - - Satisfactory or Unsatisfactory, that's the way we look at it.
- Kenny: And that's cool but you know what - - if they say it's satisfactory and they put something on it that they can't provide proof of rabies - - you know what, it's something that they couldn't overlook they put that statement on the report, you know what I'm

saying. So it was important enough for them to put that on there as opposed to just putting 'satisfactory', okay. So if it was important enough for them to put that on there then it's important enough for us to receive a copy of whatever it is you're talking about.

- Cathy: Because one thing that you have to realize is that with AA homes we would be responsible if that dog bites someone and we approve that application without the proof of rabies then we're going to be held liable for that. So any of that kind of things that you look that you need corrections on - - think of it as a liability issue for us - - because we are licensed and by those Childcare Standards we're saying they met everything that was there. So if anything happens it would our department so that's why we have to get all that. So the one thing we could do, I don't know if you have the time to be training people in groups or in the home and just do a one-on-one and mention that anything like dogs, or cats or pets or whatever they have at that point make sure you have all of that and get whatever you're going to need and that gives them that lead time to get that ahead of time.
- Angela: Another question on thermometer - - will you accept a copy of the receipt?
- Kenny: Yes, I would. Yeah, if they provide a receipt saying that they bought a thermometer then that's cool. If we come out and do an admin review and we pull that providers file and we go over to their house and don't see thermometer there - - then that would be corrective. To me the receipt is sufficient enough.
- Phyllis: Kenny, if we provide them with one because we do - - then I just put that information on the form that the agency provided them with a thermometer. Because most of the time they have the one and then we give them the second one and we indicate that.
- Darci/Anita: So you will take on that Fire and Health inspection if we okay that we provided that or we did the follow-up on that.
- Kenny: Yes, because if you put on there that you provided a thermometer now you're sticking your neck out and saying that you actually did something. So if we go into their house and see that there is no thermometer in there or they say that they never had one, now whatever liability or responsibility falls back on you. That's something that you will have to answer to.
- Darci/Anita: That's fine we've always taken responsibility for that.
- Cathy: She pretty much hit on everything that I had. I just have one where the fire inspection wanted the provider to mount the fire extinguisher – the inspection report is satisfactory but noted that the fire extinguisher needs to be mounted. Now my question is when the provider called us letting us know that the fire extinguisher was mounted and we were requested go back out there to check that it was - - that's a lot of money for us to have to go back out before the 28-day visit. She can't start claiming yet because she hasn't been approved and we've had to go out twice now so a statement from the provider wasn't sufficient they wanted to make sure that we saw it. I think what I'm asking - - like I've asked for the last few times is a list of exactly what you want so that we know and we aren't spending more time and money for people to go on these visits when it's not needed. I can see where you want to see that stuff and I want to be done and that's fine but also, on the inspections last time the fire and health inspectors will say follow-up on next visit or we'll follow it up on the 28-day visit not before - - so will that get approved? I'm a little frustrated with that one and having to visit provider 2-3 times prior to approval. That's my only one – I'm a little frustrated with that one.
- Kenny: Okay, thanks.

- Sandy: My only thing is – if the fire escape isn't there, I don't send a copy to you guys I have made a note with a checkmark and my initials and it's taken care.
- Kenny: So you don't really have any concerns?
- Sandy: No - - everyone has already mentioned situations that I've had before.
- Darci/Anita: I'll have to agree with what everyone else has said - - I think the main frustration is waiting for health inspection and approval we've had an average of 6-weeks with our agency. Something I would ask with the approval process when the proper documentation is submitted and everything is submitted correctly if the provider could be approved the day that it was submitted because that's technically when their paperwork was actually done and filled out properly and everything was up to date. It kind of goes back to the same issue of having that month to month fall into different months of when we actually trade numbers and when we actually start seeing money for them. The time that goes into them in the previous month, we have submitted some on the 28th of the month and then they get approved on the 1st or the 2nd of the following month - - and it's just like... if they had only gotten approved on the day that we submitted the paperwork correctly. So, I don't know if there would be a way to make it retroactive as of the date that all the date was correct versus current. And if we have to submit additional information and I understand that the provider wouldn't be approved the additional or correct information was done instead of being approved 2-4 days after we have submitted the paperwork.
- Kenny: And again, I think you will see a big difference once and I'm not using this as an excuse because it's true and I think you will see a difference once all these applications off our desk because to put it quite bluntly this is an ugly time right now for us and I'm not going to try and sugarcoat it. Like I said once these renewals are off our desks and I don't know about them but once I can see the bottom of my desk – I think you will see a big difference in the turnaround time. Like I said, you have 1-person to review all of our applications and that is Melissa has the responsibility and final the final say-so for provider applications. Now I help her out with those - - she gave me a stack of provider applications off her desk because obviously she can't do two things at one time as good as she is and she can't juggle like that. And so until we get all those application renewals off our desks I think that will be kind of the process from here on out because she still has a bunch she has to approve so to make sure not just to lighten her load but to get these provider applications processed in a timely manner so I will be taking some of those to. And just like Melissa I will be getting those approved as soon as possible to get them back to you so can get your providers claiming and all that good stuff. So I understand what you're saying and unfortunately that's the situation we are in right now - - give us another two to three weeks and I guarantee you'll see a major difference in the turnaround time.
- Beverly: My problem is that nothing is written down in the Guidance Manual. The rules are changing as we go - - I of the things was in our last Manual that you did Kenny, it said that DDD Fire and Health was accepted for 1-year. DDD and foster care - - okay I can get it approved then. It was sent back and subsequently it took us like 3-more weeks to order a new fire and a new health and I would have known that ahead of time it would have been really nice - - and it was rejected. Another thing is the time on the applications, nothing was ever written down as far as having 30-minutes between shift care - - oh, they can't do it super up to 5:00pm because they close at 5 o'clock - - it has to be 15-minutes before. These are the things that are absolutely so frustrating because we don't have the guidance on this and if we had this written down and guidance, we are very good about following the book.

- Kenny: Okay, thank you and you are right. I actually made some changes to the Compliance Manual and Melissa has approved those. Again, unfortunately I haven't had a chance to get this updated. Everything that you just said - - I made the change and I'll take the responsibility for that - - I haven't gotten them out yet but they have been approved and signed off - - it's just my responsibility now to get them posted online and get them out to you so you'll know and everything that we're talking about is there in writing. As far as any other future policy or anything that you're talking about as far as DDD I'm not sure what your situation was. Some changes are made just looking at the situation and conversing with other agencies whatever like that so there is going to be some changes that are going to be made that are kind of contrary to what is in the manual right now all right. It has been and it will be because that's just the way it is. When those changes occur not only will you be notified of the change but you will be notified that it will be added to the manual. Now again, this kind of goes against and if you were doing something based on what's in there and then after reviewing the situation or however it came about feel that it has to be changed, then again you'll be notified and for myself I don't have that forethought to just go ahead and change it ahead of time. I have to go on what I am told or what the situation is - - different rules - - different policies and things like that. The only thing that I will promise you is that I'll get those things and once you are notified of a change in policy, I'll do my best to get it in the manual in writing so that you have it for future reference and that's the best I can do.
- Beverly: How am I going to hold you to that Kenny?
- Kenny: Well you know what the tape is still running so let's hear it on tape. So you know where I live you can come and beat me over the head if you want to - - I have had worse done me. Like I said that's my promise not just to you but to all you ladies that are here and sponsors out there and to my co-workers as well because what I don't put in that manual or if I don't put it in there in a timely manner it doesn't just affect you but it affects them because then they start getting phone calls too. Okay, again that is something that I have to do and I understand where you are coming from, I really do.
- Beverly: Do you have a timeline on when you will have the Guidance Manual done?
- Kenny: Honestly, no but it will be in the next 2-3 weeks. I want to get it out like a month ago or 6-weeks ago when it was all approved but certain things have come up. I will say within the next 3-weeks.
- Phyllis: You'll email us and let us know that you've change it.
- Kenny: Yeah, and what I'll do is - - not only will I email you and let you know that it's coming out part of the revision will have a cover page that will show what every change was - - what it went from to what it is now and the sections so that you don't have to search thru the manual for changes. It will have a cover page that will show you every change, not just every change but what revision it is - - whether it's revision 1, revision 2 and it will have every change that has been made, the section, the page number, what it was changed from and what it is being changed to - - so that you don't have to search thru the entire manual to look for whatever it is. So if you see this was changed you'll be able to go right to it and you will see what the revision.
- Beverly: I'll look for it in 2-3 weeks.
- Anna: I came in a little late but I too have the same concerns. Actually June and July went really quick and 1-2 day turnaround is okay. I have no idea - - I think 7 are meals, 3 are relocations and some go back all the way to beginning of October 9th and they aren't even AA's. I will need more time to look at the paperwork so I'm hoping that things go back to

the way they were - - where it takes 1-2 days turnaround to get approval. The providers are really desperate out there - - especially those that are relocations or DES, they really need the money.

- Kenny: Yea, and one thing I'll say is we're not just sitting around and letting these things sit on our desks and going to happy hour and ordering pizza and nothing like that. One thing you need to understand is if for whatever reason good, bad, or indifferent if these applications are being held up there is a reason for it alright. And again, it just so happens that this time of year you all submit a renewal application too - - you know, it's that time of year where a table like this you wouldn't even be able to see the bottom of it because unfortunately applications have to go back and people wait awhile and things like that. So now - we have our priorities too. Not that approving a provider application is low on the totem pole because like you said these people want to get on and want to start claiming and get paid but during this time there is a higher priority. And like you said it will get back to that 1-2 day turnaround like June and July and what Melissa wasn't able to do, I was doing. Again, it's that time, August we are teaching renewal classes and then renewals started coming in and we are doing those. Childcare centers, preschools are getting their applications in and things like that. Come next month when everybody is approved we'll start getting everything done and hopefully within the next week or so. Once those are off our desk, and once Melissa has those approved them you will see that turnaround time pick up a lot more.
- Anna: Are you guys taking time between approving sponsor applications still approving provider application or are you just behind?
- Kenny: No, we are still doing provider applications - - sometimes they kind of get lost in the shuffle a little bit so to speak but we try to process those as fast as we can.
- Anna: Also, I don't know that this is written down - - the email that we get approving the provider has to be placed in the provider file? That's what I was told - - The email saying so and so provider is approved on so and so date - - I was told it had to be placed in the file.
- Cathy: I think it should be - - what other documentation do you have.
- Anna: I just want to make sure.
- Cathy: That way there is no question down the line.
- Kenny: Oh, that sounded like a trick question - - Yes, I would think so if I was sitting on that side of the table I would put something in the file attaching it to the application saying that it has been approved. That's just what I would do - - I don't think anything is written down anywhere but I just think, I mean - something to document provider approval.
- Various comments made - - unclear too many comments given at same time here.
- Anna: If I don't put it in the application in the file when you come audit me will you bring your list of emails? Because if not, how are you going to really know what date the provider was approved. Is this something you're going to make mandatory.
- Kenny: I mean - I can, again that's an easy fix.
- Anna: And then, last but not least and I think I know the answer to this but right before the big thing was right before all the letters for the fire and health - I had wanted fire inspectors to do inspections and then, I don't know what happened so then finally when I got him approved I sent the inspection that was done before he was approved but he was approved and he had the credentials then even before he was approved and she told me the provider needs another health inspection because when that inspection was conducted that inspector wasn't approved yet. Now this inspector was doing inspections and this was before we

needed a letter and then from one day to another we need letters. And so then, I just had to scan that provider literally that day so I had all those things and I said well now I need this letter before I can send in the application, right – with the inspection. So then three weeks passed and finally I got the letter from the Pima County Fire Department and I sent in the paperwork with the inspection conducted the day before we needed letters and the email yesterday says ‘no that inspection is not valid’ because it was conducted before the inspector was approved. But at that point he was approved – so now I get to do a second inspection three weeks later just because the date on the first inspection is the day before you guys requested letters. Do you guys get it - - yeah - - so now I need a second inspection?

- Kenny: Wait – do you need a second inspection or do you need a letter of approval saying that this ...
- Anna: A second inspection - - I got an email saying that the inspection was conducted before the inspector was approved. Even though he was approved at that point because we didn’t need letters at that point and he was okay with it.
- Mandy: We had wiped the slate clean - - anything from the 7th forward that’s when we started requiring the letter.
- Kenny: What I’m trying to understand - - okay, hey hold it – I’m confused too because again do you need another inspection?
- Anna: Yes, that’s what the email says - - another inspection, another \$40 bucks. It costs money and I’m not going to do it.
- Kenny: What is the provider’s name?
- Anna: Lucilla Ramirez - - Lucy, and it’s a relocation and that’s what was happening before we completed it and I got it on the 6th in the afternoon and then on the 7th we got the email saying that we needed the letter on letterhead. So the three weeks passed and we got the letterhead with all the stuff and I said okay this inspector was approved and I’m going to sent off now. And now she says “no” this needs another fire inspection because this was before his approval.
- Kenny: Okay, and so for my own understanding and stop me when I’m wrong. The inspection was completed on the 6th and you have approval that this person is approved to conduct fire inspections and now you’re being told that another inspection has to be done as opposed to having to receive a letter saying that this person is approved which we already have. I’ll look into that.
- Anna: And actually I think that even in July we could have done this inspection because this provider kind of dragged her feet a little during this relocation thing but I had initially finally did it and it was when everybody was being approved without the letters.
- Kenny: Well, I’ll follow up on it today - - I’ll give Elsa a call alright and once I find out something I’ll give you a callback.
- Anna: Okay.
- Sheila: No comments.
- Cathy: Kenny, so that everybody maybe can win since you guys are all so busy - - is there any way that possibly these people that are held up can they be retroactive from when they were sent in or when everything was complete with the State and you can make them retroactive?
- Kenny: I’m not going to say yea and I’m not going to say nay - - but I’ll check and if it depends on how long they were actually sitting on somebody’s desk too.

- Cathy: Well if they could have been approved October 15th and they don't get approved until November 10th that's too long. So you know – please check.
- Kenny: Okay, I'll ask.
- Sandy: I have another question to go along with hers - - just like you guys have a Specialist of the Day (SOD) - - couldn't that SOD be in charge of getting whatever inspections are being sent in for approval, can that SOD look them over?
- Kenny: As long as – well, if we are all in the office they come to us – if a Specialist is out then they would go to the SOD. So if I'm out and Mandy is SOD it will go to Mandy - - it just won't sit on my desk, Mandy will look it over. I had an answer for you and you're shocked.
- Sandy: Okay – thanks.
- Kenny: Tracey and Mandy do you have anything to say about anything, provider applications, fire inspections? Okay – that was painless. Does anybody have any other comments on inspections?
- Cathleen: I had heard and this is another sponsors experience - - that they did have a fire inspection done by a local authority and the local authority wrote a letter saying that everything was in compliance but that ADE wouldn't approve it because it was not on a checklist format - - does that sound familiar to anyone?
- Mandy: We just stated that it's unusual that there isn't a checklist because we don't know what it is that they are verifying without a checklist. We will approve it however ADE will question their local authority if there is no checklist. We did approve it.
- Beverly: It did go through but it was unusual - - but it's not unusual from the small fire districts.
- Mandy: It's unusual because it was the first one that came thru that way.
- Beverly: It was from the Verde Valley Fire District – the people from Taylor, Snowflake and all these other tiny towns will use our form. Verde Valley has chosen not to use our form.
- Phyllis: Surprise is one too – they don't use our form.
- Beverly: Yes, they do their own and you know, my thing is – the local authority is the local authority and that's what we are doing.
- Kenny: Okay.

FDCH Compliance Manual:

- Kenny: The Compliance Manual – we already touched on that a bit earlier and again, the revisions have been made and have been approved. I haven't put them online yet and I haven't notified you all and again that's my responsibility and I take full responsibility for it and in 2-3 weeks I'll have it out for you. So again, you'll have what revisions are being made, what sections, what revision number it is and you won't have to go hunt and search for what changes were made. Once you get them – review them and if you have any questions or comments or critiques or confusions whatever like that you all know how to get hold of me so let me know what's going on. Like I said I'll have them out and about this year and it's on tape now so, I'll have it out in no more than 3-weeks. And again, that's my apology to you all for not getting it out in a more timely manner, okay.
- Cathy: And what's the effective date on the changes once you get them out?
- Kenny: I have to talk to Melissa because it's so late in getting out from the day I had intended to go out - - I'll ask her and ask her what date she wants me to put on it.

- Cathy: Can you date them the day you send them out?
- Kenny: The day I send them out okay – well, no I understand what you’re saying. The only problem with that is – is that if I send them out November 8th and put that November 8th date on them – changes that we had made in May, June, July and whatever like that – when you put that date on there... then that’s the effective date right there.
- Cathy: And that’s true. But, I guess what I’m getting at right here is do you have a paper trail to go back to June to say that they were effective in June? We have a paper trail somewhere that says that this policy came into effect in June. I’m serious – because if you can’t back it up that it became effective in June then you are punishing us.
- Kenny: No. The memo says...
- Cathy: You’re punishing us with the auditors. If we have a memo that says it was effective then that is one thing but if it was just sitting around here talking about 30 minutes for a snack or talking to a specialist and it was never written down then that’s not an effective date.
- Kenny: No – any kind of change that was made either went out to you in the form of a memo or an email and that’s your paper trail right there.
- Cathy: Well, maybe you should reference that so that we make sure that we all have that information for when we get audited.
- Kenny: That’s an easy fix – that is not a problem. Okay. You ladies have anything to say pertaining to the manual.
- Cathleen: Changes in policy, shouldn’t that be put out for comment?
- Kenny: Well it depends on what it is too - - the changes that were made... okay, some changes you will have the opportunity to comment on and there are going to be other changes that unfortunately, you won’t have that opportunity – okay. For those that you can comment please give us your input on and then it will go out either in this form right here or some other avenue. Some changes were made just based on the fact that it might have been something that we should have been doing awhile ago based on either a Federal regulation or some other State law that unfortunately, we weren’t doing and we just had to go ahead and make that change and start enforcing it. There is going to be other changes where it comes to us and we have the opportunity to go ahead and ask for your input and we will do that – so, I guess do all that and there is going to be opportunities where we can go to you all and say, “Hey, this is what we have on the table, what do you think?” and there is going to be other times when unfortunately, it’s going to be, “Hey, effective this day this is what goes into effect – blah – blah – blah, and there is really no way around that.
- Beverly: I think that one of the things that Cathy is referring to is the 15-minutes before close. That would never be a Federal Regulation and is not in the State Law – it was just put into effect and I don’t know why. And the 30-minutes between shifts, again that does not come from the Feds it is not a State law and these are policies that should be talked about as to what’s going on in the daycare home not something that we put up that this is customary and this is ideal – it’s what is going on in the daycare home. And, I personally think that those types of things that aren’t Federal Regulations and are not State Laws should be discussed and we should come to a conclusion with Providers information but that is just my opinion. Otherwise it’s a fictionalized account of what is not going on in a daycare home.
- Kenny: And your point is well taken and it will be addressed. It kind of piggy-back on what you said and a lot of times when like you said you might get your input or you might get provider input sometimes, a lot of times and this is what I’ve experienced not just thru this agency but two separate state agencies – when you get too many hands in the policy pot it drags it out and you don’t get that policy implemented in a timely manner that you were wanting to implement it. After

a certain length of time you just let it fall off the table and you just forget about it which is not a good thing. There are opportunities where like I said, you know – sponsor input is more than welcome okay. When we create this Compliance Manual and that took how long to actually get implemented? Well, that took longer than I had intended. Again, pertaining to the two policies that you were talking about, the 15-minutes and 30-minutes.

- Beverly: That was just an example.
- Kenny: And, that's what I'm saying – and I could take it back and say anything that is not Federal Regulation or anything like that or State Law we'll see about getting you input into. One thing I will say though is and I'm just being very up front with all of you – you're input is always welcome when we ask for it or if you have comments about something else it's always welcome. One thing to remember is, once you give us your input – there is no guarantee that your comment and/or critique is going to be implemented because there is going to be times that we can go ahead implement that comment or that suggestion that you gave us and other times we are not going to be able to, so I think for us as an agency to realize that your input is always welcome – one thing that you guys will have to realize that we might not be able to implement it into our manual. So we'll keep an open mind about that but again it's something that you guys have to realize from your end. I don't see any happy faces - - okay now I she is laughing. Does anybody have anything to say pertaining to the manual or any kind of input comments and/or suggestions or things like that?
- Darci/Anita: Do you guys have anything like an online 'message board'? Where like if sponsors were having issues with getting people approved it could be posted or you guys have comments about something you are seeing a lot of that could be posted that would be like a site that you could just look at when you wanted to?
- Kenny: Well, I think that could be a good idea.
- Cathy: You could post it on the web page where you currently have all the newsletters and memos.
- Darci/Anita: It would just give everyone a place to post their opinions.
- Kenny: I'll bring that up - - that's a good idea, thanks - - anybody else? Okay. I for the most part we kind of had public participation unless anybody has anything else they want to add. One thing I do want to say in reference to public participation - - we have gone away from how we were initially doing things and reason why we moved away from that is because you have all conducted yourselves as opposed to just hearing a lot of voices all at one time. Everybody has actually taken the time to hear one person at a time to state your opinion if you have something to say or an opinion while somebody else is talking you wait until that person is done before you voiced your opinion. That allowed me to allow you to guys the flexibility to go ahead and say not just what you need to say but take your time and take however long you need to say as opposed to putting you on a clock alright. So, you can thank yourselves for that and I thank you for it as well because it's not a good feeling to hear ten voices just coming at you and you're trying to figure out just what everybody has to say and all you hear is blah..Blah...blah - - it is just not a good thing. So again, thank yourselves for that and I thank you.

Public Participation:

- None – this was a public participation meeting.

Closing Remarks:

- Angela: I got an email regarding stimulus money for State agencies and sponsors. I'm wondering if ADE is trying to acquire any of that money and how will it help us?

- Kenny: I have no idea – I have no idea what you’re talking about. If you can tell me and you say there is a memo that came out from FRAC (Food Research and Action Center) - - if you can give me a copy of that, I can ask some questions but I honestly don’t know what you are talking about.
- Angela: I’m curious with what’s going on with DES and DHS and with the more strict requirements with AA’s. What are we doing to keep people on the food program as an agency - - and what can we do? Obviously starting new people on the program takes a little bit longer. It should be a 6-week turnaround between the time that they get started with us and they get approved and they get their first claim. DES, they are cancelling a lot of their training classes because of budget cuts and so people aren’t eligible to get DES certified. DHS is proposing to increase their fee by a huge amount and there is a big meeting today if everyone doesn’t know about that. So do you have any idea as to what are people doing to try and recruit people to CACFP?
- Kenny: Well, just off the top of my head right now the only thing that I can say is that due to tough economic times are right now you want to try to get – it may not be a lot – but you want to try and get something back as far as or from my end any kind of meals that you serve. Again, it might not be a lot but it’s something. Like I said these are tough economic times for everybody not just providers but for myself and I’m sure for you as well. So in my mind – I’m thinking, well here’s an opportunity for to get something back, you know and if I can then I’ll take advantage of it. Now that’s just me sitting on this side of the table right here – I don’t care if it’s kids or not and I don’t have to go thru the process of getting approved to be able to care for kids. That’s what Kenny is thinking from this side of the table right now because that’s my mind set. If I can get something back on investment – my investment is the food that I am serving to the kids then I am going to try and take advantage of it. Now I don’t how you throw that out there when you are doing your outreach or anything like that but again, just sitting here right now off the top of my head that’s the only thing I can come up with.
- Anna: By the end of this week Pima County, Santa Cruz and Cochise Counties they are going to tell the people who got the DES RFP approvals – who actually got the contracts. Also they did open up the waiting list a little for DES children, the ones with the most poverty – so the waiting list for DES children actually did open up a little bit – last week it opened up. So a lot of my providers are saying, “I don’t have children – I don’t have kids” and stuff and then there’s waiting lists and I’m not getting any new kids. So maybe they’ll be some sort of upward trend – I know that in my area Pima, Cochise and Santa Cruz, I know that we will find out by the end of this week who got the contracts. Also First Things First – people got contacts for First Things First DES recruitment so in addition to DES/Direct DES certifying people and then monitoring them – First Things First has people from other agencies who are also now recruiting for DES. So they have actually their approvals – they have already reached their 50 people for the year – they are done, they are not recruiting anybody. But now these First Things First agencies who receive those contracts recruiting more DES children. I’m not sure what happens in Maricopa.
- Angela: How about those areas where the local authority won’t to fire inspections then the option being that they get licensed or certified thru DES. But you can’t get certified if they aren’t if they are putting any DES homes on and even if they are they don’t get any DES children for a couple of months and I think they revoke their certificate. So no parents are being approved for DES and no providers are getting DES in those areas where local authorities won’t do inspections – so it would be nice if we had an option to offer people.
- Kenny: Okay.
- Beverly: And that’s less Federal dollars coming into our state that could really help.

- Kenny: And as far as the increase for the DHS licenses – I would recommend, letting your voice be heard because those are some crazy increases. When I first heard about them I was speechless on the DHS license increases.
- Kenny: I think the State of Arizona went from being 47th on the list as far as childcare license fees straight to number 1 in the nation for high license fees. So as far as that – let your voice be heard if you write or speak. As you know today there is that march or protest rally at the State Capitol.
- Beverly: One thing that ADE could do is to help with the CACFP recruitment is to help us as sponsors in these iffy areas where they have not been able to get the local authority to do the inspections. ADE could help us by finding some different method – be creative – be innovative instead of you know – rigid, but ADE could help. Where the local authority says, ‘Hey, we’re not – State law does not give us the authority to do these inspections’.
- Kenny: Alright, the next meeting isn’t scheduled until January 26th – as you know we never hold a meeting in December because its holiday time and people are on vacation and worry about Santa and all that good stuff and things like that. In the interim though as always any kind of comments that you have and questions, critiques, brain storms not just myself and all the other specialists – you know how to get a hold of us, the specialist of the day or contact me.
- Cathleen: I guess the elephant in the living room today was the inspections – I’m very concerned that people are being denied access to the food program based on the municipality that they live in and I don’t mean just prospective daycare providers, I mean people who have been on the program for 28 years will become ineligible when their fire inspections expire if we can’t work something out. We have made some inroads with some of the municipalities but there will be others that we may never be able to hammer out solutions and I am really hoping that ADE who in an email could. USDA allows states to determine who the local authority is, well great, that means that ADE may have a little bit of flexibility in all of this. I could make some constructive suggestions and I’ll put those in an email to Melissa and I’ll just finish with a quote from Secretary of Agriculture – Tom Vilsack:
“USDA child nutrition programs are an important tool in ending childhood hunger
By 2015 and this is the goal set by President Obama”.
- Cathleen: And I just think that we should all try to be part of the solution and not part of the problem.
- Kenny: Yes, and I agree with you 150% – one thing that and I won’t say this in closing because somebody might have a comment after this but – one thing that we all need to realize that when it comes to things like fire inspections, health inspections and anything like that when we have people coming into your homes around children not only are you concerned about these children being fed but you also worry about their safety. The scare that we recently had with a gentlemen who was claiming that he was approved by every area in the state to do fire and health inspections and Fire Marshall’s hadn’t heard of him and this guy was actually going into houses around children. Now in my opinion, and again this is Kenny’s opinion – an individual who will lie and let’s just put it out there – will lie and defraud himself and say that he is allowed to go into somebody’s house to conduct these inspections – if he is going to lie like that, this is not a gentlemen that you want not just in your house but around children because individuals like that are liable to do anything obviously for a buck and this gentlemen was. He was doing these things for a buck not just to get into your house but to make \$50 for the inspection or whatever he was charging. So granted, again I agree with you and I agree with your quote – we do want children fed because when we teach classes the one thing I say is: The meal that you serve these children may unfortunately are probably the best meal that they have eaten throughout the day when they go home to their parents because they may not have a chance to fix a nutritious meal and we all know

that people work all day, pick the kids up and don't feel like cooking and what's the first thing they do – they hit the nearest drive-thru. So yeah, I don't think anybody in this room – I don't think anybody in this agency is not for making sure these children are fed. You know that is the goal but we also got to be aware of the safety of children as well because they are being fed and then some lunatic comes to that house and may do God Knows What – you don't want that. That's not a good tradeoff to me and it should not be a good tradeoff to anybody else. So we'll all work together.

- Cathleen: Can I comment on your comment?
- Kenny: You most certainly can.
- Cathleen: When an inspector comes into a daycare home perhaps it would be a good idea if they could also be fingerprinted in the same manner as the daycare provider and then they will have the same background clearance as the daycare provider. Daycare providers are the supervisor when people come into their homes whether it's an inspector or whether it's someone from ADE who they are not expecting and they have never met before. So perhaps a fingerprint clearance could be a requirement for the inspectors along with an Inspector 1 Certification from the Arizona State Fire Marshall's office.
- Kenny: Actually, when you mentioned fingerprint clearance that has actually been talked about I think just kind of in passing for inspectors and what that would mean is – if they go into a house and they have to be fingerprinted then when we (ADE) go into a house then we would have to be fingerprinted as well and again that would not be a problem with none us. If when the smoke clears if that what it takes then that's what it takes – you know. Again, all I'm saying is and I'm not disagreeing with you by no stretch of the imagination but one thing that I'm trying to get across is that as much as we want to make sure that children are fed by 2015 whatever like that – you still have an obligation to make sure that you have children in a safe haven then just allowing anybody to come in and say – “Hey, I can do your fire inspection” and not know anything about them. And to me as a parent, it's bad enough leaving my child somewhere where you are not around them all the time but you want to make sure that when you drop your child off that it's somebody you can trust and it's someplace safe that you don't have to worry about and then somebody coming in saying they are one person then God Forbid that something else happens so I think that there is a way that we can make sure that these children are fed and keep them in a safe environment as well alright. One can go along with the other – okay, and I've said this many times, no matter how you want to think about it we are all in this together, alright. Whether as a Provider or Sponsor or us as a State Agency we are all in this together and when the smoke clears it's going to take all of us to somehow work together to make sure that both these goals are met. So that's my little soap box deal on that.
- Lori: Well just to comment on these comments – it's really kind of a mute point now because we aren't going to be able to select who will do the inspections correct. It will be the local authority and I know that there are some cities that won't elect or assign someone to conduct the inspections and what do we do in those situations? I may not be as up to date as some of you who have been working with the like for example the cities of Mesa, Glendale and Peoria – which are areas that I know, have been of concern because of the high cost of inspection.
- Phyllis: Mesa is going to do them for us and the fee is going to be less than \$15 and up.
- Beverly: They called us and they will be onboard and Glendale and Peoria they are moving toward our direction.
- Lori: Wonderful
- Beverly: Jeff Jenkins at Glendale has been absolutely delightful and he is working with Rich in Mesa and I think that in Maricopa County we will finally get all of them onboard. You know I had

asked for an extension on the timeline and this was the reason – it just takes a little bit of time to get it done and I don't know about Coconino.

- Cathy: Even rural metro fire department is showing some interest in going around the different cities in Maricopa County but they can't seem to get permission from the different cities so if ADE has any kind of authority or can name a local authority rural metro is a recognized fire department and they will charge to do it but the some of the different cities they said they don't care if they come in but they just won't give a letter saying it's okay for them to come in. In Maricopa they would probably be Certified Inspector I's for sure and the thing about being fingerprinted – I agree with that but is everybody in the Chandler Fire Department fingerprinted and everybody in the Tempe Fire Department fingerprinted and they are going into people's homes. Because we are contracted and I know that the reason behind that I think is that you can go back to Maricopa County and well we need to stop thinking about who we are going to sue and think about how we can get this accomplished? I understand this is bigger but I have been doing this for 5-6 years now and okay, a little longer. Anyway, I don't know that there's ever been any huge problem with the provider coming back to ADE to sue them – I don't know all of ADE's history or coming back to us because somebody's stove caught on fire or I don't know why this has become such a big issue and I don't know why we have spent so much time on it. I think we need to move in a different direction and not worry so much about the liability and who we are going to sue.
- Cathy: I think they would do all of Maricopa County – anywhere in the state and he would probably charge – he would probably charge about \$50 so that he could cover gas and his time and that's fine with me. So they charge.
- Beverly: Rural metro does four different districts – four different places on the outer districts where they take care of the county places that aren't under a specific city – like outer Litchfield, Litchfield takes care of this much and then the rest of it is Rural Metro. And so western and northern whatever – they are on the edges of the city.
- Cathy: And you know the cost thing is a factor but in what we talked about before about recruiting people to the food program. The providers have gotten away with not paying for almost anything for the last 30-45 years except the health inspections. If they want to do this individually and then they need to professionally – everybody who runs a business has to pay for fees. Now \$250 is ridiculous for someone to come into your house and look under your sink and see if you have a fire extinguisher in the house but \$50 bucks for a year and all the money they get back from the food program... well, that's the cost of doing business so we have to promote it that way as well. That is just how much it costs to do business and look at all the money you get back.
- Phyllis: That's the way we do it – that's what we tell the providers but it is still very hard for them to understand.
- Angela: My question is, what's the difference if a person pays a fire inspector doing the inspection and the local authority saying – I nominate Jack Black to do the inspections. What's the difference?
- Kenny: Between an actual fire inspector?
- Angela: What's the difference to ADE – Why do we need the letter designating the person in a city or county that won't designate their own employee to do those inspections? They will not do the inspections – What's the difference?
- Kenny: You're saying between –
- Angela: I'm saying having a fire fighter doing the fire inspections in a city where they will not do the inspections – What is the difference?
- Beverly: Or a registered sanitarian doing those inspections? What is the difference of the city, town or not nominating that person and just doing it with a registered sanitarian or a fire fighter?

- Cathy: If they own their own business then they would have their own liability insurance.
- Kenny: This business person who is eligible and capable of conducting a fire inspection or health inspection is that what you're trying to say?
- Cathy: Just say there is a City of Phoenix fire fighter and they need extra money because the City of Phoenix doesn't pay him much - - and he can do fire inspections on nights and weekends. They are a fire fighter but they are starting their own business and they are doing inspections to make some money and they have all the credentials.
- Kenny: Well, from what I understand and when I've called and when I talked to a couple of fire inspectors and there is one guy specifically. He is - - he has said that a Fire Marshall can say or take whatever class training whatever like that but that still doesn't make you eligible to go into somebody's home unless you are given authority. So I guess it does fall back to a liability issue and this was a fire inspector I was talking to out of Tucson and I can't remember his name.
- Cathy: Claude Adams.
- Kenny: Yes, I think that's who it was - - but he gave me a whole rundown as far as the difference between just being qualified and actually being authorized. And you know, as crazy as this sounds and you may think we are splitting hairs but I mean the way he made it sound to me that there is a difference. A Fire Inspector must be given authority.
- Anna: He was saying that Dolan was going to authorize... People can have the credentials whatever, whatever, you know and there is always different fire districts but you know there is not or maybe there is something - there isn't a whole lot of fire departments that are going to authorize and say "we give guy permission to work and we are going to look after and we're going to do this" - they are not. That is my understanding of what she said.
- Kenny: Well you see, what he told me was that for as far as somebody coming up to him: You actually have to do a little 'due diligence' to get that approval to go ahead - for him to say, you know what - "You are authorized and you are approved to go ahead and do this". So it can be done and you know, I guess for an independent fire inspector it is going to take a little bit of legwork to get somebody to authorize you to go ahead and say: "Hey, you are authorized to go into somebody's house".
- Cathy: I wonder if we need to talk to - I don't know because we talk to different fire people that do fire inspections and if your house can burn down tomorrow - they are not liable for your house burning. So I think maybe we need to look at this... the liability falls on the provider not on the person that did the inspection.
- Kenny: If the house burned down - -
- Cathy: No, but you know you could have a provider that is perfectly fabulous and everybody's fine, is fingerprinted and nothing happens and then they can turn around and do something weird the next day after the fingerprints have been cleared. There are no guarantees no matter what you do.
- Angela: On the form that they take out with them it states: At the time of this inspection there were no violations. If they have this clause in there I don't see why that would think that this would be a violation. If there are no violations at the time of inspection and they are not liable if the house burns down the next day.
- Phyllis: The Fire Marshall told me that same thing. If he is here that day and the house burns when he goes out the door it is the provider's responsibility because he can't make or change the temperature in the house because the provider could have moved something.
- Various comments made - - unclear too many comments given at same time here.
- Angela: That was exactly my point was there are still a few cities that we are working on really what are we going to do with them. Are we just not going to allow them to be on the program?

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- Cathy: They are still doing childcare in a house that has not been inspected. They are still doing childcare - - they are still watching those kids - - they are still feeding them but they don't get to participate on the food program.
- Beverly: And many are taking in 10 kids.
- Cathy: Well if any of them find out about it they may be storming ADE. I mean, I don't know. That could be considered as discrimination.
- Angela: Or if you live in this city – sorry that you can't be on the program.
- Kenny: Okay. I'll make a note of this and running past _____ and we'll see what happens. See what kind of feedback I get back. Anything else from anybody? Going one going twice.

Meeting concluded at approximately **11:00 a.m.**

Next Advisory Council Meeting:

Scheduled for Tuesday, January 26, 2010 – 9:00A-12:00P Conference Room 105 (Tentative Schedule)