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Chapter:	Residential Licensing	
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Approved:	Fredrick M. Ober, Division Director	Effective: 7/22/98 FINAL
Supersedes:		Dated:

PURPOSE

To outline the procedures for the licensing of residential childcare facilities, renewal of licenses and handling of complaints.

POLICY

A. APPLICATION FOR LICENSURE

Consultation to Potential Applicants

Upon request, the Residential Licensing Unit (RLU) will consult with potential applicants on issues related to licensing, including:

- the necessity for licensure;
- activities that require licensure;
- interpretation of regulations;
- the application and licensing process.

Once the RLU receives an application, the Residential Licensing Director will designate a licensing team.

Licensing Evaluation

The licensing evaluation will include:

- educating the applicant on the licensing process;
- visiting the physical facility;
- assessing the facility's compliance with each regulation;
- discussing any deficiencies noted and the steps the facility might take to correct them;
- notifying the facility about procedures on obtaining criminal records and child abuse registry checks on facility staff.

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Within thirty days of the licensing visit, the licensing team will notify the facility of each regulation with which the facility is not in compliance. The RLU will give the facility sixty days to achieve compliance. This period may be extended if the facility is progressing toward compliance. The lead licensor may provide additional consultation, as necessary.

Licensing Decision

When the licensing team determines that the facility is in substantial compliance with regulations, the lead licensor will prepare a licensing report, with assistance from other team members. The report:

- notes compliance with each regulation;
- briefly describes the facility’s practices in important areas;
- outlines areas of particular strengths and weaknesses;
- clearly describes any remaining areas of noncompliance and sets time frames for correction;
- states a recommendation for licensure.

The RLU will send a draft report to the applicant for review with comments due within fifteen days.

If the licensing team, in consultation with the licensing supervisor, determines that the facility is not making progress toward compliance, or cannot comply, the licensing report will recommend a denial of licensure. The Residential Licensing Director will notify the facility in writing, listing specific areas of noncompliance, and information on the process for appeal of the denial.

B. LICENSING RENEWAL

Notification of Renewal Deadline

Three months before the expiration of the facility’s license, the licensing administrative assistant will:

- send a renewal application, requesting its return in one month;
- solicit feedback on the facility from each district director, resource coordinator, and Community Resource Team, as appropriate.

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Re-licensing Visit

Before the licensing visit, the licensing team will review the record, the complaints received during the past year and the facility's handling of criminal and registry records. At the re-licensing visit, the licensing team will:

- inspect areas of the facility used by children in care;
- interview administrative staff;
- review minutes of board meetings;
- interview a sample of children in care;
- interview a sample of staff;
- review changes in personnel, policy and practice;
- assess progress in areas of weakness or correcting noncompliance;
- review sample records for children in care. Facility personnel may assist in the selection of records to review, but the licensing team will make the final choice.

The licensing team will hold a closing conference with the facility administrator to discuss findings and recommendations. This conference may be waived by mutual consent if no significant issues have emerged.

Issuing a License

The lead licensor, with assistance from the licensing team, will prepare a report for review and signature by the Residential Licensing Director. The RLU will send a draft of the report to the licensee for review and comment to be returned within fifteen days. Once the report is finalized, a new license will be issued.

C. ONGOING REVIEW OF LICENSES

Record and Registry Checks

If any criminal or child abuse registry check requested by the facility has a finding that indicates the welfare of children may be affected, the licensing administrative assistant will notify an authorized person at the facility immediately. Results are sent by mail, with a request that the facility inform Residential Licensing of how they handled the matter.

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Complaints

The licensing supervisor reviews complaints about residential childcare facilities and will determine the appropriate action. If necessary, the supervisor will assign a licensor to investigate. Following the conclusion of the investigation, the licensor will prepare an investigation report. The licensing supervisor will notify the facility in writing of the outcome of the investigation and any actions to be taken.