

OCCL on the Internet: <http://azdhs.gov/als/childcare>

OCCL Mourns Passing of Susan Waller



It is with great sorrow that we announce the untimely loss of OCCL Licensing Surveyor Susan Waller, who passed away in her sleep May 16, 2009. Susan was originally from California, where she grew up. She earned her Bachelor's and Master's degrees and began her career teaching elementary school in California. She and her family moved to Phoenix, and she began working for the Office of Child Care Licensing August 30, 2004, as a Licensing Surveyor.

Susan is survived by her husband James and her son Curtis. A memorial service was held in Bonita, California, on May 22, 2009. Her Team Leader Dale Evans and several co-workers were able to attend as representatives of ADHS. A local memorial service is planned at the Arizona State Hospital chapel.

Susan leaves behind a legacy of kindness and optimism, and she is sorely missed.

CDC Provides Response to H1N1 Virus for Child Care



The H1N1 virus ("swine flu") has arrived in Arizona, and the Center for Disease Control (CDC) has issued guidelines for schools and child care providers to use in responding to the pandemic. Based on information that indicates the disease is no more problematic than the typical flu strains, CDC is no longer recommending that schools close when an outbreak occurs. Normal procedures should be followed – sick children and staff should stay home, staff and children should observe etiquette in covering coughs and sneezes, and frequent hand washing and sanitizing are important to reduce the spread of the virus.

OCCL has faxed or e-mailed most providers with information for child care providers on dealing with the virus, and we will continue to provide updates as they becomes available. Providers may want to check the CDC H1N1 webpage for the most current information: <http://www.cdc.gov/h1n1flu/childcare.htm>

OCCL Makes Plans for Budget Deficit



Along with other State and local governmental agencies, Child Care is also working to cope with the general condition of the nation's economy. Currently this means that vacant positions are "frozen" and cannot be filled. In addition, DHS employees, including OCCL staff, are taking one day of furlough every two-week pay period. The furloughs amount to a ten percent reduction in staff time.

One of the currently frozen vacant positions resulted from the retirement of Team Leader Pat Ripley. The Phoenix teams have been reorganized under the four remaining Team Leaders (see accompanying article).

One source of help in saving time and effort is the implementation of HB2366, which separated the license renewal and the inspection processes. As a result it now takes much less time to process renewal applications and allows more flexibility in scheduling yearly inspections.

The Office is also looking at reordering its priorities so that essential activities continue to be conducted timely. However, it may take a bit longer than usual for activities with lower priority.

Another time- and cost-saving change is that we are requesting providers to download and print applications, forms and copies of rules and statutes from our Internet website rather than getting them from OCCL. If you need assistance in locating and downloading files from our website, call your surveyor office and ask for a staff member who will guide you through the process. All applications and forms have been available on the website, and we recently added our rules and statutes booklets so that providers don't have to search for them on the State Legislature's, Secretary of State's and DHS Director's websites.

Although no one knows how long the current economic problems and their consequences will last, we do know it is a temporary condition and look forward to a return to normalcy in the future. Meanwhile, please be patient and bear with us.

Phoenix Surveyor Teams Reorganized

With the retirement of Phoenix Team Leader Pat Ripley, the Phoenix surveyor teams have been reorganized under the remaining four Team Leaders: Ann Terry, Dale Evans, Karen Mahacek and Marjorie Rasper. Following is a list of the new Phoenix team structures. If you have any questions or issues, discuss them first with your assigned Surveyor. If your Surveyor is not able to assist you, then contact the Surveyor's Team Leader.

Phoenix Office Surveyor Teams:

Ann Terry, Team Leader

Patty Briggs
Melanie Burgmeier
Jennifer Flicker
Dorothy Howard
Nancy Hoth
Megan VanDerZee

Karen Mahacek, Team Leader

Fred Geyser
Nicole Howard
Ann Lauer
Angie Perinetti
Norman Podrazik
Wayne Tolbert
Mary White

Dale Evans, Team Leader

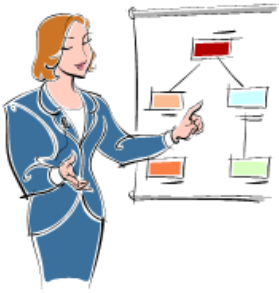
Susan Blair
Lauree Dixon
Barbara Iversen
Peggy Kraus
Helen Unangst
Flossie Wagner

Marjorie Rasper, Team Leader

Jeanette Brainard
Maria Ferguson
Stacy Marchelli
Suzanne Sobzak
Tricia Tartaglio
Marcia Wingler
Julie Wise

Phoenix Office Creates New Training Team

The Phoenix office has added to its structure a Training Team that has taken on the responsibility of supervising all the office's training activities, including new owner and provider orientations, OCCL staff training, and – a new activity – providing customized training for center staff and parents. Team Leader Dale Evans and Surveyors Lauree Dixon



and Wayne Tolbert head up the team, which also includes Surveyors Marcia Wingler, Nancy Hoth, Peggy Kraus and Examiner Technicians Helen Holmquist and Stephanie Wise.

The new team already has a long list of achievements to its credit. It has accepted responsibility for revamping the orientation training required for providers. This has included revamping the orientation content to address the most important needs of new providers. Along with content, the team has written a script for trainers to follow to ensure that providers receive a consistent and comprehensive overview of responsibilities to the Department and to their clients.

Along with the orientation sessions provided at the DLS offices, this team has also reached out to providers by going into the community - even giving up weekends - to provide onsite educational opportunities for provider administrative and staff members, working to create a stronger partnership between the Division and the provider to protect the health, safety and welfare of the children, and to encourage providers to work with OCCL toward the same goals.

In addition, the Team provides "Train the Trainer" sessions for providers so they can provide continuing training for their own staff members. This allows Licensing Surveyors to share what they have seen in their inspections that work for providers, with sample forms, policies and procedures that other providers can adapt.

This team goes beyond training for providers; it has also created educational programs to help providers train parents in the role of the Department and the licensing process. One important aspect of this education is how parents can assist providers in meeting licensing requirements. This is a benefit to the providers, because they may sometimes be cited for failure of parents to follow established procedures.

OCCL Staff Receives Employee Award

OCCL Examiner Technician Joan Pipersburgh was chosen as the Division of Licensing Services Outstanding Employee for the second half of 2008. Joan has been a State employee for over 17 years, most of them with the Office of Child Care Licensing.

Joan was presented her award by DHS Assistant Director Mary Wiley during the Employee Recognition Committee's ceremony and luncheon for Division staff members in March.



House Bill Changes Renewal License Processing Time

HB2366, passed in April 2008 and implemented the following July, separated the renewal inspection formerly required before issuing a renewal license from the licensing process. It has had a definite impact in reducing the time and effort required to issue renewal licenses. For the

period October-December 2007, before passage of the law, the average time to process a renewal license was 125 days. The shortest time it took to issue a renewal license was 40 days. For October-December 2008, after the law took effect, the average time to issue a license was 42 days, and the shortest time was 0 days – the application was reviewed, determined to be complete and the license issued the day it was received!

The change has also allowed more flexible scheduling of the yearly compliance inspections. Under the previous process, it was not unusual to have an inspection backlog of 200-300 inspections, due both to heavy surveyor caseloads and to programs that closed in the summer yet had renewal dates in July, August and September. Following implementation of the change, the number of missed inspections (no inspection conducted during a facility’s licensing year) has been about 16 per month, which may decline even further once the new process has been in place for a year.

You will also notice another change, in your Statement of Deficiencies initial comments. The term “renewal inspection” has been replaced with “full compliance inspection.” This inspection, conducted during the third year of a facility’s licensing period, is more extensive than the “critical areas” inspection typically done during the first two years. You can find the checklists used for both types of surveys on the OCCL website.

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Change in Complaint Process Is Coming

Beginning July 1, complaints about possible infractions of licensing rules and statutes will be required to be made in writing, via either hand-delivery, mail, e-mail, or fax. The purpose of this change is to reduce frivolous complaints which can be very time-consuming for surveyors to investigate. The Division of Licensing Services policy requires investigation of every complaint.

A complaint form is provided on the OCCL website to help individuals provide sufficient information required for surveyors to do an adequate investigation, but complaints in any written format will be accepted.



“Child Care Outlook” is published on the Internet by the Office of Child Care Licensing, Arizona Department of Health Services; Lourdes B. Ochoa, State Licensing Manager; edited by David Douglas, Programs and Projects Specialist II. For comments and suggestions, e-mail to douglad@azdhs.gov or phone 602-364-3240.