

**Arizona Department of Education**  
**Health & Nutrition Services**  
**Family Child Care Homes Advisory Council**  
Tuesday – August 16, 2011  
9:00 AM to 12:00 PM  
**AUGUST MINUTES**

Kenny Barnes – Family Child Care Homes (FCCH) Advisory Council Committee Chair, called the meeting to order at approximately 9:35 a.m.

**Advisory Council Attendees:**

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

**Other Attendees:**

Michelle	Roberts	ADE
Barb	Simington	ADE

***Welcome and Introductions:***

- Committee Chair welcomed Advisory Council and participating sponsoring organizations: First of all, let the record reflect that Deanna Barrowdale was the only one that sent me a personal notice. She sent an email yesterday saying that she wasn't going to be here so let the record show that Phyllis is the only Advisory Council member that showed up for today's meeting.

***FCCH Training Comments:***

- Some of the agenda items and the first one are - - I was trying to get comments from everybody on how they felt the renewal training went. What are your comments Phyllis?
  - Phyllis: I think it went real well and quick and to the point. The only thing that I would suggest in the future is that before you send documents - - when we get so many attachments of the budget and stuff it gets us all confused on which one to use. I got a lot of resends because the budget was sent one time and I pulled it up and started on it and then I went back to my email and another budget was sent. That is confusing, before they send them out make sure you are sending us the right one so that I don't use the wrong one - - other than that it was real good.
  - Kenny: Okay and you say you like the short version?
  - Phyllis: The short version was excellent.

***AA Standards:***

- The only thing that I want to mention about the AA Standards is that I revised the instructions so that you guys don't have to feel that you have to revise the Standards in the Provider's home. Hopefully

these instructions are a lot clearer as far as what the expectation is on how to complete them and our expectation of what we want from you guys.

***Renewals of Fire, Health & Fingerprint Inspections:***

- We give sponsors recommendations regarding how far in advance to order fire, health and fingerprint renewals to make sure that they are done in a timely manner before the expiration date. The one thing that we are going to do now is - - we are no longer giving recommendations because there are individuals out there that they feel that the recommendations that we give is actually policy and trying to hold us to that. The expectation hasn't changed, you still have to have all these items before the expiration date but instead of saying you need to order 30-days ahead of time to make sure - - We are not saying this anymore, we are putting this on the sponsors. You need to do what you need to do to make sure that it's done before the expiration date. So if you order 30-days ahead of schedule and if it hasn't been done by the expiration date then you will have to look at doing these six weeks out because now we aren't getting any kind of leeway as far as expiration date. If you order a health inspection
  - Phyllis: I always order mine a month ahead of time and if they don't get to them then I call and get some names and numbers and find out why they can't get to them.
  - Kenny: What we are going to start doing now and Melissa will be sending a memo out at the end of this week - - if you order a health inspection from me on July 1<sup>st</sup> and mine expires August 1<sup>st</sup> and it's not taken care of for whatever reason whether it's because they can't find an inspector to go out and do it and if it's not done by the expiration date then I cannot participate in the program. There is not going to be any kind of leeway as far as like before when you ordered 30-days out in the past and you could show us that and we would work with you a little bit. And because of some things that happened recently we are not going to afford that anymore and actually the Regs say that if it's not done by the expiration date then the Provider cannot participate in the program. We were going a step beyond to work with the Providers and everything, however, by doing that we were going against what the CFR said. So if you think that you have a problem when you order 30-days out then you need to look at 6-weeks out or 2-months out. So the expectation hasn't changed we still want those things done before the expiration date but the only thing now is that the sponsors have to do what they feel they need to do to make sure those things are taken care of before the expiration date because if for whatever reason it's still not done by the expiration date they will not be allowed to participate until they get this done. This applies for Fire inspection, Health inspection and Fingerprint cards.
  - Phyllis: I've got some questions - - I understand you all being like that. When we send over to get health inspections I don't do it like a lot of sponsors because they tell me that I don't. I don't leave it up to my Provider, I call and set up the appointments to make sure it's done and I get the date and the time. Because when you leave it to the Provider you're always going to get: "Well girl, I was going to do it but I didn't get to it today" - - I don't want to hear that because I know I have deadlines. A couple of times they have had my request 30-days ahead of time - - I'm just going to go through the process.
    - 30-Days in advance I send email for Health and Fire inspections.
    - You need to wait for them to respond to the email or call you.
    - I call everyday and email everyday for those 5-days until she gets back to me.

- Okay, she finally gets back to me on the 5<sup>th</sup> day and she tells me - - I've had so many requests that I'm just getting back to you.
- She will then give me dates and times - - I give this information to my Provider - - the Provider has paid for the inspection (\$105).
- Sometimes my Provider waits all day and this inspector doesn't show up and they don't call or notify us. Then when I call in the lady that schedules tells me that they had no one to send out that day and she was out sick - - so they reschedule for another day but they can't give you a date right away because they have already booked up that week. So why are we punishing the Provider for that when it's out of their hands and they've paid for everything. There has to be some kind of way that the Provider can participate - - you know a lot of things are hard now, and groceries are hard to be bought. These people depend on these funds and I feel that's the least the SA can do when it's not their fault and we have it documented. Either you guys need to contact the Health inspection people and let them know what your rules are because they aren't going by that and we can't help that and it's not fair to do that to the Provider when they are doing everything when we expect them to still keep their sign-in and sign-out sheets for that day and write the meals up and everything. They are doing everything that they need to do and it's out of their hands - - they can't go and drag the inspector out to do it. They only have a limited amount of inspectors and the way they do inspections is that they clump them in groups and she doesn't have enough in group 1 to inspect then that person is not going to be inspected until she gets more than one request. So they need to look at that before they penalize the Provider that's doing what they are supposed to do. And even if I do this 6-weeks ahead of time the first thing she is going to say when they look up this person's address and they will say - "well this person really isn't due yet but we'll get them done before then". That's what they tell us and that's why I'm saying maybe you guys need to contact Maricopa Health Environmental Services and tell them because the Provider is doing everything they are supposed to do and we are doing everything we are supposed to do. Now you may have some sponsors that don't do that and they should suffer the consequences but not everybody because I feel that I'm going out of my way to do what's necessary for my Provider's - - I tell them look, you do the right thing - keep your paperwork up and I'll do the right thing and do my paperwork. I feel that I've done that to the utmost and I can't make those inspectors go out there and do it on a certain day, I can only request that. So may you guy can do that and talk to them and tell them how important it is that we have warned them ahead of time. You know I have good rapport with the health inspection lady and she is good to me okay - - I've learned that it's better to use a little sugar than a little salt. She tells me all the time that certain sponsors call up there with attitude - - and I don't blame her, you call me I got all these things to do and I'm going to have attitude too, so I'm going to put you at the bottom because you are on my nerve... okay. But I'm not going to do that if you call with a pleasant voice and if they make a mistake - - you know what I do, I say you know what I've done that too so let's see what we can do to fix this. Really it's not fair for us to do that to the Providers - - them not being able to claim on something they cannot control. So I don't know what we have to do to assure that whatever documentation they need, I would have no problem keeping because I do it

anyway but I feel that it's really wrong and it's hitting the Provider and its double penalizing them. I'm going to take the meal away from them but I'm going to require that they keep doing the paperwork.

- Kenny: Do you have a problem with that in any particular county where
- Phyllis: You know what, it's usually Maricopa and with Pinal county 'extremely' and if I don't stay on Pinal county and you use a little more sugar with them - - And what I do is tell them that I have to have them done by such and such time. And I stay on them but I be nice about it and you have to do her like this because she is only one person - - now if she's got a meeting, she is going to the meeting first so you got to just keep being nice and keep calling her and say my Provider haven't hear anything and I just stay on her and I'll send her an email saying - - I've got two Providers waiting on you and I have to do that. Pinal and Pima counties are one of the worst and Maricopa is okay and she tells us that she is booked. With Pinal County she tells us she works by herself and will not take crap and will get to them when she can or if she has a meeting then she's going to the meeting. I understand what you're saying.
- Kenny: And I understand what you are saying too and maybe we can get with Environmental Services to see if there is anything they can do to ensure that things get done.
- Phyllis: Tucson is my worst because she is working by herself most of the time.
- Kenny: If Tucson is your worst how far out would you order the request?
- Phyllis: I still do 1-month because I figure I can kiss up to her all those days in between and that's what I'm doing - - I'm constantly calling or emailing her, Nora that's her name and the other ladies name is Myra. Now Pinal county that's City of Maricopa that is the worst one and Tucson you can call them all day and you just by luck can you get them - - Erica and she'll tell you I don't have anybody to do it so when I get somebody to do it I'll do it. And the Providers call me because I make the Provider aware and that's one thing that we'll go over in September training - - let them know how important it is. They look at their fingerprint card everyday and they know when it's up as well as I do - - so don't slip it because if you slip it then you're going to slip your meals and that's how we get them to help us with input. So those are the worst ones and they tell you that's all they can do.
- Kenny: Let me see if it's possible we can to get a hold of somebody to explain the situation so that everybody can get on the same page and work together.
- Kenny: Comments – Anything you want to add on the home visits you've been doing or anything else that you've seen that you want to comment on or that you want to see done differently or whatever. No, okay. Comments about anything else Phyllis?
- Phyllis: No, I'm keeping quiet – I'm good.
- Kenny: It's all of five of us here so if you have anything to say this would be the appropriate time to let it all out. Sorry you had to come down here for 30 minutes.
- Phyllis: You know what Kenny; I have one more thing on fingerprints. We re-fingerprint our clients but sometimes they reject them out and we don't know that because I'm the press assistant because they come in a lot to get renewed because it's that time – it's about 6 years. I caught myself doing a good job and I'll get it back right away and others we'll be waiting on it for about four weeks and instead of the print coming back the Provider will bring their rejection notice where it says it was smudged or whatever and I know they are bringing it in as soon as they get it. So what I do is I reprint them and put that letter in with the fingerprints and mail them - - now they do process them quick when I send it back but

- between then and there it may take them 4-weeks to get that paper back to me telling me they were smudged and that's not the Providers fault – they came and I did it and I'm thinking I did a good job but sometimes they will say they are smudged and they'll kick them back.
- Kenny: So is it taking long for DPS to get information to the Provider or the Provider to let you know that.
  - Phyllis: No because I stay on them too - - I got a calendar thing and I got their name and I know I give them 4-6 weeks and if it's a renewal I give them 4-weeks and then I call you just like you do and then I'll call the Provider and they say I've haven't heard - - so then I call the number at the bottom because you get a number and you give that number at the top and I'll talk to somebody at DPS and they tell me they are still in process. And then if they are rejected I want to know because the Provider gets a letter but they don't tell you that - - but if you call they will tell you it was sent out on such and such date. The Provider will let you know they sent it back because they were smudged - - I'll reprint them and return them with the rejected notice that was sent.
  - Kenny: On the average if there are no problems how long does it take from the time you start the process?
  - Phyllis: About 6-weeks. If they are new it's about 6-weeks and if it's a renewal it's about 4-weeks at the most. They are good on doing the renewals because I don't know if they have to go through the same process but they get them done quicker. It's the new ones that I have a problem with.
  - Kenny: Is there anything else you want to add Teresa. No additional comments - - we are done for the day.

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**Advisory Council Chair requested Public Participation Request forms.**

***Public Participation: None***

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***Other Updates and issues:***

- None

***Closing Remarks:***

- No closing remarks from Advisory Council - - Meeting concluded at approximately 10:00 a.m.

**Next Advisory Council Meeting:**

**November 22, 2011 (Tuesday)**

Time: 9:00A – 12:00P

ADE Central – Conference Room TBD