



**DEPARTMENT OF
HUMAN SERVICES**

Enhancements to Licensing Information Lookup

Presentation for Child Care Centers

May 2018

- Welcome
- [Guidelines for the Posting of Child Care Licensing Information](#)
- Overview of changes to [Licensing Information Lookup](#) (“LIL”)
 - Licensing actions (formerly known as “negative action orders”)
 - Document drop offs
 - New feature that provides a summary of licensing reviews and investigations on the child care provider’s profile page
 - New feature sometimes referred to as “posting of monitoring results”

The Licensing Division is committed to making the [Licensing Information Lookup](#) website understandable, easy to navigate, and accurate.

- We met with providers and stakeholders to discuss the current website and review other state websites, such as Wisconsin and Indiana
- Many of the changes are similar to how other states display child care licensing information
- These changes support our goal to post licensing information in plain language



Reggie Wagner,
Deputy Inspector General

Announcements

- [Guidelines for the Posting of Child Care Licensing Information](#) available online
- Enhancements to LIL go into effect on May 11
 - For family child care providers, a new feature will provide a summary of licensing reviews and investigations on the provider's profile page.
- Further phases of enhancements scheduled for late 2018
 - For child care centers, a new feature will provide a summary of licensing reviews and investigations on the provider's profile page. Once this new feature is added for child care centers, correction orders will no longer be posted to LIL

Guidelines for the Posting of Child Care Licensing Information

- DHS is required to develop and share guidelines for how we display public licensing information for child care providers
- Describes stakeholder process and recommendations
- Outlines changes that go into effect in 2018
- Guidelines available online:
<https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-7698-ENG>
- Email blast to all signed up on the DHS listservs

About Licensing Information Lookup

- DHS has posted licensing information on LIL since 2010
- Searchable by license holder, license type, license number, and location
- Providers program-specific information
- Document repository

The screenshot shows a web browser window with the URL <https://licensinglookup.dhs.state.mn.us>. The page header features the Minnesota Department of Human Services logo and the title "Licensing Information Lookup". The main content area is titled "DHS Licensing Information Lookup" and includes "Instructions" for searching by name, city, county, ZIP code, program type, or license number. It also provides a note about changes effective January 1, 2018, regarding Minnesota Rule 31 and Minnesota Statutes 245G. The search form contains the following fields: "Name" (text input), "MN City" (dropdown menu set to "All"), "MN County" (dropdown menu set to "All"), "ZIP code" (text input), "License type" (dropdown menu set to "All"), and "License number" (text input). There is a checkbox for "Active Licenses Only" and two buttons: "Search" and "Clear Search". On the right side, there is a "Need assistance?" section with links for "Program name help", "Type of license help", "County search help", "MDH Health Care Facilities Search", "www.License.MN.gov", "Glossary of terms", "Terms/conditions of use, DHS disclaimers and notices", and "Feedback".

What has been historically posted?

- Program information
 - Name, address, license number
- Licensing documents
 - Correction orders (for directly licensed programs, such as child care centers)
 - Licensing actions (formerly known as “Negative Action Orders”)
 - Maltreatment information (“Investigative memorandum”)

Why is DHS making changes?

- Federal compliance
- Guidelines required by 2017 MN legislature
- Increase transparency (for the public, providers, and us)
- Enhanced consistency across licensed programs
- Ensure information posted about licensed programs is clear, accessible, and accurate

Federal Compliance

CCDBG Final Rule: Sec. 98.33 (a)(4)

The Lead Agency shall:

(a) Certify that it will collect and disseminate consumer education information... including: ...

Results of monitoring and inspection reports for all eligible and licensed child care providers (other than an individual who is related to all children for who child care services are provided), including those required at Sec. 98.42 and those due to major substantiated complaints about failure to comply with provisions at 98.41 and Lead Agency child care policies. Lead Agencies shall **post in a timely manner** full monitoring and inspection reports, either in plain language or with a plain language summary, for parents and child care providers to understand, and shall establish a process for correcting inaccuracies in the reports. **Such results shall include ...**

- (i) Information on the date of such inspection;
- (ii) Information on corrective action taken by the State and child care provider, where applicable;
- (iii) Any health and safety violations, including any fatalities and serious injuries occurring at the provider, prominently displayed on the report or summary; and
- (iv) A minimum of 3 years results where available.

DHS must post full monitoring and inspection reports, either in plain-language or with a plain language summary. Results must include:

- Date of inspection
- Corrective action required
- Corrective action taken by the provider
- Any health and safety violations, including any fatalities and serious injuries, prominently displayed on the report or summary

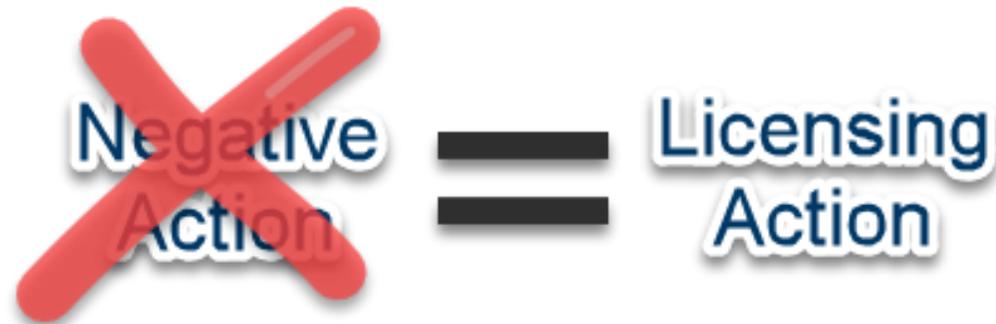
What are the changes?

	Change	Impact
Phase 1	Monitoring results	Family child care programs
	New names for “negative action orders”	All DHS-licensed programs
	Document drop offs	All DHS-licensed programs
Phase 2	Monitoring results*	Child care centers & certified license-exempt centers

*No more “correction orders” for child care centers (once “monitoring results” are being posted)

Change #1: New names for Licensing Actions

Beginning May 11, DHS will post “Licensing Actions” and “Investigative Maltreatment Memorandum” in plain language



Before & After

Before:

Licensing determinations issued by DHS on or after July 1, 2010:		
Document type	Date issued	Format
Negative Action Order	12/29/2017	HTML

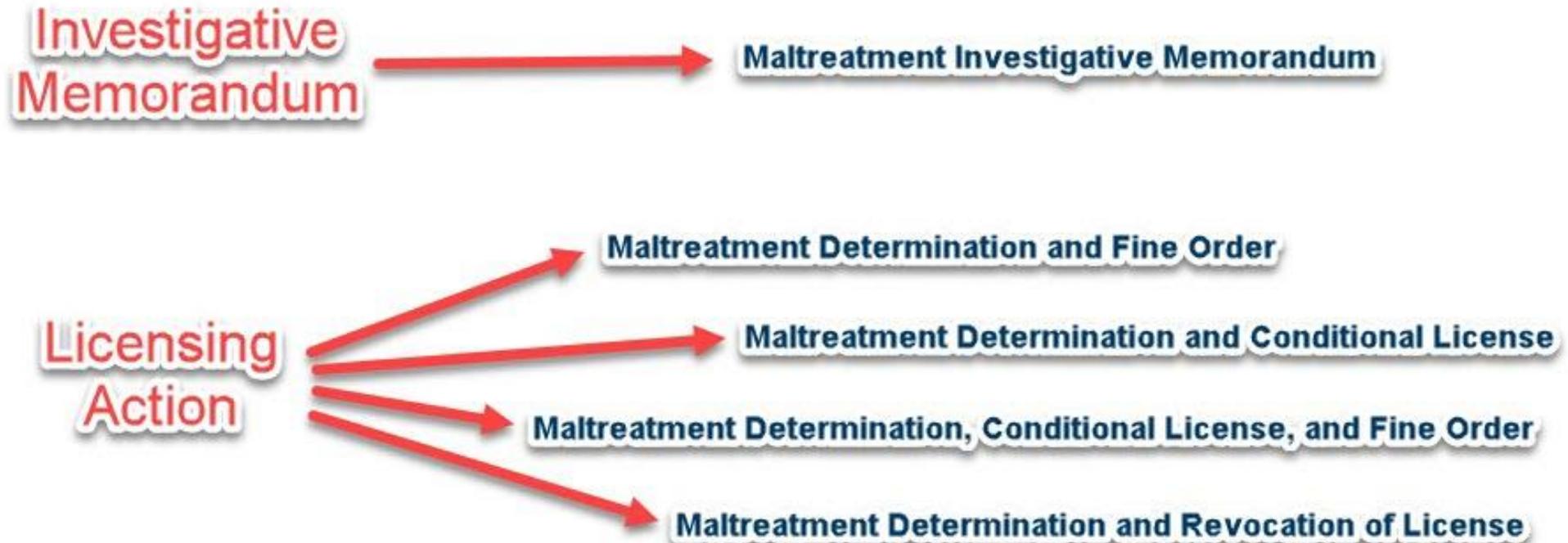
After:

Licensing Actions and Maltreatment Investigative Memorandums		
Document type	Date issued	Format
Fine Order	1/1/2017	HTML
Maltreatment Investigation Memorandum	8/2/2018	HTML

Terminology changes



Terminology changes



Q&A: Licensing Actions

Q: Why are licensing actions posted on LIL?

A: Licensing actions have historically been posted to LIL, and will continue to be posted to LIL, to promote transparency about program compliance. This, in turn, promotes child health, safety, and welfare.

Q&A: Maltreatment Investigative Memorandum

Q: Will Maltreatment Investigative Memorandum be posted when the result of the maltreatment investigation is “not determined?”

A: No, only Maltreatment Investigative Memorandum will be posted when the result of the maltreatment investigation is “determined.”

Q&A: Negative Action Orders

Q: Will old “Negative Action Orders” be renamed using the new terminology?

A: Yes. DHS is working with IT to have the old orders renamed using the new terminology (such as Fine Order or Conditional License).

Change #2: Drop off timelines established

“Licensing documents” will only be posted for 4 years

This means that beginning May 11, documents posted to LIL that are older than 4 years old will be removed, including correction orders and maltreatment memorandums.*

*After 4 years, licensing documents will be available to the public upon request, so long as the information in the action remains “public” according to the DHS data governance laws and retention schedule.

Appeals & Licensing Actions

Q. If I appeal a licensing action and the action is overturned, what will be posted to LIL?

A. Licensing actions that are completely overturned will be removed from Licensing Information Lookup.

Change #3: Posting of monitoring results

DHS will post monitoring results for visits made to family child care programs after May 1

“Go live” date for posting is May 11



Q&A: Correction orders

Q: Will correction orders be posted to [Licensing Information Lookup](#)?

A: Once “monitoring results” are published for child care centers, correction orders will no longer be posted to [Licensing Information Lookup](#). Please note, providers will still receive a correction order directly from their licensor.

(1) Date of the visit

(2) Visit Type

(3) Visit Outcome

- See Violations
- In Compliance

Summary of Reviews and Investigations			
1 Date of Visit	2 Visit Type	3 Visit Outcome	
8/2/2018	Licensing Investigation	+ See Violation(s)	
Category	Violation Description	How Corrected	Citation
Physical Environment	Outdoor play space was unsafe because it wasn't enclosed.	Under Appeal	9502.0425, subpart 2
3/31/2018	Licensing Review	In Compliance	
1/1/2018	Licensing Review	+ See Violation(s)	
Category	Violation Description	How Corrected	Citation
Admissions, Provider Records, Reporting	Provider did not have written policies available.	Correction Documentation Submitted and Approved	9502.0405, subpart 3
Caregiver Qualifications and Training	Caregivers did not complete 16 hours of training each year	Correction Documentation Submitted and Approved	245A.50, subdivision 7
Children's Records	Admission and arrangement form was not on file or was incomplete.	Correction Documentation Submitted and Approved	9502.0405, subpart 4 A
Sanitation and Health	First aid kit was missing items.	Corrected during on-site visit	9502.0435, subpart 7
3/5/2017	Licensing Investigation	+ See Violation(s)	

Q: What visit types will be displayed?

A: The following visit types will be displayed:

- Licensing Review
- Licensing Investigation*
- Pre-Licensure Review*
- Follow-up Review
- Conditional License Review
- Change of License Review

*More information to come

Q: What will post to LIL if a monitoring visit results in no violations?

A:

Summary of Reviews and Investigations		
Date of Visit	Visit Type	Visit Outcome
3/31/2018	Licensing Review	In Compliance

Q: What will post to LIL if a monitoring visit results in violations?

A:

Summary of Reviews and Investigations		
Date of Visit	Visit Type	Visit Outcome
1/1/2018	Licensing Review	+ See Violation(s)

Q&A: Pre-Licensing Visit

Q: What information will be displayed related to the pre-licensing review?

A: The “visit outcome” for all pre-licensing reviews will state: “Prior to receiving a license to operate, one or more visits were made to this program. Please see the “initial effective date” for the date that the license was issued.

Summary of Reviews and Investigations		
Date of Visit	Visit Type	Visit Outcome
8/2/2018	Licensing Investigation	+ See Violation(s)
	Pre-Licensing Visit	Prior to receiving a license to operate, one or more visits were made to this program. Please see the "initial effective date" for the date that the license was issued.

Q&A: Unsubstantiated complaints

Q: Will information about unsubstantiated licensing complaints be posted to LIL?

A: No. If a licensor receives a licensing complaint, conducts a licensing investigation, and determines there were no violations, no information about that particular investigation or complaint will be posted to LIL.

Additional features

(1) Plain language summary of violations

(2) Category of violation

- Physical Environment
- Children's Records

(3) How corrected

- Corrected on-site
- Under appeal

- Correction Documentation Submitted and Approved

- Correction Documentation Submitted and Pending Approval

- In Compliance at Follow-Up Review

(4) Citation of requirement in violation

Preview of additional features

Summary of Reviews and Investigations			
Date of Visit	Visit Type	Visit Outcome	
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1 Category	2 Violation Description	3 How Corrected	4 Citation
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Sanitation and Health	First aid kit was missing items.	Corrected during on-site visit	9502.0435, subpart 7
3/5/2017	Licensing Investigation	+ See Violation(s)	

Q&A: Delayed posting

Q: I've just received a licensing review. When will the results be posted to Licensing Information Lookup?

A. At the conclusion of each annual licensing review, you will receive either a “no violations letter” or a fix-it ticket and/or correction order. You should expect to find the results of the licensing review posted to LIL around the same time that you receive that notice from your licensor.

Q&A: Corrected on-site

Q: Will LIL show if I have corrected a violation on-site?

A: Yes. If you corrected a violation on-site, LIL will indicate this as soon as the results for the particular visit are posted.

Summary of Reviews and Investigations			
Date of Visit	Visit Type	Visit Outcome	
1/1/2018	Licensing Review	+ See Violation(s)	
Category	Violation Description	How Corrected	Citation
Admissions, Provider Records, Reporting	Provider did not have written policies available.	Correction Documentation Submitted and Approved	9502.0405, subpart 3
Caregiver Qualifications and Training	Caregivers did not complete 16 hours of training each year	Correction Documentation Submitted and Approved	245A.50, subdivision 7
Children's Records	Admission and arrangement form was not on file or was incomplete.	Correction Documentation Submitted and Approved	9502.0405, subpart 4.A
Sanitation and Health	First aid kit was missing items.	Corrected during on-site visit	9502.0435, subpart 7

Q&A: Under Appeal

Q: What information will be posted if I appeal a violation on a correction order (i.e., request for reconsideration)?

A: Upon receiving a request for reconsideration from a provider, DHS will update the visit information to indicate that a particular violation has been appealed. If a violation is overturned, it will be removed entirely from LIL.

Summary of Reviews and Investigations			
Date of Visit	Visit Type	Visit Outcome	
8/2/2018	Licensing Investigation	+ See Violation(s)	
Category	Violation Description	How Corrected	Citation
Physical Environment	Outdoor play space was unsafe because it wasn't enclosed.	Under Appeal	9502.0425, subpart 2

Q: What are the options under “how corrected?”

A: As of Phase 1, there are several options to indicate how the provider corrected a violation, including:

- Corrected on-site
- Documentation submitted/approved
- Documentation submitted/pending approval
- Not corrected
- Correction verified during follow-up visit
- Under appeal

Preview: How Corrected

Summary of Reviews and Investigations			
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Children's Records	Admission and arrangement form was not on file or was incomplete.	Correction Documentation Submitted and Approved	9502.0405, subpart 4.A
Sanitation and Health	First aid kit was missing items.	Corrected during on-site visit	9502.0435, subpart 7
3/5/2017	Licensing Investigation	+ See Violation(s)	

Q: Will Fix-It Ticket violations be published to LIL if they are corrected?

A: No. Fix-It Ticket violations that are corrected will not be published on Licensing Information Lookup.

FIX IT!

Q&A: Physical posting requirements

Q: Will licensed providers still be required to physically post correction orders in their programs?

A: Yes. At this time, state law still requires providers to post correction orders in their programs for two years. See [Minn. Stat. 245A.06, subd. 8.](#)

(Please note, there are bills under consideration by the 2018 Legislature that would eliminate the requirement to post correction orders on site. DHS will notify providers if the Legislature removes this onsite posting requirement.)

Questions or comments?

- If you have concerns about any of the licensing information listed on Licensing Information Lookup about your program, please contact your licensor immediately.
- If you have questions about the changes to LIL, please consult the [*Guidelines for the Posting of Child Care Licensing Information*](#)
- If you have feedback about the changes to LIL, please contact DHS.CCC.Licensing@state.mn.us.