

**Minutes**  
**Home Advisory Committee Meeting**  
**April 27, 2010**

**Board Members Present**

*Rebecca Kenworthy*  
*Christine Simpson*  
*Tamela Hunt*  
*Melissa Chalman (non-member)*  
*Tammy Dunn*  
*Jaime Jones*  
*Lena Burns*  
*Joey Scherschel*  
*Colleen Land*  
*Heather Colglazier*  
*Ranee Armstrong*  
*Noel Hanson*  
*Sabrina Harris*  
*Karen Burnside-Strack*  
*Maria Wynne*  
*Bev Lozier*  
*Melanie Brizzi*  
*Debbie Sampson*  
*Linda Kolbus – CCDF Policy Manager*

**Old Business**

There was no carryover of old business.

**New Business**

- 1) Position of Secretary. It was announced that the position of secretary for our board needed to be filled. No nominations were presented. Bev Lozier nominated herself and was approved by majority vote, no objections.
- 2) Approval of Minutes: Minutes from January 26, 2010, meeting were unanimously approved.
- 3) Facebook Page. Noel Hanson shared her idea of setting up a Facebook page for our committee, with the goal being to allow more open and frequent communication among our board members and all other home childcare providers who might not otherwise communicate with us, or who might not be informed of our existence, purpose and activities. A Facebook page would also allow us to provide an additional awareness and link to our website [www.childcarefinder.in.gov](http://www.childcarefinder.in.gov) where providers could read our meeting minutes and other information relevant to their profession. Noel stated that she will do additional research on this idea and will e-mail all committee

members when the committee's Facebook page is up and running. This page will be available for viewing by all public, as well. All approved. Noel to research, move forward and e-mail all committee members when up and running.

4) IFSSA News and Information. Debbie briefly discussed updates to interpretive guide on IFSSA website [www.childcarefinder.in.gov](http://www.childcarefinder.in.gov), which updates are effective May 1, 2010. She further informed committee members that licensing consultants will have the updated interpretive guide in their possession when visiting providers and those providers may request a hard copy which would be mailed to them by the state. Debbie stated that there were minimal changes to the regs, including frequency of need for providers to have chest x-ray for TB and listed name of water test for wells.

5) New Members. Melanie welcomed and introduced new committee members and asked them if they had questions re: purpose of our committee. Rebecca asked name of our website: [www.childcarefinder.in.gov](http://www.childcarefinder.in.gov). Melanie explained the many features of the site, including PTQ-licensing information, Reinvestment-Act projects, meeting minutes, and recommended that new members look there for past meeting minutes and topics which may be of interest to them and/or that they may wish to add to future agendas. Rebecca also asked (1) how long committee has been in existence; and, (2) if new members were replacing past members, or if committee was expanding. Melanie explained that the committee was formed in fall, 2007, and that our purpose is to open communication between state and home childcare providers, as well as to allow home childcare providers to have direct voice to the Indiana General Assembly through our communication with another committee, the Childcare Committee which does directly address the Indiana General Assembly. She also explained that new members are replacing past members and that our committee by-laws require two representatives from each "service-delivery area" of which our state has eleven. Past members of our committee have left for various reasons; therefore, efforts are made to replace them. Noel stated that our committee members can recommend new members, but that IFSSA approval of any new member is a requirement. One criteria of membership, for example, is that committee members be home childcare providers whose license is in good standing with the state. New member Christine asked if her representation would be NE Indiana, which was affirmed. She also asked if she should contact other providers in her area of representation. Some committee members encouraged her to do so, and Melanie stated that she will provide all of our members with an updated list our committee members, as well as a map of each of our areas of representation. She also pointed out that e-mail and contact info. is sometimes outdated. Bev shared that her attempts to reach her area providers by both postcard/mail and e-mail resulted in only a few responses and that most of the e-mail addresses were incorrect, but that she also felt we, as representatives, should make an attempt to advise the childcare providers in our areas of representation about our committee and seek their input, even

if response is minimal. Noel expressed that she hopes the committee's Facebook page will help improve and increase this effort, as well. Through the new Facebook page, our committee hopes to learn of the concerns and gain the input of as many childcare providers as possible. Melanie also explained that our committee agendas are set by our members, so that it is important to inform Noel, in advance of meeting, our topics of interest. Noel also encouraged all members to e-mail her and to reference "Home Advisory Committee" in the subject line of the e-mail. She also pointed out that, while our committee is governed by by-laws, we do, as a general rule, operate in a relaxed and informal manner.

6) **CCDF (childcare voucher program).** Melanie introduced visitor Linda Kolbus, CCDF Policy Manager, to today's meeting. Linda asked committee how many of our members accept CCDF-voucher families. Only one provider did not take CCDF. Linda then explained that the current vendor for the CCDF childcare voucher program is a company called ACS, that their contract is due to expire in 2012, and that the state will put out a "Request For Proposal" (bid request) prior to that contract expiration. The most competitive vendor will win the contract. In choosing vendor, input will be solicited and considered from focus groups, including our committee, and parents (users of the voucher system). Linda asked (1) What works well? (2) What could be improved; (3) What would be ideal? (Ex. Help Desk, website, POS machine, "What-If . . ."); (4) What is "the good, the bad, the ugly." Christine answered that she likes that POS machines are self-explanatory – that they walk the parent through the use, but does not like the PIN pad. Linda explained that all machines will be replaced with newer versions within the next nine (9) months – new models that will require reprogramming/new software – a timely process. Rebecca Kenworthy expressed that she has had the CCDF voucher program for two years without having any issue with same. Bev stated that her POS machine works great, that she always gets excellent assistance from the ACS Help Desk, and that she likes being able to look up info. at the CCDF website (clock in/out discrepancies; payments). Karen expressed that, when she re-opened her childcare business, ACS took too long to install her new POS machine. She also shared that she has had a couple issues with POS machine error message, "Previous Day Exception" in instances where online report shows no exception. Overall, though, she stated she has had a great experience. One member commented that, when installing new POS machines, there have been issues of confusion between EIN and provider License Number – that POS machine never arrives or arrives without ID number. She also stated that, when provider calls ACS Help Desk, they ask for ID number which you don't have for new machine; therefore, ACS/vendor should be able to look providers up by name or some other identifier when ID number is unknown. Joey stated that some of her parents have difficulty operating the POS machine – that, possibly, they should be given more thorough training. Heather stated that some users of the POS machine have limited education. Noel suggested we provide training sessions which also include

providers. Bev stated that she thinks use of the POS machine is elementary and anyone capable of working and/or going to school (those on the CCDF system) should also be capable of using such a simply-operated machine. Christine asked if parents get training when they sign on. Another provider stated that parents signing in/out on the POS machine are no different than a non-voucher parent signing in/out on a sheet of paper. Joey shared that problems more occur when the parent makes a mistake with the machine (e.g., enters wrong time or date) – that it is sometimes difficult to correct errors and suggested it might be easier if providers were permitted to void errors because some parents are overwhelmed by technology. Joey suggested that we make the POS machine as user-friendly as possible. Linda then asked how often we use the CCDF website. Several stated that they use the site regularly to verify total hours entered and/or POS-entry discrepancies. Rebecca asked that providers be advised, in advance, of POS software problems. Debbie acknowledged that e-mail notifications to providers are unreliable – that most are returned undeliverable – and members confirmed that they do not see messages to providers sent by ACS via POS machines. Linda stated that messages to providers are also posted on CCDF website. Renee shared that her local resource and referral agency provides POS-machine usage training and that providers may contact their local R&R agency to find out if they also provide such training.

Melanie asked committee if aware of site [www.EarlyChildhoodMeetingPlace.indiana.edu](http://www.EarlyChildhoodMeetingPlace.indiana.edu) (link available on [www.childcarefinder.in.gov](http://www.childcarefinder.in.gov) site), a great resource for trainings in each provider's geographical area. Most did not know of this site. Melissa pointed out that providers should also take the time to fill out "provider survey training calendars" which are sent out to us each year, since that facilitates our input as to what trainings we feel we need.

Melanie asked if committee members ever had to fill out CCDF paper-discrepancy forms. One member felt that the 60-day limit for filing a discrepancy is too short; Melanie expressed her opinion that it is too long a period. Bev stated that she will not fill out discrepancy paperwork and advises her parents that, should they not clock in/out as required, they will be required to pay any shortage of payment from CCDF. Another provider stated the same. Linda stated that attention is being given to finding ways to file payment-discrepancy reports by means other than paper filing.

Colleen presented an isolated problem she experienced involving fraud relative to the CCDF program, one which was somewhat involved and complicated, so Melanie encouraged her to speak with her directly/separately from the meeting re: same, then encouraged all to, "Please report fraud." (Bureau of Investigation will investigate all reports of fraud.) Additional discussion was held relative to minimum-hour requirements, which Linda explained are based on the parent's school and/or work

schedules (25-hour threshold). One member/provider did not like that a parent was required to clock in/utilize a minimum number of provider care hours, not being able to keep their child at home when requiring less than the minimum required hours of care. Bev stated that the CCDF funds should go to parents who are at work or school and do, therefore, need the care hours. Melanie asked Christine about Pennsylvania's voucher program, which Christine described as an easier system than ours. Sabrina stated that she monitors her POS-machine tapes to be sure her parents to stay caught up on clock ins/outs. She also suggested that the CCDF website should update more quickly in conjunction with POS machine entries. She expressed her dislike of the payment-discrepancy forms and her belief that there is too long a wait period for said payments to be issued. Sabrina also shared that she had to send a payment-discrepancy form via Certified Mail, because ACS lost her form on more than one occasion. She now requires her parents to pay if their error causes a shortage of payment by CCDF. Maria stated no problems with vouchers. Tammy Dunn had issue with waiting 30 days after providing services to receive payment and asked why period for payment turnaround couldn't be cut in half. Linda responded that we are on a two-week swipe in/out period, as well as having the permitted 13-day period to file corrections, all of which extend the period of payment. Noel questioned what the incentive is for a provider to accept voucher-recipient families. Bev responded that the CCDF payments are always deposited on time, without exception, and that she has several parents who are successfully completing their educations and/or working because of the voucher program. Linda clarified that, in any instance where a parent would withdraw their child and not have clocked in/out for care received, a provider can still file for their CCDF payment. Melanie closed the topic by encouraging all providers to continue to document any suggestions or problems they may encounter with CCDF and to e-mail same to her. Noel encouraged members to explore the childcarefinder website.

7) Department of Health committee on childhood obesity. Jaime gave a brief overview regarding her participation on the committee regarding childhood obesity (Department of Health) and welcomed our feedback re: improving childcare-home programs for physical activity and nutrition. Jaime's next meeting is some time this month. Noel suggested that Jaime ask her committee members to provide her with a couple of specific questions she could present to home childcare providers that we could answer to help her committee plan what they may do. Melanie asked Jaime to find out if their committee would be putting anything on our childcarefinder website.

Meeting Adjournment. Melanie moved to adjourn. Seconded. All in favor.

Future Meetings: July 27, 2010; October 26, 2010.