Posting Child Care Monitoring and Inspection Reports:
Lead Agency Readiness Self-Assessment

Child Care and Development Fund (CCDF) Lead Agencies can use this self-assessment to (1) assess how they are implementing required elements and best practices for posting provider-specific monitoring and inspection reports and (2) identify key tasks that would support improvement efforts.

Technical assistance (TA) is available through the Child Care State Capacity Building Center (SCBC) Consumer Education Team and can be requested by completing the Technical Assistance Intake Form.

I.   CCDF Requirements Self-Assessment

Use table 1 to assess your Lead Agency's progress in meeting CCDF requirements related to the posting of child care monitoring and inspection reports. See SCBC's Consumer Education Website Requirements Infographic to review CCDF consumer education website requirements and recommendations.

Note: This self-assessment tool does not determine compliance with required components. Please work with your OCC Regional Office to determine if your agency's posted child care monitoring and inspection reports comply with CCDF requirements.

Table 1. Posting Child Care Monitoring and Inspection Reports: CCDF Requirements Self-Assessment

Indicate at which level your Lead Agency has met the required components of posting child care monitoring and inspection reports. (Select all that apply.)				
Requirement	**Component Posted**	**In Planning Process**	**Could Benefit from TA**	**Considerations for Full Implementation**
Specify the date of each inspection occurrence.	☐	☐	☐	
Post full monitoring and inspection reports, including areas of compliance and noncompliance, in plain language; if full reports are not in plain language, post a plain language summary with the full report.	☐	☐	☐	
Post inspection reports relating to substantiated complaints.	☐	☐	☐	
Include a prominent display of serious health and safety violations in the report, including serious injuries or fatalities resulting from noncompliance.	☐	☐	☐	

Requirement	Component Posted	In Planning Process	Could Benefit from TA	Considerations for Full Implementation
Indicate at which level your Lead Agency has met the required components of posting child care monitoring and inspection reports. (Select all that apply.)				
Specify corrective actions taken by the state and/or child care provider for any identified noncompliance, if applicable.	☐	☐	☐	
Post a minimum of 3 years of reports for each child care provider.	☐	☐	☐	
Post reports for all child care providers eligible to care for children receiving assistance from CCDF, other than individuals who are related to all children receiving services.	☐	☐	☐	

II.   Best Practices Self-Assessment

Using the best practices included in this self-assessment can help families (1) understand the purpose of child care monitoring and inspection reports, (2) find reports easily as they search for care, and (3) read provider-specific inspection reports so they can use that information to inform their child care choices. See SCBC's Posting Monitoring and Inspection Reports Best Practice Brief for more information about best practices you can use to improve the way your Lead Agency posts child care monitoring and inspection reports for families in your state or territory.

Use table 2 to identify best practices you use now and best practices you could consider using to improve families' user experience.

Table 2. Posting Child Care Monitoring and Inspection Reports: Best Practice Use

Indicate which best practices you use now in posting child care monitoring and inspection reports. (Select all that apply.)			
Best Practices	**In Use**	**Could Benefit from TA**	**Notes/Considerations**
Posting Features and Report Format			
Provide direct access to provider-specific reports via provider profile or list in child care search	☐	☐	
List inspections in date order, with the last inspection (including date and type) listed first	☐	☐	

Indicate which best practices you use now in posting child care monitoring and inspection reports. (Select all that apply.)			
Best Practices	**In Use**	**Could Benefit from TA**	**Notes/Considerations**
Clearly indicate type of report (e.g., initial licensing, relicensing, annual monitoring, complaint investigation, or follow-up inspection).	☐	☐	
Define the different types of inspection reports to help families understand the purpose of each type of visit.	☐	☐	
Include a plain language summary of the purpose of inspection and monitoring reports and how to read them.	☐	☐	
Clearly distinguish substantiated complaints from other inspection reports (e.g., complaint investigation as a report type).	☐	☐	
Use FAQs, tool tips, or other features to support family understanding (e.g., defines terminology such as compliance, noncompliance, substantiated complaint, and corrective action plan).	☐	☐	

Indicate which best practices you use now in posting child care monitoring and inspection reports. (Select all that apply.)			
Best Practices	**In Use**	**Could Benefit from TA**	**Notes/Considerations**
Organize requirements into plain language categories to facilitate skimming and understanding.	☐	☐	
Use a level of compliance ratio (e.g., 15 out of 19) to summarize compliance findings.	☐	☐	
Do not require the user to download a report to review it.	☐	☐	
Information Displayed in Report/Summary			
Describe requirements in plain language.	☐	☐	

Indicate which best practices you use now in posting child care monitoring and inspection reports. (Select all that apply.)			
Best Practices	**In Use**	**Could Benefit from TA**	**Notes/Considerations**
Provide a plain language description of noncompliance observed.	☐	☐	
Distinguish reports with serious health and safety violation(s) from other reports.	☐	☐	
Describe complaint finding(s) in plain language.	☐	☐	
Provide information about substantiated complaints only.	☐	☐	
Redact or omit personally identifiable information such as child and staff names.	☐	☐	
Elements Pertaining to Corrective Actions			

Indicate which best practices you use now in posting child care monitoring and inspection reports. (Select all that apply.)			
Best Practices	**In Use**	**Could Benefit from TA**	**Notes/Considerations**
Display corrective action information so users can easily understand the specific violation addressed by the correction action.	☐	☐	
Describe provider's corrective action plan.	☐	☐	
Include status of corrective action/resolution.	☐	☐	
Include enforcement action by state/territory, if applicable.	☐	☐	

III. Improvement Considerations

Based on the self-assessment in Sections I and II, reflect on how your Lead Agency could improve posting child care monitoring and inspection reports. Use tables 3 and 4 to identify key tasks and partnerships that could support your agency's improvement efforts.

Table 3. Posting Child Care Monitoring and Inspection Reports:

Identify one time or ongoing tasks or costs that may be needed to support this effort. (Select all that apply.)	
☐ Redesign monitoring and inspection report forms to support posting and family understanding.	☐ Develop a quality assurance process to support timely and accurate posting.
☐ Update inspection report systems that store inspection data and information.	☐ Carry out ongoing human-centered design efforts (e.g., family feedback, staff feedback, and user testing).
☐ Adjust monitoring and inspection software to support posting processes and new report formats.	☐ Gain buy-in from child care providers to update report formatting or related processes.
☐ Update website design and content to support posting and improve user experience.	☐ Determine if report changes or updates may require regulatory changes.
☐ Train and fund staff to post reports and maintain web content.	☐ Other (describe):
☐ Train staff to use updated monitoring and inspection forms and software.	☐ Other (describe):

Table 4. Posting Child Care Monitoring and Inspection Reports: Planning and Implementation Partners

Identify partners who may be able to assist you in planning for and implementing improvement solutions.

Which partners do you need to work with, within and across state or territory agencies, to plan and coordinate the work associated with this effort to improve your posted child care monitoring and inspection reports? (Select all that apply.)	
☐ Communications staff	☐ Licensing policy staff
☐ Website management staff	☐ Inspection staff and licensors
☐ Data management and information technology staff	☐ Contractors responsible for the website, inspection systems, or both
☐ Quality assurance or legal staff	☐ Partner agencies responsible for the regulation of various license-exempt programs (if applicable)
☐ Families	☐ Other:

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