Child Care and Development Fund (CCDF) IT Environment Scan

6/24/2024

G1 My Lead Agency uses a process to identify data and IT needs to support the CCDF program that includes:
- input from all impacted parties, including people responsible for CCDF business processes (e.g., licensing, eligibility, enrollment, payment); and
- people responsible for providing (developing or purchasing) and supporting the data and IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G2 My Lead Agency uses strategic business goals / outcomes (e.g., reduce time, reduce errors, improve satisfaction, improve experience, increase enrollment) to identify data and IT needs to support the CCDF program.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G3 Data and IT system improvements to support the CCDF program are provided incrementally in shorter, iterative cycles instead of all at once which takes longer and doesn't engage users as frequently.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G4 Data and IT systems are documented to explain how they work in relationship to other IT systems and how they receive and share data.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G5 Data and IT systems fully support CCDF monthly and annual reporting needs in a way that eliminates manual steps for gathering data, organizing data, producing the information, and submitting the information.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G6 Policies and practices are adequate for overseeing government partners (e.g., Federal, state, region, county) who provide data and IT systems and services to ensure they deliver what is needed / expected, including compliance with requirements, such as cybersecurity and privacy.

O My Lead Agency does not rely on government partners to provide data and IT systems and services.

Policies and practices are adequate for overseeing government partners (e.g., Federal, state, region, county) who provide data and IT systems and services to ensure they deliver what is needed / expected, including compliance with requirements, such as cybersecurity and privacy.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G7 Policies and practices are adequate for overseeing vendors (e.g., commercial companies, CCR&R) who are contracted to provide data and IT systems and services to ensure they deliver what is needed / expected, including compliance with requirements, such as cybersecurity and privacy.

O My Lead Agency does not rely on vendors to provide data and IT systems and services.

Skip To: G10 If Policies and practices are adequate for overseeing vendors (e.g., commercial companies, CCR&R) wh... = My Lead Agency does not rely on vendors to provide data and IT systems and services.

Policies and practices are adequate for overseeing vendors (e.g., commercial companies, CCR&R) who are contracted to provide data and IT systems and services to ensure they deliver what is needed / expected, including compliance with requirements, such as cybersecurity and privacy.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G8 Specify the vendors your Lead Agency uses to develop new and/or make modifications to existing data and IT systems.

O Vendor / Company Name

_____

O Vendor / Company Name

_____

O Vendor / Company Name

_____

O Vendor / Company Name

_____

Page Break

G9 Cybersecurity requirements have been implemented for data and IT systems used to support the CCDF program so that data is protected from inadvertent disclosure and malicious attacks.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G10 Sensitive data (e.g., personal information, health information, financial information) used to administer the CCDF program is properly identified to support compliance with the requirements to protect data.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G11 People responsible for the data and IT systems that support the CCDF program have the skills required to plan, develop, purchase, operate, and support those data and IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G12 People responsible for delivering strategic business outcomes (e.g., Lead Agency personnel and QRIS staff) are engaged in the design and testing of data and IT systems impacting the CCDF program.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G13 Families, Providers, and Partners (e.g., other government agencies, banks, non-profit organizations) are engaged in the design and testing of data and IT systems impacting the CCDF program.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement for Families	O	O	O	O	O	O
Agreement with statement for Providers	O	O	O	O	O	O
Agreement with statement for Partners	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition for Families	O	O	O	O	O	O
Satisfaction with current condition for Providers	O	O	O	O	O	O
Satisfaction with current condition for Partners	O	O	O	O	O	O

Page Break

G14 Estimate the extent that each type of technology is used for communicating with Families and Providers.

	Families				Providers			
	None	Seldom	Some	Often	None	Seldom	Some	Often
Email	O	O	O	O	O	O	O	O
Phone	O	O	O	O	O	O	O	O
Websites with capability for users to sign-up to receive notifications when new content is posted, with or without requirement to establish an account	O	O	O	O	O	O	O	O
Website without capability for users to sign-up for notifications when new content is available, with or without requirement to establish an account	O	O	O	O	O	O	O	O
Text or instant messaging	O	O	O	O	O	O	O	O
Social media platforms (e.g., Instagram, Facebook, YouTube, Pinterest, LinkedIn)	O	O	O	O	O	O	O	O
US Postal Service	O	O	O	O	O	O	O	O

	Families				Providers			
Other (specify)	O	O	O	O	O	O	O	O
Other (specify)	O	O	O	O	O	O	O	O

Page Break

G15 CCDF materials (e.g., online documents, printed materials, training materials, videos) are translated into at least three languages other than English based on the needs of the community.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement for Families	O	O	O	O	O	O
Agreement with statement for Providers	O	O	O	O	O	O
Agreement with statement for Partners	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition for Families	O	O	O	O	O	O
Satisfaction with current condition for Providers	O	O	O	O	O	O
Satisfaction with current condition for Partners	O	O	O	O	O	O

Page Break

G16 A repository of information exists to help Lead Agency personnel (e.g., licensing consultants, provider intake agents, monitoring specialists) perform their jobs, including information like the following:

- who does what
- when they do it
- how to do it
- what tools and systems they need access to and how to obtain access
- who they need to work with
- how the work they do impacts other people and other business processes

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with current condition	O	O	O	O	O	O

Page Break

G17 What are your thoughts about and plans for using Artificial Intelligence (AI) or Machine Learning (ML) to improve business processes and outcomes?

O Not interested at this time (specify why)

_____

O Currently exploring this kind of technology and how we can apply it (explain how you might use AI/ML) _____

O We currently use or have existing plans to use AI/ML (explain how you are using AI/ML)

_____

Page Break

G18 What are your thoughts about and plans for using geospatial data to improve business processes and outcomes?

O Not interested at this time (specify why)

_____

O Currently exploring this kind of technology and how we can apply it (explain how you might use AI/ML) _____

O We currently use or have existing plans to use geospatial data (explain how you are using AI/ML) _____

Page Break

G19 Estimate the amount of each type of funding your Lead Agency is budgeted (planning) to spend between January 2025 and December 2027 for new or improved data and IT systems that support the CCDF program.
(K = thousands; M = millions)

	$0	$1 - $100K	$100K - $250K	$250K - $500K	$500K - $750K	$750K - $1M	$1M - $2M	$2M - $5M	$5M - $10M	More than $10M
CCDF	O	O	O	O	O	O	O	O	O	O
Relief and Recovery (e.g., CRRSA, ARPA)	O	O	O	O	O	O	O	O	O	O
State funding (e.g., Pre-Kindergarten)	O	O	O	O	O	O	O	O	O	O
PDG B-5	O	O	O	O	O	O	O	O	O	O
Other (specify)	O	O	O	O	O	O	O	O	O	O
Other (specify	O	O	O	O	O	O	O	O	O	O

End of Block: General

R24.1 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Final Rule to limit co-payments to 7% for Families.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

Page Break

R24.2 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Final Rule to pay in advance of or at the beginning of the delivery of services and paying child care providers based on a child's enrollment or an alternative approach that does not undermine stability.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

Page Break

R24.3 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Final Rule to provide a minimum 12-month eligibility period when children are newly added to families already participating in the subsidy program and align eligibility periods to the new child's eligibility period.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

Page Break

R24.4 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Final Rule to consider a child presumptively eligible for subsidy prior to full documentation and verification.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

Page Break

R24.5 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Final Rule to post monitoring and inspection reports of child care providers on your consumer education websites.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

Page Break

R24.6 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Final Rule for background checks of child care providers and child care staff.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

_ _

Page Break ———————————————————————————————

R24.7 Please rate the level of effort needed to modify your data and IT systems to implement the 2024 CCDF Rule post online clearer data on serious injuries and fatalities in child care settings by including the total number of children in care each year disaggregated by the type of child care provider.

	Already Implemented	Extremely easy	Moderately easy	Slightly easy	Slightly difficult	Moderately difficult	Extremely difficult
Level of Effort	O	O	O	O	O	O	O

End of Block: 2024 CCDF Final Rule

BF1.1 **Eligibility and Enrollment for Families**

The questions below pertain to the CCDF business processes involved with Eligibility and Enrollment, typically beginning with a Family submitting an application for initial or renewal of CCDF benefits and ending with the Family being notified of their CCDF benefits. The process includes process milestones such as:
- acknowledging receipt of the application from the Family,
- determining whether the Family is eligible for benefits,
- notifying the Family about their eligibility decision,
- receiving the enrollment application from the Family, and
- notifying the Family about their CCDF benefits.

An IT system may include the following types of technologies (or any combination of them):
- Desktop tools: general purpose word processing or spreadsheet applications, e.g., Microsoft Word, Microsoft Excel
- Custom-developed tools: website applications, such as Bootstrap, Materialize, or jQuery; or software applications developed using various software development languages, such as Java, HTML, Python, or C
- Commercial tools: applications designed and sold to support child care program administration, e.g., brightwheel, Kinderpedia, or Family; and low-code/no-code platforms, e.g., Appian, ServiceNow, or Salesforce that can be configured to support child care program administration

Does your Lead Agency or its partner agencies (e.g., county, region, CCR&R) use one or more IT systems for Eligibility and Enrollment for Families?

O Yes

O No

O Not applicable / My Lead Agency does not perform this function

Skip To: End of Block If Eligibility and Enrollment for Families The questions below pertain to the CCDF business processe... = Not applicable / My Lead Agency does not perform this function

Skip To: BF1.7 If Eligibility and Enrollment for Families The questions below pertain to the CCDF business processe... = No

Page Break

BF1.2 At what level are data and IT systems developed and operated to support Eligibility and Enrollment for Families?

O At the state level - integrated with other child care capabilities

O At the state level - not integrated with other child care capabilities

O At the county level (specify the number of counties engaged)

_____

O At a regional level (specify number of regions engaged)

_____

O At a combined state, county, or regional level (specify the total number of counties and regions engaged) _____

O Other (specify) _____

_ _

Page Break ——

BF1.3 IT systems support all activities included in Eligibility and Enrollment for Families?

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF1.4 IT systems used for Eligibility and Enrollment for Families are mobile-ready (accessible from a smartphone or tablet).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF1.5 IT systems used for Eligibility and Enrollment for Families are accessible for people with disabilities (e.g., deafness or hearing loss, blindness or low vision, Epilepsy, mobility issues).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF1.6 IT systems for Eligibility and Enrollment for Families support all data sharing needs, including receiving data from other IT systems and providing data to other IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF1.7 What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Eligibility and Enrollment for Families?
(select any that apply and identify up to 3 other goals)?

☐ None

☐ Online submission of eligibility application

☐ Automated receipt of eligibility application

☐ Automated support to determine eligibility

☐ Automated notification of eligibility decision

☐ Online submission of enrollment application

☐ Automated receipt of enrollment application

☐ Automated notification of benefits

☐ Other (specify) _____

☐ Other (specify) _____

☐ Other (specify) _____

Skip To: BF1.11 If What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Eligibili... = None

Page Break ——

BF1.8 Does a project plan (tasks, timeline, resource estimates, etc.) currently exist to achieve the priority goals for improvement in FY 2025 - FY 2027 for Eligibility and Enrollment for Families?

O Yes

O No

O We are currently developing a plan

BF1.9 Do goals, benchmarks, and target measures exist for the priority goals for improvement in FY 2025 - FY 2027 for Eligibility and Enrollment for Families?

O Yes

O No

O We are currently developing KPIs

Page Break ───

BF1.10 What type of technology do you currently use for Eligibility and Enrollment for Families? (select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

_ _

BF1.11 What type of technology will you likely use for the priority goals for improvement in FY 2025 - FY 2027 for Eligibility and Enrollment for Families?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

_ _

Page Break _____

BF1.12 Please provide any additional information that will help us understand your Lead Agency's gaps in data and IT system capabilities for Eligibility and Enrollment for Families.

_____

BF1.13 Please identify areas in Eligibility and Enrollment for Families where your Lead Agency has seen success that could be beneficial for other Lead Agencies.

_____

BF1.14 Please provide any additional information that will help us understand your Lead Agency's current data and IT system capabilities for Eligibility and Enrollment for Families.

_____

End of Block: Business Function 1 - Eligibility and Enrollment for Families

BF2.1 **Subsidy Payments for Families and Providers**

The questions below pertain to the CCDF business processes for Subsidy Payments for Families and Providers, typically beginning with calculating a Family's subsidy payment and ending with submitting the subsidy payment request to the Partner organization that makes the payment. The process may include milestones such as:
- calculating the payment amount for the Family,
- calculating the payment amount for the Provider,
- notifying the Family of the payment amount and schedule,
- notifying the Provider of the payment amount and schedule, and
- providing payment information to the Partner organization.

An IT system may include the following types of technologies (or any combination of them):
- Desktop tools: general purpose word processing or spreadsheet applications, e.g., Microsoft Word, Microsoft Excel
- Custom-developed tools: website applications, such as Bootstrap, Materialize, or jQuery; or software applications developed using various software development languages, such as Java, HTML, Python, or C
- Commercial tools: applications designed and sold to support child care program administration, e.g., brightwheel, Kinderpedia, or Family; and low-code/no-code platforms, e.g., Appian, ServiceNow, or Salesforce that can be configured to support child care program administration

Does your Lead Agency or its partner agencies (e.g., county, region, CCR&R) use one or more IT systems for Subsidy Payments for Families and Providers?

O Yes

O No

O Not applicable / My Lead Agency does not perform this function

Skip To: End of Block If Subsidy Payments for Families and Providers The questions below pertain to the CCDF business proc... = Not applicable / My Lead Agency does not perform this function

Skip To: BF2.7 If Subsidy Payments for Families and Providers The questions below pertain to the CCDF business proc... = No

Page Break

BF2.2 At what level are data and IT systems developed and operated to support Subsidy Payments for Families and Providers?

O At the state level - integrated with other child care capabilities

O At the state level - not integrated with other child care capabilities

O At the county level (specify the number of counties engaged)

_____

O At a regional level (specify number of regions engaged)

_____

O At a combined state, county, or regional level (specify the total number of counties and regions engaged) _____

O Other (specify) _____

Page Break

BF2.3 IT systems support all activities included in Subsidy Payments for Families and Providers.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF2.4 IT systems are mobile-ready (accessible from a smartphone or tablet).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

- -

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

- -

Page Break

BF2.5 IT systems used for Subsidy Payments for Families and Providers are accessible for people with disabilities (e.g., deafness or hearing loss, blindness or low vision, Epilepsy, mobility issues).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF2.6 IT systems for Subsidy Payments for Families and Providers support all data sharing needs, including receiving data from other IT systems and providing data to other IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF2.7 What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Subsidy Payments for Families and Providers?
(select any that apply and identify up to 3 other goals)?

☐ None

☐ Calculating the payment amount for the Family

☐ Calculating the payment amount for the Provider

☐ Notifying the Family of the payment amount and schedule

☐ Notifying the Provider of the payment amount and schedule

☐ Providing payment information to the Partner organization

☐ Other (specify) _____

☐ Other (specify) _____

☐ Other (specify) _____

Skip To: BF2.11 If What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Subsidy P... = None

Page Break

BF2.8 Does a project plan (tasks, timeline, resource estimates, etc.) currently exist to achieve the priority goals for improvement in FY 2025 - FY 2027 for Subsidy Payments for Families and Providers?

O Yes

O No

O We are currently developing a plan

BF2.9 Do Key Performance Indicators (KPIs) exist for the priority goals for improvement in FY 2025 - FY 2027 for Subsidy Payments for Families and Providers?

O Yes

O No

O We are currently developing KPIs

Page Break

BF2.10 What type of technology do you currently use for Subsidy Payments for Families and Providers?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

BF2.11 What type of technology will you likely use for the priority goals for improvement in FY 2025 - FY 2027 for Subsidy Payments for Families and Providers?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

Page Break ——————————————————————————————

BF2.12 Please provide any additional information that will help us understand your Lead Agency's gaps in data and IT system capabilities in this area.

_____

BS2.13 Please identify areas where your Lead Agency has seen success that could be beneficial for other Lead Agencies.

_____

BF2.14 Please provide any additional information that will help us understand your Lead Agency's current data and IT system capabilities in this area.

_____

End of Block: Business Function 2 - Subsidy Payments for Families and Providers

BF3.1 **Consumer Education for Families and Providers**

The questions below pertain to the CCDF process for Consumer Education for Families and Providers, typically beginning with a Family seeking information about child care or a Provider seeking information about becoming a CCDF child care provider and ending with the Family or the Provider making an informed decision about their participation in the CCDF program. The process may include milestones such as:

- Families understanding the benefits and requirements for participating in the CCDF program,
- Families understanding their child care options in order to make an informed decision to meet their needs,
- Providers understanding the benefits and requirements for participating in the CCDF program,
- Providers understanding the requirements for participating in the CCDF program to make an informed decision to become a CCDF Provider.

An IT system may include the following types of technologies (or any combination of them):

- Desktop tools: general purpose word processing or spreadsheet applications, e.g., Microsoft Word, Microsoft Excel
- Custom-developed tools: website applications, such as Bootstrap, Materialize, or jQuery; or software applications developed using various software development languages, such as Java, HTML, Python, or C
- Commercial tools: applications designed and sold to support child care program administration, e.g., brightwheel, Kinderpedia, or Family; and low-code/no-code platforms, e.g., Appian, ServiceNow, or Salesforce that can be configured to support child care program administration

Does your Lead Agency or its partner agencies (e.g., county, region, CCR&R) use one or more IT systems for Consumer Education for Families and Providers?

O Yes

O No

O Not applicable / My Lead Agency does not perform this function

Skip To: End of Block If Consumer Education for Families and Providers The questions below pertain to the CCDF process for... = Not applicable / My Lead Agency does not perform this function

Skip To: BF3.7 If Consumer Education for Families and Providers The questions below pertain to the CCDF process for... = No

BF3.2 At what level are data and IT systems developed and operated to support Consumer Education for Families and Providers?

O At the state level - integrated with other child care capabilities

O At the state level - not integrated with other child care capabilities

O At the county level (specify the number of counties engaged)

_____

O At a regional level (specify number of regions engaged)

_____

O At a combined state, county, or regional level (specify the total number of counties and regions engaged) _____

O Other (specify) _____

BF3.3 IT systems support all activities included in Consumer Education for Families and Providers.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF3.4 IT systems that support Consumer Education for Families and Providers are mobile-ready (accessible from a smartphone or tablet).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF3.5 IT systems that support Consumer Education for Families and Providers are accessible for people with disabilities (e.g., deafness or hearing loss, blindness or low vision, Epilepsy, mobility issues).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF3.6 IT systems support all data sharing needs for Consumer Education for Families and Providers, including receiving data from other IT systems and providing data to other IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF3.7 What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Consumer Education for Families and Providers?
(select any that apply and identify up to 3 other goals)?

☐ None

☐ Improving or increasing information available for Families about the CCDF program

☐ Improving or increasing information available for Providers about the CCDF program

☐ Collecting feedback from Families to improve consumer education materials

☐ Collecting feedback from Providers to improve consumer education materials

☐ Other (specify) _____

☐ Other (specify) _____

☐ Other (specify) _____

Skip To: BF3.11 If What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Consumer... = None

Page Break ——

BF3.8 Does a project plan (tasks, timeline, resource estimates, etc.) currently exist to achieve the priority goals for improvement in FY 2025 - FY 2027 for Consumer Education for Families and Providers?

O Yes

O No

O We are currently developing a plan

BF3.9 Do goals, benchmarks, and target measures exist for the priority goals for improvement in FY 2025 - FY 2027 for Consumer Education for Families and Providers?

O Yes

O No

O We are currently developing KPIs

Page Break

BF3.10 What type of technology do you currently use for Consumer Education for Families and Providers?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

BF3.11 What type of technology will you likely use for the priority goals for improvement in FY 2025 - FY 2027 for Consumer Education for Families and Providers?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

Page Break ——

BF3.12 Please provide any additional information that will help us understand your Lead Agency's gaps in data and IT system capabilities for Consumer Education for Families and Providers.

_____

BF3.13 Please identify areas in Consumer Education for Families and Providers where your Lead Agency has seen success that could be beneficial for other Lead Agencies.

_____

BF3.14 Please provide any additional information that will help us understand your Lead Agency's current data and IT system capabilities in Consumer Education for Families and Providers.

_____

End of Block: Business Function 3 - Consumer Education for Families and Providers

BF4.1 **Licensing and Monitoring for Providers**

The questions below pertain to the CCDF business process Licensing and Monitoring for Providers, typically beginning with notifying a current CCDF Provider (including licensed and license-exempt) they need to submit a renewal application or permitting a child care provider to submit an application to become a CCDF Provider and ending with tracking monitoring results to closure. The process may include milestones such as:
- notifying current Provider of licensing renewal requirement,
- online submission of application by prospective or continuing Provider,
- notifying the prospective or continuing Provider of receipt of application,
- notifying prospective or continuing Provider of an upcoming monitoring event,
- notifying prospective or continuing Provider of the results of the monitoring event, and
- tracking status of monitoring findings to closure.

An IT system may include the following types of technologies (or any combination of them):
- Desktop tools: general purpose word processing or spreadsheet applications, e.g., Microsoft Word, Microsoft Excel
- Custom-developed tools: website applications, such as Bootstrap, Materialize, or jQuery; or software applications developed using various software development languages, such as Java, HTML, Python, or C
- Commercial tools: applications designed and sold to support child care program administration, e.g., brightwheel, Kinderpedia, or Family; and low-code/no-code platforms, e.g., Appian, ServiceNow, or Salesforce that can be configured to support child care program administration

Does your Lead Agency or its partner agencies (e.g., county, region, CCR&R) use one or more IT systems for Licensing and Monitoring for Providers?

O Yes

O No

O Not applicable / My Lead Agency does not perform this function

Skip To: End of Block If Licensing and Monitoring for Providers The questions below pertain to the CCDF business process L... = Not applicable / My Lead Agency does not perform this function

Skip To: BF4.7 If Licensing and Monitoring for Providers The questions below pertain to the CCDF business process L... = No

- -

BF4.2 At what level are data and IT systems developed and operated to support Licensing and Monitoring for Providers?

O At the state level - integrated with other child care capabilities

O At the state level - not integrated with other child care capabilities

O At the county level (specify the number of counties engaged)

_____

O At a regional level (specify number of regions engaged)

_____

O At a combined state, county, or regional level (specify the total number of counties and regions engaged) _____

O Other (specify) _____

BF4.3 IT systems support all activities included in Licensing and Monitoring for Providers.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF4.4 IT systems supporting Licensing and Monitoring for Providers are mobile-ready (accessible from a smartphone or tablet).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF4.5 IT systems supporting Licensing and Monitoring for Providers are accessible for people with disabilities (e.g., deafness or hearing loss, blindness or low vision, Epilepsy, mobility issues).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF4.6 IT systems support all data sharing needs for Licensing and Monitoring for Providers, including receiving data from other IT systems and providing data to other IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF4.7 What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Licensing and Monitoring for Providers?
(select any that apply and identify up to 3 other goals)?

☐ None

☐ Automated reminder to renew as a CCDF Provider (licensed and license-exempt)

☐ Online application submission to become (or remain) a CCDF Provider (licensed and license-exempt)

☐ Notifying prospective or renewing Provider of receipt of application

☐ Notifying prospective or renewing Provider of upcoming monitoring event

☐ Notifying prospective or continuing Provider of the results of the monitoring event

☐ Tracking monitoring results to closure

☐ Other (specify) _____

☐ Other (specify) _____

☐ Other (specify) _____

Skip To: BF4.11 If What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Licensing... = None

Page Break

BF4.8 Does a project plan (tasks, timeline, resource estimates, etc.) currently exist to achieve the priority goals for improvement in FY 2025 - FY 2027 in Licensing and Monitoring for Providers?

O Yes

O No

O We are currently developing a plan

BF4.9 Do goals, benchmarks, and target measures exist for the priority goals for improvement in FY 2025 - FY 2027 for Licensing and Monitoring for Providers?

O Yes

O No

O We are currently developing KPIs

Page Break ———————————————————————————————

BF4.10 What type of technology do you currently use for Licensing and Monitoring for Providers?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

BF4.11 What type of technology will you likely use for the priority goals for improvement in FY 2025 - FY 2027 for Licensing and Monitoring for Providers?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

Page Break ————————————————————————————————

BF4.12 Please provide any additional information that will help us understand your Lead Agency's gaps in data and IT system capabilities for Licensing and Monitoring for Providers.

_____

BF4.13 Please identify areas in Licensing and Monitoring for Providers where your Lead Agency has seen success that could be beneficial for other Lead Agencies.

_____

BF4.14 Please provide any additional information that will help us understand your Lead Agency's current data and IT system capabilities for Licensing and Monitoring for Providers.

_____

End of Block: Business Function 4 - Licensing and Monitoring for Providers

BF5.1 **Background Checks for Child Care Staff**

The questions below pertain to the CCDF business process Background Checks for Child Care Staff, typically beginning with notifying a current CCDF Provider (including licenses and license-exempt) and Child Care Staff of the requirement to submit a background check request to the CCDF Lead Agency or its partner agencies (e.g., State Identification Bureau, Law Enforcement Agency, Child Welfare Agency, etc.) to make a determination of a child care staff member's eligibility for employment and ending with notifying the CCDF Provider and Child Care Staff of the outcome of the background check. The process may include milestones such as:

- notifying Provider, Child Care Staff, and/or partner agency of background check requirements (initial and renewal),
- online submission of background check request from Provider and/or partner agency,

- identifying specific background check requirements for Child Care Staff, including national and interstate background checks,
- online submission of information required for background check from Provider, Child Care Staff, and/or partner agency,
- notifying Provider, Child Care Staff, and/or partner agency of receipt of information for background check,
- notifying Provider of provisional hiring approval for Child Care Staff,
- notifying Provider and/or partner agency of results of background check indicating eligibility for provisional employment without revealing disqualifying crimes or other related information,
- notifying Child Care Staff of results of background check indicating eligibility for provisional employment, including disqualifying crime(s) and appeals information,

- identifying and tracking compliance issues,
- collecting and processing fees, and
- tracking Child Care Staff employment (e.g., changes in employer).

An IT system may include the following types of technologies (or any combination of them):
- Desktop tools: general purpose word processing or spreadsheet applications, e.g., Microsoft Word, Microsoft Excel
- Custom-developed tools: website applications, such as Bootstrap, Materialize, or jQuery; or software applications developed using various software development languages, such as Java, HTML, Python, or C
- Commercial tools: applications designed and sold to support background checks, e.g., LiveScan Fingerprinting Services, Portable Fingerprinting Units, software from a third-party vendor/private company, etc.

Does your Lead Agency or its partner agencies (e.g., county, region, CCR&R) use one or more IT systems for Background Checks for Child Care Staff?

O Yes

O No

O Not applicable / My Lead Agency does not perform this function

Skip To: End of Block If Background Checks for Child Care Staff The questions below pertain to the CCDF business process B... = Not applicable / My Lead Agency does not perform this function

Skip To: BF5.7 If Background Checks for Child Care Staff The questions below pertain to the CCDF business process B... = No

Page Break

BF5.2 At what level are data and IT systems developed and operated to support Background Checks for Child Care Staff?

O At the state level - integrated with other child care capabilities

O At the state level - not integrated with other child care capabilities

O At the county level (specify the number of counties engaged)

_____

O At a regional level (specify number of regions engaged)

_____

O At a combined state, county, or regional level (specify the total number of counties and regions engaged) _____

O Other (specify) _____

Page Break

BF5.3 IT systems support all activities included in Background Checks for Child Care Staff.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF5.4 IT systems supporting Background Checks for Child Care Staff are mobile-ready (accessible from a smartphone or tablet).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF5.5 IT systems supporting Background Checks for Child Care Staff are accessible for people with disabilities (e.g., deafness or hearing loss, blindness or low vision, Epilepsy, mobility issues).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF5.6 IT systems support all data sharing needs for Background Checks for Child Care Staff, including receiving data from other IT systems and providing data to other IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF5.7 What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Background Checks for Child Care Staff?
(select any that apply and identify up to 3 other goals)?

☐ None

☐ Notifying Provider, Child Care Staff, and/or partner agency of background check requirements (initial and renewal)

☐ Online submission of background check request from Provider and/or partner agency

☐ Identifying specific background check requirements for Child Care Staff, including national and interstate background checks

☐ Online submission of information required for background check from Provider, Child Care Staff, and/or agency provider

☐ Notifying Provider, Child Care Staff, and/or agency partner of receipt of information for background check

☐ Notifying Provider of provisional hiring approval for Child Care Staff

☐ Notifying Provider and/or partner agency of results of background check indicating eligibility for employment without revealing disqualifying crimes or related information

☐ Notifying Child Care Staff of results of background check indicating eligibility for employment, including disqualifying crime(s) and appeals information

☐ Identifying and tracking compliance issues

☐ Collecting and processing fees

☐ Tracking Child Care Staff employment (e.g., changes in employer)

☐ Other (specify) _____

☐ Other (specify) _____

☐ Other (specify) _____

Skip To: BF5.11 If What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Backgroun... = None

----

Page Break ——

BF5.8 Does a project plan (tasks, timeline, resource estimates, etc.) currently exist to achieve the priority goals for improvement in FY 2025 - FY 2027 in Background Checks for Child Care Staff?

O Yes

O No

O We are currently developing a plan

BF5.9 Do goals, benchmarks, and target measures exist for the priority goals for improvement in FY 2025 - FY 2027 for Background Checks for Child Care Staff?

O Yes

O No

O We are currently developing KPIs

Page Break

BF5.10 What type of technology do you currently use for Background Checks for Child Care Staff?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

_____

BF5.11 What type of technology will you likely use for the priority goals for improvement in FY 2025 - FY 2027 for Background Checks for Child Care Staff?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python, specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow, Salesforce, specify) _____

_____

Page Break ————————————————————————————————

BF5.12 Please provide any additional information that will help us understand your Lead Agency's gaps in data and IT system capabilities for Background Checks for Child Care Staff.

_____

BF5.13 Please identify areas in Background Checks for Child Care Staff where your Lead Agency has seen success that could be beneficial for other Lead Agencies.

_____

BF5.14 Please provide any additional information that will help us understand your Lead Agency's current data and IT system capabilities for Background Checks for Child Care Staff.

_____

End of Block: Business Function 5 - Background Checks for Child Care Staff

BF6.1 **Quality Activities, including Child Care Staff Development and Certification**

The questions below pertain to Quality Activities that may include the following activities:
child care resource referral, including family / child care referral services,
workforce and professional development, including workforce registries,
quality rating and improvement systems (QRIS),
evaluation of child care programs,
pursuit of accreditation,
improving supply and quality of child care for infants and toddlers, and
early learning and development guidelines.

An IT system may include the following types of technologies (or any combination of them):
- Desktop tools: general purpose word processing or spreadsheet applications, e.g., Microsoft Word, Microsoft Excel
- Custom-developed tools: website applications, such as Bootstrap, Materialize, or jQuery; or software applications developed using various software development languages, such as Java, HTML, Python, or C
- Commercial tools: applications designed and sold to support child care program administration, e.g., brightwheel, Kinderpedia, or Family; and low-code/no-code platforms, e.g., Appian, ServiceNow, or Salesforce that can be configured to support child care program administration

Does your Lead Agency or its partner agencies (e.g., county, region, CCR&R) use one or more IT systems Quality Activities?

O Yes

O No

O Not applicable / My Lead Agency does not perform this function

Skip To: End of Block If Quality Activities, including Child Care Staff Development and Certification The questions below... = Not applicable / My Lead Agency does not perform this function

Skip To: BF6.7 If Quality Activities, including Child Care Staff Development and Certification The questions below... = No

Page Break

BF6.2 At what level are data and IT systems developed and operated to support Quality Activities?

O At the state level - integrated with other child care capabilities

O At the state level - not integrated with other child care capabilities

O At the county level (specify the number of counties engaged)

_____

O At a regional level (specify number of regions engaged)

_____

O At a combined state, county, or regional level (specify the total number of counties and regions engaged) _____

O Other (specify) _____

Page Break

BF6.3 IT systems support all activities within Quality Activities.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF6.4 IT systems are mobile-ready (accessible from a smartphone or tablet).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF6.5 IT systems used for Quality Activities are accessible for people with disabilities (e.g., deafness or hearing loss, blindness or low vision, Epilepsy, mobility issues).

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF6.6 IT systems for Quality Activities support all data sharing needs, including receiving data from other IT systems and providing data to other IT systems.

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
Agreement with statement	O	O	O	O	O	O

	Extremely dissatisfied	Moderately dissatisfied	Slightly dissatisfied	Slightly satisfied	Moderately satisfied	Extremely satisfied
Satisfaction with existing IT systems	O	O	O	O	O	O

Page Break

BF6.7 What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Quality Activities?
(select any that apply and identify up to 3 other goals)?

☐ None

☐ Increasing / Improving online professional development opportunities for the Provider workforce

☐ Improving data accessibility and trustworthiness for quality reporting

☐ Improving use of data to evaluate quality of child care across various Provider types

☐ Increasing use of data to assess alignment with early learning and development guidelines

☐ Increasing data accessibility and trustworthiness for workforce accreditation

☐ Other (specify) _____

☐ Other (specify) _____

☐ Other (specify) _____

Skip To: BF6.11 If What priority goals for improvements does the Lead Agency have in FY 2025 - FY 2027 for Quality A... = None

Page Break ───

BF6.8 Does a project plan (tasks, timeline, resource estimates, etc.) currently exist to achieve the priority goals for improvement in FY 2025 - FY 2027 for Quality Activities?

O Yes

O No

O We are currently developing a plan

BF6.9 Do Key Performance Indicators (KPIs) exist for the priority goals for improvement in FY 2025 - FY 2027 for Quality Activities?

O Yes

O No

O We are currently developing KPIs

Page Break ———————————————————————————————————

BF6.10 What type of technology do you currently use for Quality Activities?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python,
specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow,
Salesforce, specify) _____

BF6.11 What type of technology will you likely use for the priority goals for improvement in FY
2025 - FY 2027 for Quality Activities?
(select all that apply)

☐ Undecided at this time

☐ Desktop Tools (e.g., Microsoft Word or Excel, specify)

_____

☐ Custom Development Tools (e.g., Bootstrap, Materialize, jQuery Java, HTML, Python,
specify) _____

☐ Commercial Tools (e.g., brightwheel, Kinderpedia, Family, Appian, ServiceNow,
Salesforce, specify) _____

Page Break _____

BF6.12 Please provide any additional information that will help us understand your Lead Agency's gaps in data and IT system capabilities in this area.

_____

BF6.13 Please identify areas where your Lead Agency has seen success that could be beneficial for other Lead Agencies.

_____

BF6.14 Please provide any additional information that will help us understand your Lead Agency's current data and IT system capabilities in this area.

_____

End of Block: Business Function 6 - Quality Activities