



# Challenges for Change STAKEHOLDER GROUPS Process & Products

# Engaging Stakeholders

- March 2010: AHS submits a Challenges for Change proposal to legislature which includes an Integrated Child Development Services Challenge
  - **3 strategies in March proposal impact Early Childhood and Afterschool services and systems**
- May 2010: Legislature passed & Governor signed a Challenges for Change bill directing DCF/CDD to engage stakeholders in planning and piloting activities related to the March proposals
  - **Recommendations and a plan are due to Legislature on January 15, 2010**

# A Plan Comes Together

- June 2010: CDD convenes a planning group by open invitation to plan for Stakeholder group process
  - **Background and purpose**
  - **Process and timeline proposals**
  - **Representative participants for each group**
  - **Group Charges**

# Stakeholders Engage

- Three groups – one to consider each proposed strategy
- First meetings in September, final meetings November/December
- Approximately 70 - 75 participants in all
  - **23 from registered or licensed CC programs**
  - **Community partner agencies, philanthropy and advocates and current grantees**
  - **CDD and other state agency partners**

# Discussion & Debate

- Discussed, clarified, defined and refined charges
- Identified key questions and gathered information from a variety of sources
- Consensus not required – unearthed issues and identified areas of agreement and differences of opinion/perspective
- Examined many sides of each issue
- Produced recommendations for the future

# Group I: Regional Integration of CDD Services

Consider administrative consolidation of identified child development services (Parent Child Centers' base grants, Children's Integrated Services (CIS) and Building Bright Futures (BBF) Direct Services grants) and make recommendations regarding the CDD proposal



# GI: Shared Goals and Principles

- Systems approach
- Equal access & opportunities
- Consistent, mission-driven purpose & practice
- Access, Quality, & a “Therapeutic Dose”
- Efficiency
- Integration & Coordination
- Mutual Accountability for Outcomes

# GI: Alternative Proposals

- Parent Child Centers' base grants
  - **Continue current relationship. Work with PCC Network to establish shared outcomes and provide accountability, oversight and TA**
- BBF Direct Services Grants
  - **Change not recommended at this time. Any proposed change should address: transition planning; oversight; accountability; equity across regions; consistency and no decrease in direct service funding to support administrative costs**

# GI: Children's Integrated Services

Children's Integrated Services (CIS) – Early Intervention, Nursing and Family Support, Early Childhood and Family Mental Health, and Specialized Child Care Services – will be fully integrated in every AHS region around the common purpose of ensuring that every child, every pregnant woman, and every family with young children in Vermont experiencing adversity will have early, timely and highly skilled interventions to ensure that they have an opportunity to succeed.

- Phased implementation plan *with caveats*
  - **Phase I: 3 Regions (Rutland, Lamoille, and Franklin/Grand Isle) completed integration by 11.1.10**
  - **Phase II: With legislative permission, additional willing and ready regions will be fully integrated on 4.10.11**
  - **Phase III: Additional willing and ready regions will be fully integrated on 7.1.11**
  - **Phase IV: All regions will be integrated no later than 1.1.2012**

# Group II: Child Care Referral and Financial Assistance System



Consider centralizing child care referral services (under single management) as a statewide call center and automated internet information system. The call center will be fully staffed with live referral specialists during business hours.

# Group II: Child Care Referral and Financial Assistance System

Consider the impacts of centralizing eligibility determination for the CC Financial Assistance Program on families and child care providers. Make recommendations on how to preserve full access to high quality child developmental services for Vermont families, especially those experiencing adversity or barriers.



# GII: Financial Assistance System

- **Cautions and Concerns**
  - **Increase “one-stop” and on-line access and give parents tools and guidance to self-navigate**
  - **Make sure DCF has full capacity to meet families' needs (ESD modernization issues and pace of change)**
  - **Don't delay payments to providers or shift responsibility for supporting families to them**
  - **Improve flow of communication between DCF and families and DCF and providers**
  - **Maintain access to personalized services in community as needed during transition and beyond**

# GII: Financial Assistance System

- Recommendations
  - Pay attention to coordinating and improving application processes across programs
  - Ensure access to CC Financial Assistance regardless of participation in other benefits
  - Ensure providers have ready access to information they need about application status and payments for eligible children
  - Timely and accurate problem resolution

# GII: Financial Assistance System

- **Recommendations**
  - **Educate and support parents in navigating the system**
  - **Provide guidance for families who don't meet eligibility guidelines**
  - **Support a human elements for families**
  - **Provide translation, interpretation and literacy support**

# GII: Child Care Referral System

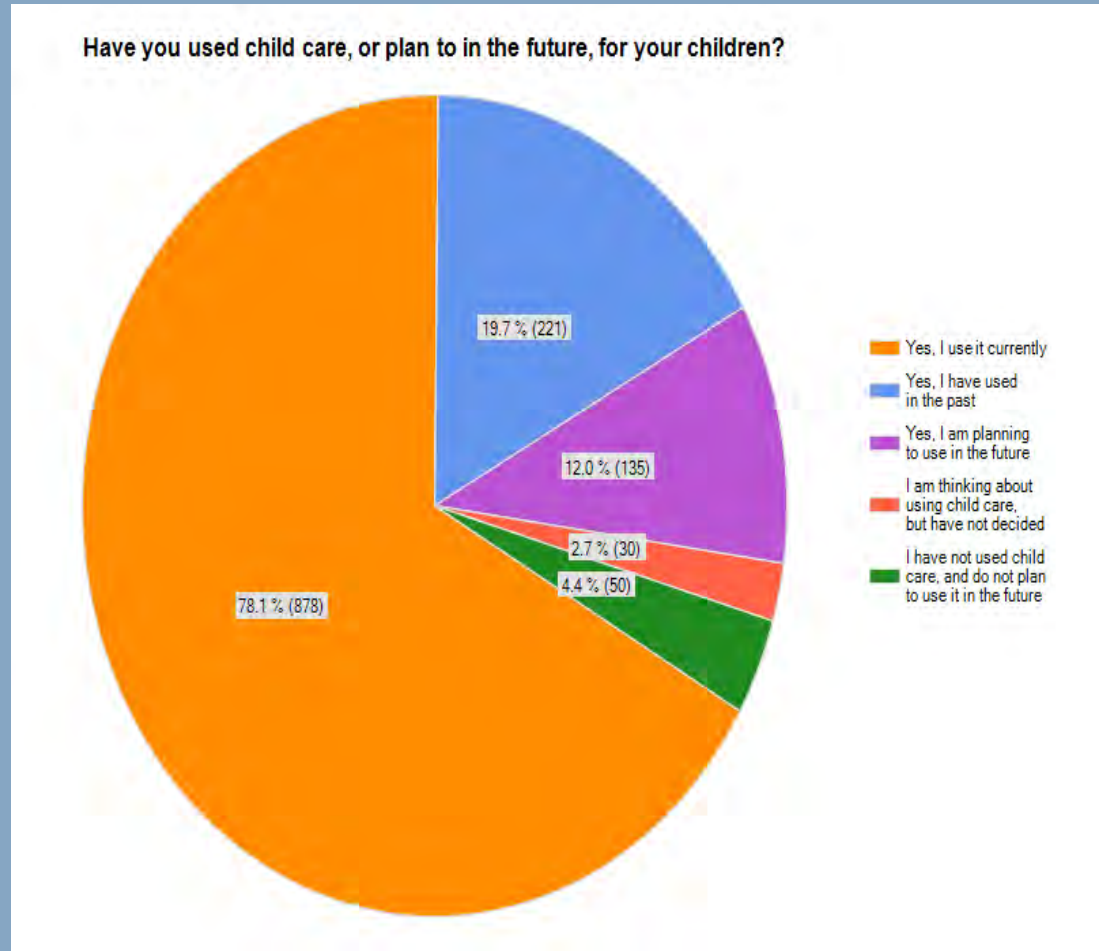
- Core Goals for CC referral services in Vermont
  - **Consistency and equity**
  - **High quality services responsive to clients**
  - **Reliable, up-to-date, accurate information**
  - **Connected to local resources**
  - **Linked to other services**
  - **Supports relationships**
  - **Works for parents and providers**

# GII: Child Care Referral System

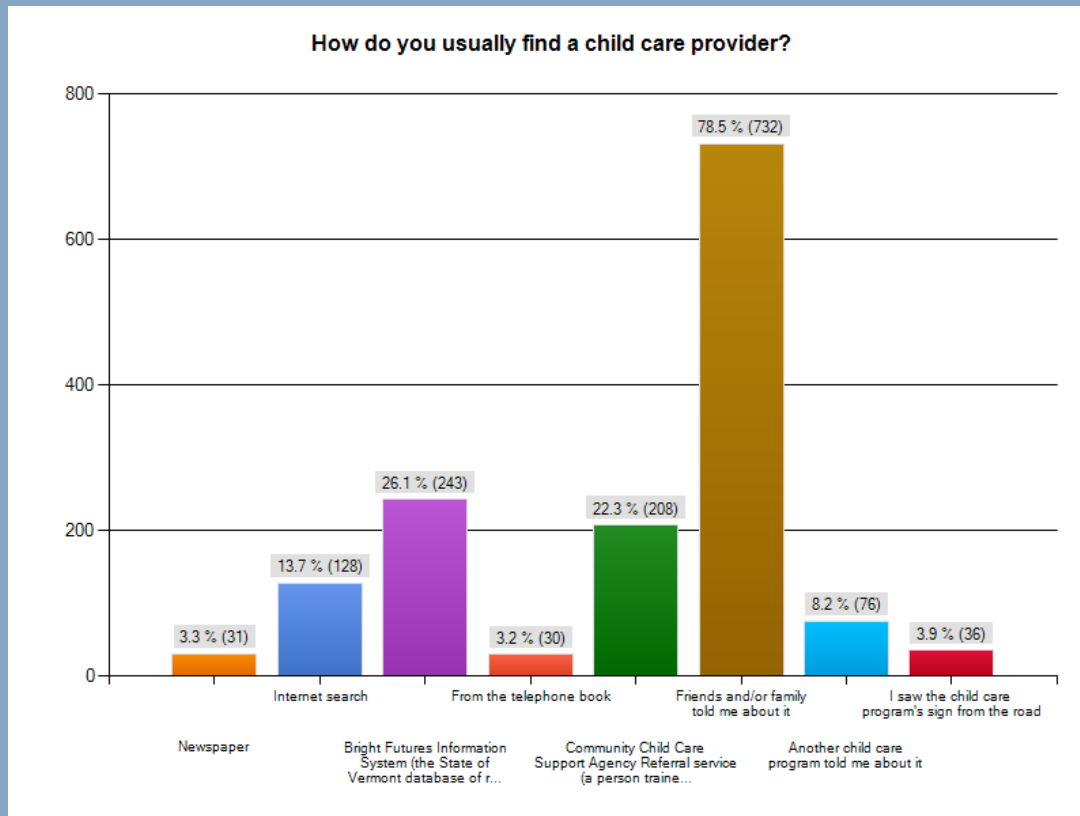
- **Recommendations**
  - **Too soon to make a specific recommendation**
  - **Thoroughly examine and analyze the issues**
  - **Solicit broader input**
  - **Collect data to inform decisions**
  - **Align changes with identified goals**
  - **Be inclusive in developing a proposal**

# GII: Parent Input

- 1124 parents from all over Vermont responded to the survey
- Wide age range of children



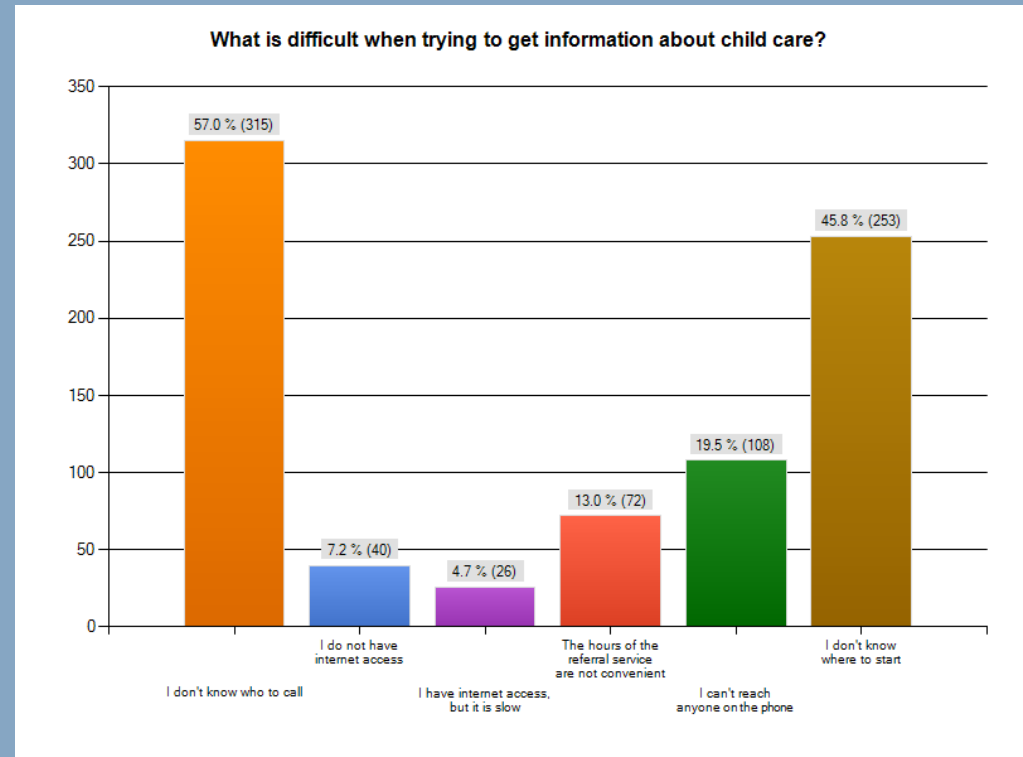
# GII: What Parents Said



- What other parents think is most important information in helping them make CC decisions
- 36% of respondents had ever contacted a referral agency

# GII: What Parents Said

- Not knowing who to call or where to start is the greatest challenge
- After talking with other parents, getting information on a website was identified as next most helpful source of information



# Group III:

## Early Childhood and Afterschool Program Consultation, Quality Improvement and Professional Development

Assess Vermont's current investments in expanding and supporting a skilled and capable early childhood and afterschool workforce and supporting and advancing the quality of early childhood and afterschool programs



# Group III:

## Early Childhood and Afterschool Program Consultation, Quality Improvement and Professional Development

Applying recent and emerging evidence in the research about the efficacy of various strategies in these areas, develop recommendations to apply available resources in a systemic way to identify and achieve measurable outcomes for the early childhood and afterschool workforce and for the quality of early childhood and afterschool services in Vermont.



# GIII: Current Investments

- In SFY10, CDD invested \$3.4 million in professional development and quality improvement activities
- 26.8% of the funds are invested in Resource Development in Community CC Support Agencies (\$922,031)
- Community agencies and other partners leverage these state investments with a range of other essential public and private contributions

# GIII: Recommendations

- Goals and principles
- State-wide frameworks
  - STARS
  - Northern Lights Career Development Center
  - Vermont Career
- Supports and incentives for learners
- State level directions and priorities

# GIII: Supports and Incentives

- **Affordable : Reasonably Priced**
- **Available: Increased Methods and Channels For Delivery of Content**
- **Appropriate: Expanded Learning Content and Formats**
- **Information About What Is Available And How To Access It**
- **Individual Bonuses/Recognition**
- **Individual Financial Support**
- **Program Incentives and Rewards**
- **Funding/Supports for Programs**
- **Consultation to Programs**
- **Mentor Support System for Individuals**

# GIII: State Level

## Direction and Priorities

- **Systems Coordination Flexible**
- **Pathways to Quality Improvement**
- **Regulation/Mandate**
- **Quality Evaluation**

# What Happens Next?

- Report to the legislature
- Guidance and funding allocation
- Gathering data and information
- Stay tuned for more discussion!

# Questions, Answers & Comments



This presentation, a list of Stakeholder Group participants, information about the meetings and process, and all the products and recommendations that emerged from each group are available on the CDD website at the link below.

Phone numbers and e-mail for the CDD staff on each group is on the participant list – if you have additional questions or comments please contact us!

[http://dcf.vermont.gov/cdd/challenges\\_change](http://dcf.vermont.gov/cdd/challenges_change)